



**Notice of meeting of
Social Inclusion Working Group**

To: Councillors Vassie (Chair), Aspden, Brooks, Gunnell and Looker (Vice-Chair)

Non Voting Co-opted Members:

Sue Lister, York Older People's Assembly

Larry Hotchkiss, York Older People's Assembly

Peter Blackburn, LGBT Forum

Sarah Fennell, LGBT Forum

Rita Sanderson, The BME Citizens' Open Forum (York Racial Equality Network)

Daryoush Mazloun, The BME Citizens' Open Forum (York Racial Equality Network)

Corry Hewitt, York Interfaith Representative

Revd. Paul Wordsworth, Churches Together in York

John Bettridge, Mental Health Forum

David Brown, Access Group

Becca Cooper, York People First

Fiona Walker, Valuing People Partnership

Date: Wednesday, 13 May 2009

Time: 6.30 pm

Venue: Clementhorpe Room, Priory Street, York

AGENDA

1. Declarations of Interest

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

2. Public Participation

At this point in the meeting members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Group's remit can do so. Anyone who wishes to register or requires further information is requested to contact the Democracy Officer on the contact details listed at the foot of this agenda. The deadline for registering is Tuesday 12 May 2009 at 5.00 pm.

3. Minutes and Matters Arising (Pages 3 - 22)

To approve and sign the minutes of the last meeting of the Group held on 11 March 2009. An "easy read" version of these minutes is also attached for consideration.

4. Chair's Report (Pages 23 - 58)

Consideration will be given to the "Help us to Get it Right" day Final Report.

5. Key Issues in the Community

Community representatives and expert witnesses will have the opportunity to raise issues about equality in Council services as well as to report on recent activity.

6. Gender Issues and Engagement in the Social Inclusion Working Group (SIWG) (Pages 59 - 68)

This report details the findings of the project carried out to explore key gender equality issues in the city, including trans issues. It also considers how the Social Inclusion Working Group can engage with groups that deal with and promote gender issues.

7. Collecting Information about the Needs and Views of People from the Equality Strands (Pages 69 - 76)

This report explains why, when and how the Council proposes to collect information about the gender, race, disability, sexual orientation, age and religion and belief of communities and individuals the Council services and employs. The views of SIWG members are sought about the proposed questions.

8. Council Equality Strategy and Schemes 2009/12

Officers will make a presentation outlining the plans and actions that the Council proposes to undertake in the period July 2009 to July 2012, to make sure that it is a fair and inclusive service provider and employer. Small group discussion will follow during which SIWG members will be asked to provide feedback on what is being proposed. This will ensure that the SIWG helps to shape the Council Equality Strategy and Schemes 2009/12.

9. Dates of Future Meetings

This is to inform SIWG members of the dates of future meetings of the Group. Members are requested to note the following dates:

- Thursday 2 July 2009
- Thursday 24 September 2009
- Wednesday 2 December 2009
- Thursday 28 January 2010
- Wednesday 17 February 2010
- Tuesday 20 April 2010

Meetings will be held at the Priory Street Centre and will start at 6.30 pm.

10. Any other business which the Chair considers urgent under the Local Government Act 1972

Democracy Officer:

Name: Jayne Carr

Tel: (01904) 552030

jayne.carr@york.gov.uk

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details set out above.

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About City of York Council Meetings

Would you like to speak at this meeting?

If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088

Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

Access Arrangements

We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as much notice as possible (at least 48 hours for Braille or audio tape).

If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

Every effort will also be made to make information available in another language, either by providing translated information or an interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

যদি যথেষ্ট আগে থেকে জানানো হয় তাহলে অন্য কোন অর্ধাতে তথ্য জানানোর জন্য সব ধরনের চেষ্টা করা হবে, এর জন্য দরকার হলে তথ্য অনুবাদ করে দেয়া হবে অথবা একজন দোঅবী সর্ববরাহ করা হবে। টেলিফোন নম্বর (01904) 551 550।

Yeteri kadar önceden haber verilmesi koşuluyla, bilgilerin terümesini hazırlatmak ya da bir tercüman bulmak için mümkün olan herşey yapılacaktır. Tel: (01904) 551 550

我們竭力使提供的資訊備有不同語言版本，在有充足時間提前通知的情況下會安排筆譯或口譯服務。電話 (01904) 551 550。

اگر مناسب وقت سے اطلاع دی جاتی ہے تو ہم معلومات کا ترجمہ میا کرنے کی پوری کوشش کریں گے۔ ٹیلی فون (01904) 551 550

Informacja może być dostępna w tłumaczeniu, jeśli dostaniemy zapotrzebowanie z wystarczającym wyprzedzeniem. Tel: (01904) 551 550

Holding the Executive to Account

The majority of councillors are not appointed to the Executive (38 out of 47). Any 3 non-Executive councillors can 'call-in' an item of business from a published Executive (or Executive Member Advisory Panel (EMAP)) agenda. The Executive will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Executive meeting in the following week, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

Who Gets Agenda and Reports for our Meetings?

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to;
- Public libraries get copies of **all** public agenda/reports.

City of York Council

Committee Minutes

MEETING	SOCIAL INCLUSION WORKING GROUP
DATE	11 MARCH 2009
PRESENT	COUNCILLORS VASSIE (CHAIR), ASPDEN, BROOKS, GUNNELL AND LOOKER (ITEMS 36 AND 38-42)
NON-VOTING CO-OPTED MEMBERS	PETER BLACKBURN – LGBT LARRY HOTCHKISS – YORK OLDER PEOPLE’S ASSEMBLY JAN JAUNCEY – YORK INTERFAITH SUE LISTER – YORK OLDER PEOPLE’S ASSEMBLY DARYOUSH MAZLOUM – YORK RACIAL EQUALITY NETWORK (YREN) PAUL WORDSWORTH – YORK INTERFAITH
EXPERT WITNESSES	NICOLA BEDFORD – HIGHER YORK JOHN BETTRIDGE – MENTAL HEALTH FORUM DAVID BROWN – YORK ACCESS GROUP MAUREEN RYAN – VALUING PEOPLE PARTNERSHIP
APOLOGIES	SARAH FENNELL, RITA SANDERSON, FIONA WALKER AND GEORGE WRIGHT

36. **DECLARATIONS OF INTEREST**

Members were invited to declare at this point in the meeting any personal or prejudicial interests they might have in the business on the agenda.

No interests were declared.

37. **PUBLIC PARTICIPATION**

There was one registration to speak at the meeting under the Council’s Public Participation Scheme.

Verna Campbell, Chair of Campaign Against Barriers at York Station (CABYS), expressed concerns at the problems that could be created for infirm or disabled people by the introduction of barriers at the station (agenda item 8 – minute 43 refers).

Concerns were expressed about the proposed changes, including:

- Problems that would be caused because there would be no easy access to the station from the short-term car park. This car park was frequently used by people accompanying elderly or disabled people to the station.
- Ticket barriers would cause difficulties for frail, elderly or disabled passengers and those with luggage.
- The proposed arrangements were likely to result in congestion, for example around the barriers, which would cause problems for travellers.
- Some people found ticket machines difficult to use.

38. MINUTES AND MATTERS ARISING

RESOLVED: (i) That the minutes of the meeting of the Group, held on 14 January 2009, be approved and signed by the Chair as a correct record.

It was noted that, in the proposed additions to the membership of SIWG, the Access Group were to be invited to nominate only one representative even though the group included people with physical and sensory disabilities.

RESOLVED: (ii) That, should they wish to do so, the Access Group be permitted to alternate their representative to ensure that the views of those with physical and sensory disabilities were heard.

39. CHAIR'S REPORT

(i) SIWG Development Day 2009

Consideration was given to setting a date for the SIWG 2009 Development Day.

RESOLVED: That the SIWG Development Day be held on Wednesday 20 May 2009.

(ii) Membership of the Group

Tribute was paid to the work that former members of SIWG had carried out.

RESOLVED: That thanks be recorded to Jack Archer, who had formerly served as a representative of the York Older People's Assembly and Lynn Jeffries, who had previously represented disabled people, for the contribution that they had made to the Group.

**40. CITY OF YORK COUNCIL DEMOCRATIC SERVICES
EQUALITY IMPACT ASSESSMENT**

Members of the Group received a report seeking their views on the findings of the Equality Impact Assessment of Democratic Services.

The Democratic Services Manager explained the work of the department and sought the views of the Group as to how improvements could be made. The following suggestions were put forward:

1. Written and Verbal Information

- Comic sans is the preferred font for many users.
- Font size 14 is preferred.
- Improvements need to be made to the Council website as information is not easily accessible.
- Sometimes organisations prepare written documents in different languages but this tends to get stockpiled and go out of date. It is better for the information to be available electronically and produced on demand.
- Although agenda papers give information about access arrangements this needs to be better promoted.
- It would be better for documents to be personalised on request in order to meet the specific needs of individuals e.g. large font size, easy-read version or in another language.

- When documents are emailed the format can be amended by the reader to meet their needs e.g. increasing font size. This is not possible for PDF documents.

2. Procedures

- Council procedures should be modernised and made easier to understand.

3. Members Support and Training

- It needs to be made clear to the public that all strands of the equalities are encouraged to stand for election and that if they have specific needs appropriate support will be in place.
- More action needs to be taken to raise the profile of the work that councillors carry out. Information should be available in places like the library. The role of the councillor should be more prominent on the Council website.
- Careful consideration should be given to the timings of meetings.
- The Group welcomes the proposal to offer equalities training to councillors but notes that not all councillors attend training sessions.

4. Mayoralty

- The Group welcomes the proposal that the Lord Mayor's engagements diary will be more formally monitored to ensure that it supports engagements and visits to groups representative of the equality strands.
- Consideration should be given to The Lord Mayor hosting a reception for representatives of the equality strands on an annual basis.

5. Mansion House and Guildhall Facilities

- Praying/contemplation facilities should be available.
- The situation in respect of the bell at the Mansion House should be addressed as soon as possible as it is extremely demoralising for a member of the

public to seek assistance in this way and for this to go unheard.

- The refurbishment of the toilet for disabled people that is adjacent to Committee Room 2 should be treated as a priority to ensure that it is fully accessible.

6. Performance Management

- Whilst the Group welcomes the proposal to collect data to help understand how effective the measures outlined in the Equality Impact Assessment have been, there are concerns that some people may find the questionnaires to be intrusive. The Group would not wish such arrangements to deter members of the community from attending or participating in council meetings or from using facilities such as the Mansion House and Guildhall.

The Group was informed that the questionnaire would be brought to the Group for consideration in due course.

RESOLVED: That Democratic Services be requested to take into account the comments and suggestions put forward by SIWG.

41. **CITY OF YORK COUNCIL PRIVATE SECTOR HOUSING STRATEGY EQUALITY IMPACT ASSESSMENT**

Members of the Group received a report seeking their views on the findings of the Equality Impact Assessment of the Private Sector Housing Strategy 2008-13.

Copies of the Private Sector Housing Strategy 2008-13 were circulated and a presentation was given on the key issues. The strategy set out how the council and its partners would work to help improve the condition and management of owner occupied and privately rented homes in York.

Members of the Group put forward the following comments:

- There was insufficient reference to sexual orientation. (It was noted that customer satisfaction surveys included this

information but that it had not been included in the stock condition survey).

- More consideration should be given to issues in respect of racial tension – YREN would be able to provide information as to reported incidents of harassment.
- Some residents had perceived the questionnaires to be a form of prying by the Council even though completion of them was on a voluntary basis only. This was a communication issue that should be addressed when future surveys of this type were carried out.

Larry Hotchkiss informed officers that he had ideas about a new concept in respect of housing issues and it was agreed that he would forward his suggestions to officers after the meeting.

RESOLVED: That it be requested that the comments and suggestions put forward by SIWG be taken into account in the implementation of the Private Sector Housing Strategy 2008-13.

42. **COMMUNITY ISSUES**

(i) Project Proposals for Funding in 2008/9

Sue Lister informed the Group that there was insufficient time in which to arrange the proposed SIWG Diversity Day for 2009. She was therefore seeking approval for the funding of £1,500 that had been allocated for the Diversity Day to be used to develop a community impetus for the event, which could then be held in May 2010. The funding allocated for 2008/9 could be used for purposes such as the creation of a working group to arrange the event and to prepare flyers and leaflets about the day, which could be handed out at other festivals.

RESOLVED: That further information on the proposal be forwarded to the Equalities Officer for consideration at the next meeting.

(ii) Representation from York Interfaith

Jan Jauncey informed the Group that Corry Hewitt would be replacing her as representative of York Interfaith on SIWG. The Chair thanked Jan for the work that she had

carried out and the contribution that she had made to the Group.

43. CONSULTATION ABOUT IMPROVEMENTS TO YORK RAILWAY STATION

Representatives from National Express gave a presentation on the proposed improvements to York Railway Station.

The presentation included:

- Improvements made over the last decade
- Recent improvements
- Proposals for 2009/2010
- The future vision

Diagrams of the proposed automatic ticket gates were also circulated.

The Group was informed that representatives from National Express had previously met with the Campaign Against Barriers at York Station (CABYS) and were keen to hear the views of SIWG.

The proposal to install automatic ticket gates was part of the franchise commitment and was very much supported by the Government. It was a key policy of the rail industry.

The Group was shown a map of the proposed developments and it was noted that the long-term aspiration was to work with the council to provide a new bridge, which would link to the city centre.

Members of the Group put forward their views and questions about the proposals and representatives from National Express responded to the points put forward:

- Easy access from the short-term car park to the station is essential, particularly as this car park is often used by carers who are accompanying elderly or disabled travellers.
There would be a dedicated walkway from the car park to the station. Phase B of the plans would include the improvements in respect of the Scarborough Road bridge.

- Will it be possible for a carer to accompany a passenger onto the station platform?
Yes. They would obtain a pass from a member of staff. An assisted travel scheme is also in place whereby passengers can arrange in advance for support to be provided on their journey.
- Would the same apply if you wanted to meet a friend, relative or colleague on the platform?
Yes. You would ask a member of staff for a pass.
- How would parents with several children be able to cope with a ticket barrier?
Staff would be available to assist. Wide aisle gates would also be in place for those with buggies or for wheelchairs.
- Could luggage become trapped in the barriers?
Sensors would be in place to prevent the paddles on the machine from closing. Wider gate access would also be available.
- What would happen if there was a power cut?
The gates would open automatically.
- Why is funding being invested in this way when it could be used to employ more ticket inspectors?
There will still be guards on trains. National Express is contractually committed to installing automatic ticket gates. They bring benefits.
- Do you have figures as to the amount of money that is lost through ticket evasion?
Although we are not prepared to state the amount involved, the issue of fraud and fare evasion is a big concern for National Express. The fact that the franchise is prepared to invest around £1million in gating alone is an indication of how seriously the matter is taken. The money saved will be reinvested back into the railways.
- Can arrangements be put in place to allocate a place for prayer and reflection? York has many tourists who use station and the city is also visited by religious travellers.
We will take back the request and give further consideration to this matter.

- The proposed changes do not acknowledge the historical status of York Station.

National Express takes its obligations as custodian of York Station very seriously. It is committed to maintaining and enhancing the buildings. The improvements that it has made at stations such as Durham have won awards. Representatives from National Express have met with the "Cultural Quarter" – Ad Hoc Scrutiny Committee and that meeting had focussed more on the cultural implications. The ultimate aim is for the station to link in with the development of the "Cultural Quarter". National Express is committed to support the master plan for the listed building.

- The station is an iconic building. The proposed arrangements will make it exclusive and only available to travellers.

The building will not be exclusive. Visits can be arranged for those who are interested in its history and design.

- How will the proposed changes improve security?

There have been incidents of vandalism to the male toilets at York Station and of people using the waiting rooms overnight and leaving them in an undesirable condition. Where other franchises have introduced ticket barriers such incidents have reduced, as have incidents of violence and threatened violence to staff.

- Could improvements be made to the way in which passengers are notified when trains are delayed or platform changes are necessary? The use of an audio system is not helpful to passengers who have hearing difficulties or for whom English is not their first language. They are reliant on asking a member of staff to notify them if a change is announced. It would be beneficial for such announcements to be made in a visual form as well as by an audio system.

National Express will look into this possibility.

- People with learning disabilities or for whom English is not their first language may find it difficult to cope with the machines.

The barriers will be manned at peak times. Video support will be available and the gates can be opened randomly. There will be ticket machines for people entering from Leeman Road and the long-stay car park.

- Has an Equality Impact Assessment been carried out in respect of the proposals to consider how different equality groups will be affected?

That is one of the reasons why National Express is meeting with SIWG.

Members of the Group reiterated their concerns regarding the proposed changes. A key issue remained the access from the short-term car park. There were also concerns that the barriers and ticket machines would pose difficulties for disabled passengers or those for whom English was not their first language.

The representatives from National Express stated that they understood the importance of the railway station to York and recognised that they were custodians of the station. They were keen to engage with community groups and work in partnership with them. Further comments from members of the group were welcome and should be forwarded to them.

- RESOLVED:
- (i) That a copy of the Equality Impact Assessment template used by the Council be forwarded to National Express¹.
 - (ii) That the Executive be requested to give full consideration to the issues raised by SIWG in respect of the proposed changes to the station and to the Equality Impact Assessment when this was submitted by National Express.

Action Required

Copy of EIA template to be sent to National Express

GR

44. FIRST YORK

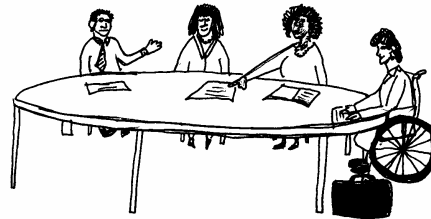
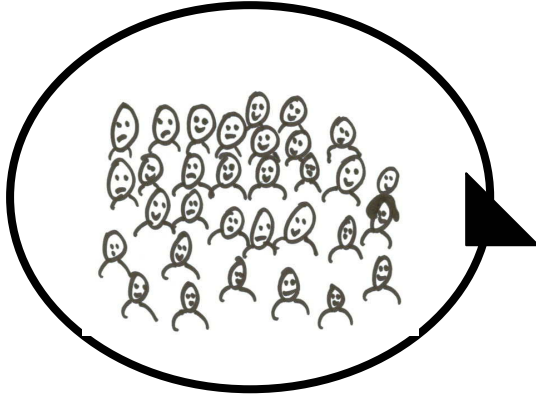
Concerns were expressed at the impact that the proposed cuts to the bus services provided by First York would have on members of the community, particularly young people and the elderly.

- RESOLVED:
- (i) That a letter be sent to First York expressing the concerns of SIWG regarding the proposed cuts and the implications for members of the community.
 - (ii) That a representative from First York be invited to attend a meeting of SIWG to discuss issues in respect of bus service provision.

Councillor C Vassie, Chair

[The meeting started at 6.30 pm and finished at 9.15 pm].

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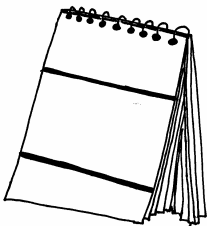


Social Inclusion Working Group

(Social inclusion means including everyone in society. The Social Inclusion Working Group has been set up to look at how all different communities in York can be given the same chances to take part in life and be included)



MINUTES



Date of meeting: 11 March 2009

**Members of the Council who were at the meeting
(to be known as 'Members' in these minutes):**



**Christian
Vassie
(Chair)**

**Janet
Looker
(Vice Chair)**

**Keith
Aspden**

**Jenny
Brooks**

**Julie
Gunnell**

People who were at the meeting representing community groups:



Sue Lister and Larry Hotchkiss
(Older People's Assembly)

Peter Blackburn (LGBT)



Daryoush Mazloum
(Black Minority Ethnic Citizens Forum)

Jan Jauncey and Paul Wordsworth
(York Interfaith)

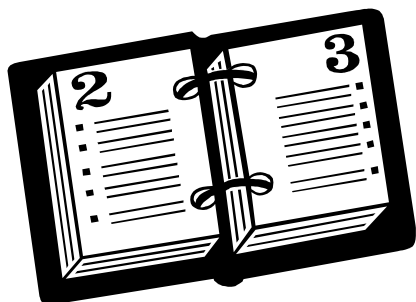
Nicola Bedford (Higher York), John Bettridge (Mental Health Forum), David Brown (Access Group) and Maureen Ryan (Valuing People Partnership) were also present.

1. Public Participation



Verna Campbell, Chair of Campaign Against Barriers at York Station (CABYS), spoke about the problems that could be caused if ticket barriers were put in place at York Station.

2. Chair's Report



It was decided that the SIWG Development Day would be held on Wednesday 20 May 2009.

The Group decided to record their thanks to Jack Archer and Lynn Jeffries for their work when they were members of SIWG.

3. City of York Council Democratic Services Equality Impact Assessment



The Group were asked for ideas about how the Democratic Services team of the City of York Council could improve its services.



The work of the team included sending out the papers for council meetings and making sure that the Lord Mayor and councillors were able to carry out their jobs well.

The Group suggested:

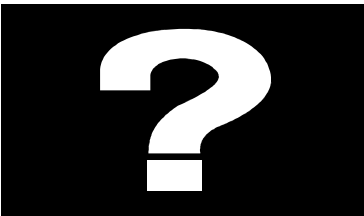


- The papers sent out by the Council should be in comic sans font and font size 14.
- It should be easy for people to get copies of papers in different languages, in large font size or easy-read.
- Council procedures should be easier to understand.
- The council's website should be improved.
- More should be done to encourage members of the equality strands to become councillors.

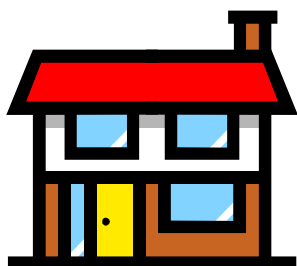




- The Lord Mayor could meet with representatives of the equality strands every year.
- There should be a place for prayer in the Mansion House and Guildhall.
- It was important that people could get easy access to the Mansion House - sort out the problems with the bell.
- It was very important that the toilet for disabled people in the Guildhall was improved.
- The Group should look at the questionnaire that members of the public were to be asked to fill in.



4. City of York Council Private Sector Housing Strategy Equality Impact Assessment



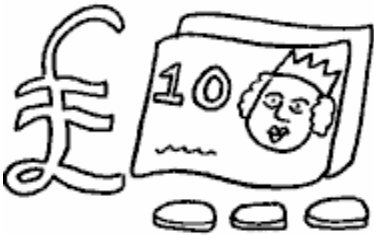
The Group were asked their views on the Equality Impact Assessment of the Private Sector Housing Strategy for 2008-13.

The Group said:



- More account should be taken of sexual orientation
- No mention had been made of racial tension
- Some residents thought that the Council was prying when it sent out the questionnaires

5. Community Issues

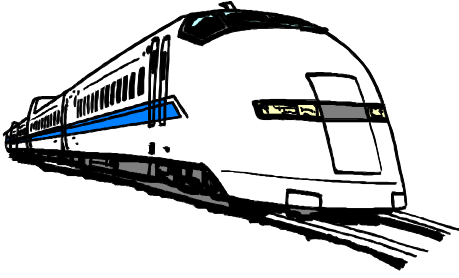


Sue Lister informed the Group that there was not enough time to arrange the SIWG Diversity Day for 2009. She asked if the money that had been set aside for the event (£1,500) could be used to get things ready for a Diversity Day in May 2010. The Group agreed to look at this again at their next meeting.



Jan Jauncey said that this would be her last SIWG meeting as Corry Hewitt would now be representing York Interfaith. The Chair thanked Jan for the work that she had done.

6. Consultation about Improvements to York Railway Station

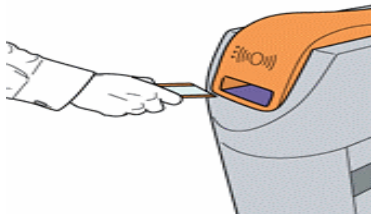


National Express gave details of the improvements that they wanted to make to York Station. They wanted to hear SIWG's views on the changes.

The Group said:



- It is very important for people to easily get to the station from the short stay car park. This car park is often used by elderly or disabled people.



- People with learning difficulties or those who do not speak English well, may find it hard to cope with the ticket machines and barriers.

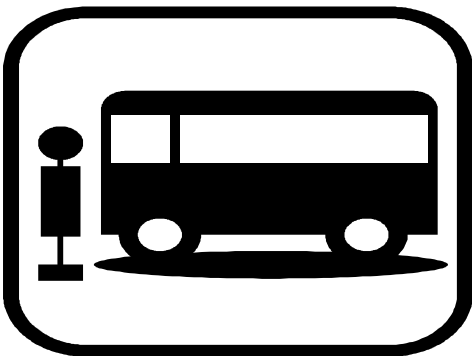


- Could changes be made to the way in which people are told when trains are delayed or platform changes are made? The use of an audio system is not helpful to people with hearing difficulties or for whom English is not their first language. Could the changes be shown visually as well?



- There should be a place on the station where people can pray.
- An Equality Impact Assessment should be carried out.

7. First York



The Group were worried about the problems that would be caused if there were cuts to the bus services.

It was agreed that a letter would be sent to First York about this. First York would also be asked to attend a meeting of SIWG to discuss the bus services.



Meeting of the Social Inclusion Working Group **13 May 2009**

Report of the Head of Civic, Democratic and Legal Services

“Help us to Get it Right” day – Final report

Summary

1. A key event in the SIWG work-programme for 2008/9, was the Equality Impact Assessments (EIAs) fair, called “Help us to Get it Right Day”, which took place in November 2008 to consider the equality implications of key council policies and services.
2. The report attached in **Annex 1**, summarises key issues that arose from these and other key EIAs that took place in 2008, and actions that the Council proposes to take in response to the issues raised by community groups attending the day. It will be published on the Council internet site shortly and be available in different formats upon request.
3. The report illustrates SIWG’s contribution to Council service improvement that benefits people from the equality strands.
4. SIWG members are requested to:
 - a. Note the report and encourage officers to undertake similar events in 2009/10.
 - b. Ask officers to report on progress with the action identified as a result of the EIAs outlined in Annex 1, by May 2010.

Background

5. The Council has a duty under Equalities legislation to undertake Equality Impact Assessments (EIAs) of its policies and services, particularly new ones or ones that are being refreshed.

6. EIAs help officers identify unintended discrimination against, or negative impact on, people from any of the six equality strands (race, gender, disability, age, sexual orientation and religion and belief), so that action can be taken to avoid or minimise it.
7. Key issues and actions arising from EIAs completed in 2008/9 must be published, so the public can see what the Council is doing to promote equality and inclusion and to tackle unintentional discrimination in its services. The actions will become part of service plans for year 2009/10.

Consultation

8. N/A

Options

9. N/A

Analysis

10. N/A

Corporate Priorities

11. Undertaking EIAs, contributes to the Inclusive City and Effective Organisation priorities of the refreshed corporate strategy.

Implications

12. These are as follows:
 - **Financial** – None.
 - **Human Resources (HR)** – None
 - **Equalities** - EIAs contribute to council equality and inclusion strategies and schemes.
 - **Legal** – Undertaking EIAs is a requirement under equality legislation.
 - **Crime and Disorder** - None
 - **Information Technology (IT)** - None

- **Property** - None
- **Other** - None

Risk Management

13. Implementing the actions identified as a result in EIAs helps the Council ensure that it offers quality services that meet the needs of people protected by equalities legislation.

Recommendations

14. SIWG members are requested to:
- a. Note the report and encourage officers to undertake similar events in 2009/10.
 - b. Ask officers to report progress with the action identified as a result of the EIAs outlined in Annex 1, by May 2010.

Reason: To ensure that Council service improvement contributes to the needs of people from the Equality strands

Contact Details

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**Chief Officer Responsible for the
report: Quentin Baker**

Tel: 551704

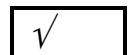
**Report
Approved**



Date

Wards Affected:

All



For further information please contact the author of the report

Background papers – None

Annexes

Annex 1 - Equalities Impact Assessments Report 2008-09

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Equalities Impact Assessments 2008-09



What is an Equality Impact Assessment (EIA)?

The aim of an EIA is to look at council services and identify any unintended discrimination against, or negative impact on, people from the six equality strands (race, gender, disability, age, sexual orientation and religion and belief). The EIA also details the actions to be taken to avoid or minimise any issues found.

Why does the council do them?

Legislation about race, disability and gender equality asks all public bodies, including councils, to carry out EIAs. They are also a requirement of the Equality Framework for Local Government, which sets the standards for equality work in the public sector, as well as different inspection bodies, for example the Audit Commission, the Commission for Social Care Inspection (CSCI) and the Office for Standards in Education (Ofsted).

More importantly EIAs are a tool to make sure that the council provides high quality services that meet the needs of all people, especially those who need public services the most.

What is in this document?

This document gives a summary of the key EIAs done in 2008. Many of these EIAs were consulted on at an event in November called the "Help us to Get it Right Day". This was organised with the council's Social Inclusion Working Group. A number of community groups met with council officers, looked at key areas of council work and identified actions needed to ensure there is no negative effect on people from any of the equality strands.

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The Sustainable Community Strategy and Local Area Agreement

Community Strategies were introduced in response to the Local Government Act 2000. A **Community Strategy** promotes improvement of the economic, social and environmental well being of the area. The Community Strategy is delivered through the **Local Area Agreement (LAA)**, which is a three-year action plan for the Community Strategy.

The Community Strategy and LAA is developed and delivered by the Local Strategic Partnership (LSP), York's is called 'Without Walls'. The LSP helps different neighbourhoods engage in decision-making processes and influence public services in the city.

Key Issues in the Community Strategy

1. Key changes such as the influence of a changing population, increasing prominence of climate change and challenge, and the growing impact of globalisation must be catered for in future plans for the city.
2. The Sustainable Community Strategy now incorporates Strategic Ambitions, which have been identified as being most important to safeguard the city's future. The ambitions will be used to guide the work of the partnership over coming years.
3. There are a number of major issues that need to be addressed if we are to achieve our strategic ambitions and realise the vision. They include challenges such as tackling traffic congestion and determining appropriate levels of housing.
4. There are many plans and partnerships within the city that have been created to address the challenges and take advantage of the opportunities we face. Without Walls' role is to bring the issues that have been identified as being most important to the fore and encourage everyone (partnerships and individuals) to work together to improve quality of life and reduce inequalities.

Key Actions we are taking

1. To address issues contained within the SCS / LAA that have been recognised by residents and / or service planners as a priority for improvement.
2. To focus attention on cross-cutting challenges e.g. poverty, where delivery plans are sparse and would benefit from city scrutiny.
3. To stimulate more cross-partnership working and identify where joint action could be better co-ordinated or targeted.
4. To ensure that no-one is left behind in York's continuing development and to minimise inequality gaps for specific neighbourhoods and groups.
5. To ensure that detailed LAA action plans (particularly those resulting from LAA delivery grant grants - Apr 09), which are pertinent to one or more of the six equalities strands, are incorporated in Partner service plans.

For more information contact Denise Simms, denise.simms@york.gov.uk 01904 552027

Local Development Framework – Core Strategy and Statement of Community Involvement.

The Local Development Framework (LDF) will guide and manage development in York over the next two decades. The LDF is a folder of documents that will each cover a specific topic or area of the city. York's LDF will be made up of the following documents:

- **Core Strategy:** the principal LDF document, this will describe York's future vision and broadly set out where, and in what way, York will develop over the next 20 years.
- **Allocations Document:** this will set out the mix of development sites and land uses, which together will help deliver York's vision.
- **City Centre Area Action Plan:** this will look in detail at issues specific to the city centre, focusing on conserving York's historic core.
- **York Northwest Area Action Plan:** this will look in detail at the redevelopment of an area of the city known as York Northwest, focusing on delivering planned regeneration.
- **Statement of Community Involvement:** this sets out the council's proposals for how the community will be involved in the production of the above LDF documents and through consultation on planning applications.

Each of the above documents go through at least two stages of public consultation and independent examination by a government inspector, before being formally adopted by the council. The council will complete a separate Equality Impact Assessment for each of the above documents, however, there will be crossovers between the different documents. For example, the Core Strategy is the principal document and all other LDF documents will conform with it.

Key Issues in the Core Strategy

The Core Strategy will seek to address the following equalities issues:

- creating safe, accessible and coherent environments; and
- delivering an appropriate type and mix of housing to meet York's needs.

How will we tackle these issues?

The Core Strategy will consider the needs of different groups in the design and layout of spaces, specifically disabled people. This will be particularly important when designing public spaces and the space around buildings and seeking to balance improved accessibility with the protection of the historic environment. One way that the Core Strategy may address these issues is to develop a policy that requires the spaces around buildings be designed to allow easy access for all.

To inform the Core Strategy we have carried out research into the make-up of York's population and identified a range of specific housing needs for particular groups. For example:

- more than a quarter of households in York contain only older people and with the forecast 26% increase in older people living in York over next twenty years there is likely to be an increased need for specialist housing;
- in York, one in six households contains at least one person with a support need, whether a physical, mental or sensory impairment, and these households are much more likely to currently live in unsuitable accommodation;
- considering its size York has a proportionally high number of Gypsy and Traveller caravans compared with the regional and national average. According to the Gypsy and Traveller Accommodation Assessment (2008) there is a need for 36 additional pitches in York and a small demand for a permanent base for Showpeople in the area; and

- York has a rapidly growing BME population, although it remains comparatively low as a proportion of the overall population. A large number of the BME population are students. BME households are more likely to live in private rented housing. Only 10.1% are pensioner households, while nearly two thirds are all-adult households without children.

The LDF will seek to ensure that the mix of homes provided over the next 20 years reflects the needs of the population. This might be through the identification of suitable sites or accommodation for Gypsies and Travellers, or through the provision of housing which is appropriate for older people or those with support needs. One example of the latter is 'Lifetime Homes' which incorporate design features that make the house more flexible or accessible such as level entrances, wider doorways and stairways, and downstairs bathroom facilities.

Key Issues in the Statement of Community Involvement (SCI)

Whilst consultation and involvement in the planning system is a well established principle, as part of the new LDF process the council was keen to improve on current consultation practices and to address a number of barriers to involvement. With reference to equalities the SCI identifies a number of reasons why people may not get involved, including:

- language or cultural differences
- different beliefs or values
- lack of confidence in the planning system
- lack of time or ability to attend events.

The aim of the SCI is to set out how all sections of the community can be involved in the planning system by encouraging more people to be involved and by making it as easy as possible for them to do so.

How will we reach more people?

We will use the following guiding principles:

- a) ensure early and continuous communication and opportunities for public involvement;
- b) keep the process simple, transparent and accessible to all;
- c) seek to provide information in an interesting, clear and accessible way;
- d) ensure ideas and comments are considered;
- e) ensure involvement is meaningful and effective;
- f) share information and provide feedback to individuals, groups and the wider community;
- g) allow for continuous development and improvement of consultation methods;
- h) coordinate consultation effectively and inclusively; and
- i) coordinate with other departments to reduce risks of consultation fatigue

For more information contact Claire Beech, Claire.beech@york.gov.uk 01904 552410

Safeguarding Adults

The Safeguarding Adults policy and procedure aims to assist all agencies in North Yorkshire and York, from the public, private and voluntary sectors, that are involved in working with vulnerable adults who may be at risk of abuse. The aim of the work with vulnerable adults is to both prevent abuse and provide protection from abuse, and to promote their well-being. The policy is intended to ensure a consistent response so that all agencies can work together more effectively. The importance of inter-agency working cannot be over emphasised. The policy is not meant to be a substitute for the knowledge, skills and judgement of those in the professional and caring agencies.

Key issues

- Making sure that the policy is accessible to all communities.
- Finding out what might stop people reporting abuse and getting the information and help they need.

Key Actions

After consulting with local people they made the following suggestions to address the key issues above.

How to make the policy more accessible:

- Provide information in an accessible style/format, for example
 - TV adverts, articles in the press.
 - send a leaflet to every household.
 - give out wallet sized cards with details of who contact.
 - run a drama workshop with different scenarios.

- Website/DVD.
- Use pictures in information.
- Put information on tapes.
- Posters in doctor's surgeries/post office/libraries.
- Provide information through people's own community groups and organisations where they can talk to their peers/ feel safe/get advice.
- Use existing forums to spread information.
- Set up a help-line or help-centre.
- Train staff to understand issues experienced by particular communities or involve vulnerable people in training sessions.
- Explain the steps of what happens when you report to reduce people's anxieties.

Getting help when abuse is reported:

- Establish peer support through people's own networks / existing forums.
- Support befrienders / survivors networks.
- Establish back-up team for long term support.
- Give presentations at meetings of groups/forums.
- Use mediation not just punishment (e.g. school bullying mediation).
- Tell potential abusers that we take it seriously and we will do something to stop it long term.
- Encourage reporting from people in the community e.g. neighbourhood watch.

What we will do with these suggestions:

- Report the outcome to the Safeguarding Partnership Board and consider any further resources required.
- Report on safeguarding to other Partnership Boards that are in place and request that members take the suggestions and concerns into the forums that they represent.
- Ensure that staff training and public awareness programmes to promote safeguarding are reviewed.

- Consider any strategies, which may need amending to take account of the EIA outcome.
- Ensure that approaches to personalisation reflect different individual requirements for safeguarding.

For advice and information on safeguarding contact:

Advice & Information Service, PO Box 402, 10-12 George Hudson Street, York, Y01 6ZE
8.30am to 5pm Monday to Friday

tel: (01904) 554141, minicom: (01904) 554120

fax: (01904) 554119

email: housing.socialcare@york.gov.uk

For comments on the Safeguarding Adults Policy contact:

Anne Bygrave, Assistant Director Assessment & Personalisation

Anne.bygrave@york.gov.uk 01904 554045

Personalisation Agenda

The Personalisation Agenda covers Self Directed Support and Individual Budgets and is a way of working that puts the person at the centre of the planning for their support. It gives someone the opportunity to have an amount of money that they can use to decide how best to meet their support needs. There is a National Organisation called 'In Control' that are supporting Local Authorities to introduce this approach to people. There is lots of information on their website in easy accessible format. www.in-control.org.uk

Key Issues

1. Managing the cultural shift in ways services will be delivered.
2. Communication about Personalisation to all customer groups.
3. Different service provider's ability to change to meet new ways of working.
4. More community development to support all people being able to have equal access to what is available within their community.
5. Link with children and young people services to support transition change.

Key Actions

1. Work with Finance, Administration and Commissioning teams to facilitate this new approach.
2. Develop a Communication Plan to ensure that all groups are reached.
3. Develop accessible information and website where customers can share their stories.
4. Ensure that people who use services, and their family carers, are communicated with appropriately, recognising their own specific needs.

5. Commissioning Team to support existing service providers, and encourage new providers, to deliver new personalisation approach.
6. Work with other departments and voluntary organisations (the Third Sector) to support wider community engagement.
7. Provide small, one off, grants to stimulate community /social networks.
8. Maintain dialogue with Children and Young People Services to ensure that when people move into adult services they are aware of the Personalisation agenda.
9. Explain the process to family carers, voluntary organisations and individual people.
10. Carry out a number of road-shows.
11. Use examples of where an Individual Budget has helped someone, and how they overcame any problems
12. Help people tell their own stories to inspire others.

For more information contact Ralph Edwards, Deputy Head Of Learning Disabilities.

Ralph.Edwards@york.gov.uk 01904 554105

Homeless Strategy

The council has a statutory duty to provide homeless advice and temporary accommodation in accordance with the Housing Act 1996. This includes:

- support to customers and advice regarding homeless prevention;
- provision and co-ordination of non-statutory re-settlement services, such as Archlight, The Salvation Army and the Peaseholme Charity; and
- production and implementation of the Rough Sleepers Strategy.

Key Issues

We need to:

1. improve customer profiling information so we can see who our customers are in terms of ethnicity, disability, gender etc.
2. improve on monitoring the quality of the services provided
3. review the provision of the service to a number of vulnerable groups including young people, Gypsies and Travellers and those with mental illness.

Key Actions

1. Review the provision of services that relate to young person homelessness.
2. Explore opportunities to develop a Foyer Scheme for young people. This would not only provide accommodation for this group but would look to address wider issues that will help young people sustain a tenancy, such as education, employment, training and life skills. It would form part of the council's planned approach to homeless accommodation.

3. Consider the recommendations in the recent Gypsy and Traveller Housing Needs Assessment which has reported an under provision of sites across North Yorkshire.
4. Review the need for suitable supported accommodation for those with mental illness and act to address the demand that has been identified.

For more information contact Tom Brittain, tom.brittain@york.gov.uk 01904 551262

Communication and Consultation

The Marketing and Communications team's (M&C) primary role is to manage the council's reputation. It leads the council's media, publicity, marketing, print, research and consultation activity providing these services to council services and Councillors. The team also manages the Guildhall Print Unit.

Key Issues

- Promoting social cohesion via the media.
- Monitoring media coverage for negatives. Although the council has no direct control over what is published in newspapers and on websites, M&C do monitor the media and are therefore in a position to react, within the confines of the law, if there is any overt threat to social cohesion.
- Need more diversity of people in photographs in the council's publications
- Encouraging internal take up of accessible communications guidance.
- Encouraging proactive equality profiling.

Key Actions

- We will look to publish regular press releases that deal with equalities issues and seek to promote social cohesion through encouraging feature articles.
- Where possible, within resources, step up monitoring of media, especially on on-line noticeboards and blogs. We will seek to contact the publishers if comments incite hatred.
- We will seek to ensure that photographers working on council business understand that all sections of the community need to be reflected and ask them, and officers accompanying them, to bear this in mind.
- We will promote the accessible communication guidance via the council's internal publications and on the council's intranet.

- We will publicise the work of the equalities team (e.g. guidance) and all aspects of equalities work internally through the council's internal publications, the intranet, seminars and leaflets where appropriate.

For more information contact Matt Beer, matt.beer@york.gov.uk 01904 551071

Democracy Services

Democratic services develop, support and scrutinise the political management structures in York. It has three sections:

- Democracy support and Members (Councillors) Support
- Scrutiny, and
- Civic.

Democracy and Members Support services the decision-making machinery of the council.

- It ensures that all information submitted is accurate and that papers are circulated within legal deadlines to all relevant parties.
- It provides procedural and operational advice and organises the 'calling-in' process, whereby proposals are challenged and questioned.
- It looks after Members' allowances and expenses, induction and training, personal development, and the administration of meetings.
- It also plays a key role in providing open local government by ensuring public access to council records and background paperwork.

Scrutiny services ensure the work of the Executive is effectively reviewed and checked. The scrutiny manager develops an annual scrutiny plan and commissions scrutiny investigations and reviews. Research from departments and external agencies is commissioned to support scrutiny work.

Civic services support the Lord Mayor and Civic Party in carrying out official engagements. It manages all activities and facilities in the Guildhall and Mansion House, including the promotion of events and guided tours in the Guildhall and Mansion House.

Key Issues

- Accessibility of paperwork for meetings.
- When selecting topics for Scrutiny review, we do not currently consider the effect on, or relevance to, equality and diversity issues.
- Councillor's individual needs, in terms of disability, are not assessed upon induction.
- Councillors receive no training on equality and diversity upon election; however a copy of the equalities statement is included in their induction pack.
- The Civic Protocol that governs the Lord Mayor's engagements diary does not specifically promote supporting engagements and visits to groups representative of all the equality strands.
- Mansion House - disabled people or people with other access issues (e.g. buggies) can access the House via a lift at the back of the building. But there is no advice at the front door about this or how to access it.

Key Actions

- We shall ensure that all documentation for meetings are in Arial font size 14 unless there are insurmountable issues that stop us from doing so in which case documentation will be produced in Arial font size 12. Whenever possible we shall use (and train our Councillors to use) plain English both in written and spoken communication. We shall move towards producing easy read versions of all our papers and consider having copies produced in Braille and two of the most popular foreign languages in York at the time when papers become available to the general public.
- We shall amend the Scrutiny Review registration form in a way that will encourage the consideration, promotion and inclusion of topics that relate to equality and inclusion, and which invite suggestions for Scrutiny Reviews from the public and all sections of the community.
- We shall assess Councillors' needs regarding disability on induction and update this annually.
- We shall ensure that the equalities strategy/policy forms part of the Member's Induction Pack. In addition we will make periodic training available to all our Councillors by way of Pre-Council Seminars.

- We shall amend the Civic Protocol to support engagements that are more representative of all the communities in York.
- We shall place appropriate signage about accessing the lift near the front door of the Mansion House. We shall provide the Custodian with equipment that will allow them to hear the side doorbell and provide a secondary bell by lift at the backdoor (as long as this fits in with the listed building requirements).

For more information contact Dawn Steel, dawn.steel@york.gov.uk 01904 551030

Children and Young People Plan

The Children and Young Peoples Plan (CYPP) is an overarching document covering all services provided to children and young people in York. It reflects plans from all sectors within the Yor-OK partnership. The need to draw up such a plan is a requirement of the Children's Act 2004. The responsibility for co-ordinating the plan rests with the Local Authority.

This EIA looked at the process used to draw up the 2007-10 Children and Young Peoples Plan, and its refresh in 2008, and how the contents of the plan were disseminated including:

- Data collection and assessment of need – both the process and the suitability of processes.
- Consultation with communities (children, families and partners) – including assessment of consultation processes.
- Dissemination of the plan to partners, children and families.

Key issues

- No explicit section on the range of equality issues although there is 'Targeted work with specific groups';
- Ensure the plan document itself is accessible to the widest audience;
- Ensure the plan reflects the demographic make-up of York;
- Ensure consultation undertaken to support the development of the children's plan properly reflects the views and concerns of minority groups.

Key actions

- Future plans continue to concentrate on 'targeted work' as this will encompass all disadvantaged groups but a key principle will be to meet the needs of the most disadvantaged ;

- Children and Young People’s Plan documentation is clear, gives clear contact details and pathways to different versions, information on the Yor-OK website is made accessible for all sections of community in the most effective manner.
- Future plans will have an explicit description of York as a place to live, including a section on the demographic make up of the city. This will help target consultation more effectively.
- Ensure there is a robust methodology by which children and young people from all sections of the community can be involved in the development of the Plan;
- Leisure, Culture and Children’s Services have an equalities network group of officers (chaired by the Assistant Director of Partnerships and Early Intervention) coordinating the approach to equalities. They will identify and lead on future EIAs for the directorate.

For more information contact Bernie Flanagan, Bernie.Flanagan@york.gov.uk 01904 554463

Lifelong Learning and Culture Service Plan

The aim of the above plan is to increase the skill base of people in York and to increase participation in learning in all areas but particularly informal learning. We looked at the types of buildings and land used by adult learning services (excluding partner organisations). We also looked at publicity and other information that is provided to members of the public to inform them about events, activities and services that are provided by lifelong learning and culture.

Key issues

- Lack of participation data available apart from within adult and community education.
- Insufficient information and consultation feedback to be able to make a judgement about impact on different sorts of people.
- Changing facilities at swimming pools may not be suitable for some faith groups or cultures.
- Some possible issues around the balance of facilities. For example men rather than women mostly use sports pitches.
- Water temperature in pools, lack of hoists for disabled people, lack of Changing Places toilets (that have adult changing equipment such as a hoist) in sporting venues.
- Information about access to informal open spaces (e.g. the strays) is limited.
- Few raised beds in allotments for older or disabled people.
- Little play equipment adapted to different disabilities.
- Library shelving often too high to be fully accessible.
- Publicity material is not always consistent, for example by using the language panel.
- Printed material may not always be accessible to visually impaired people.
- Leaflets and brochures don't always state the availability of alternative formats.
- Distribution of material, including how it engages with any target groups, is not clear.

Key actions

- Standardise information across the various services.
- Agree the above with appropriate partner providers.
- Work out the best way of consulting with “missing” groups.
- Ensure that the questions in the Annual Data Collection exercise through Talkabout 2 give us sufficient information to assess our impact on the various equalities groups.
- Partner organisations to carry out EIA’s on the buildings and land used for activities funded by the council.
- Develop a policy for the production of written material with reference to alternative formats.
- Consult with older people’s groups and those with or representing people with visual impairments to help design alternative format written material.
- Consider whether and how material could be provided in a format other than written (spoken via the website?).
- 12 new and 10 refurbished play areas will be Disability Discrimination Act compliant.
- Phase 1 of the transformation of York Library to an Explore Centre will include new and accessible shelving and a Changing Places facility.

For more information contact Alistair Gourlay, alistair.gourlay@york.gov.uk 01904 554294

Waste Services

The council's Waste Services department deals with every resident's waste in York. This includes collecting waste, recycling and green waste, and providing household waste recycling centres, or 'tips', and providing a large range of communications to residents. Waste Services has a number of areas that involve communicating with residents, providing information and promoting ideas and campaigns. For example, each year a calendar is produced showing when recycling and waste collections are; this is delivered to all households. This also provides residents with a 'refresher' of what they can put out for their recycling and green waste collections as well as when their collections are. An example of a campaign that Waste Services may carry out is the Waste Minimisation Campaign. This is made up of a number of smaller campaigns, for example home composting, and consists of leaflets, posters, roadshows, displays, talks, information on the internet, and advertisements in the local press and council publications.

Key Issues

- Ensure that all communications – leaflets, written correspondence and display material - is in plain English and has details on how to request information in different languages or large print.
- More feedback about information and results when consultation has taken place is needed.
- Use results from consultation and resident surveys, to incorporate actions into service plans for Waste Services.

Key Actions

- Review all Waste Services information that is sent out to people for plain English. For example letters and leaflets.

- Review all site signage at bring recycling banks, for example those in supermarket car parks, and household waste recycling centres for plain English.
- Consult on areas of Waste Services when making changes and improvements to the services.
- Feedback results of surveys and consultation carried out by or for Waste Services where relevant.

For more information about Waste Services contact recycling.team@york.gov.uk 01904 551551

Procurement Strategy

The corporate procurement strategy sets out an overall vision of the role, organisation and purpose of procurement activities at the Council. In doing so it:

- Promotes the achievement of community benefits through fostering the social and economic well-being of the local community;
- Supports the development of a vibrant local economy;
- Promotes openness and transparency in all aspects of the Council's procurement activities;
- Sets out a clear and measurable framework continuum showing progress in embedding equality best practice across the Council and the wider business community.

Key Issues

- Lack of awareness amongst suppliers regarding the councils Equality Strategy.
- Little or no information about how council suppliers comply with equality legislation.
- Lack of awareness by council staff procuring goods and services, outside the corporate procurement team, that they and suppliers must adhere to equality legislation.
- Lack of evidence to suggest that suppliers' tender responses are assessed upon adherence to equality legislation by staff procuring goods and services outside the corporate procurement team.
- Poor understanding by local suppliers about how the council procures goods and services.
- Lack of awareness of EU Procurement Legislation from local suppliers.
- Many unsure about how the council is embedding equalities and diversity best practice in the procurement of

goods and services.

Key Actions

- Develop a 3 year action plan for procurement and suppliers. Post details of the council's Equality Strategy onto the Procurement section of the council website with relevant links to legislation details.
- Develop a model to centrally capture and monitor information from suppliers to ensure compliance with equalities legislation.
- Develop a communication plan to share equalities information and ensure an understanding of the impact on the council as a result of non-compliance with equalities legislation.
- Ensure that a standard evaluation model is given to all staff procuring goods and services to ensure assessment of adherence to legislation.
- Hosted "Doing business with the council" event for local suppliers to explain how we procure goods and services. Heavily involved in organising the "Thrive & Survive" with Yorkshire Forward event for York to share the same information with suppliers and also enable them to access other information at the same venue e.g. access to training, funding etc. Provide procurement support at the Yorkshire Business Forum meetings held quarterly. Run seminars with the York Compact to respond to specific questions about procurement, in general, and equality in procurement specifically by the council.
- Host regular training seminars for suppliers to explain how the council is bound to adhere to the EU Procurement Legislation. Ensure suppliers understand where to find information about this and what the mandated timescales etc are for tenders. Information to be updated on the council website.
- Provide information to suppliers about how to tender for business and how tenders and quotes are assessed upon pre-defined criteria by posting information on the council website.
- Ensure suppliers are aware of how to contact the Corporate Procurement Team for queries by attendance at seminars and accessing information via the council website.

For more information contact Zara Carter. Zara.carter@york.gov.uk, 01904 552930

Customer Feedback Strategy

City of York Council is committed to excellent customer service and to securing customer satisfaction in the way it responds to complaints and feedback from any of its service users. In order to do this we need to adopt and implement a new policy, which sets out a standard corporate procedure to achieve greater consistency in how we deal with feedback and complaints. It will also ensure we deliver a better service to our customers by monitoring and measuring complaints, feedback, suggestions and comments.

Key issues

- Poor awareness of how to make a complaint across the community
- Inadequate / poor awareness of the provision of support for customers who may find it difficult to make a complaint
- Methods of contacting the council in order to make a complaint
- Keeping customers updated of progress of a complaint
- Publicising what we have learned and improved as a result of customer feedback
- No use of symbols or pictures on the Equalities and Diversity form.

Key actions

- To be proactive in raising awareness of policy/procedures
- To monitor equalities and diversity of complaints/feedback received
- To monitor customer satisfaction levels of how we deal with complaints
- To promote support and / or advocacy services available for customers when making complaints and giving feedback.

- To include in staff training
- To promote the choice of contact methods available
- To ensure updated policy/procedures on keeping customers informed is followed by adopting appropriate Quality Monitoring of procedures
- To ensure that regular updates on “lessons learned” and areas improved as a direct result of customer complaints/feedback is provided
- To consider comments regarding “Let us know” leaflet before producing the final version.
- To consider comments regarding the Equalities and Diversity form before producing the final version.

For more information contact Jane Collingwood, Business Change Manager, 01904 553407
Lorraine Lunt, Customer Relations Improvement Officer, 01904 553421
Kofi Mensah, Business Analyst, 01904 553404
Email: yourviews@york.gov.uk

Counter Fraud Strategy

This Strategy sets out the council's policy in relation to fraud and corruption carried out against it, and its overall arrangements for preventing and detecting fraud.

Key issues

- Conduct of investigations – needs of individuals to be taken into account in conducting investigations. For example, arrangements for interviewing a disabled person who may not easily be able to access council offices, or where English is not someone's first language.
- Publicity - need to ensure York citizens know about the council's policy on fraud and know how to contact the service. For example, publicity is in English only.
- To consider how the service can consult with different community groups to assess awareness of fraud issues, and identify what further action, if any, is required to raise awareness.
- There is currently no requirement to take account of circumstances that may impact on specific communities in fraud investigation work. While the law/working practices require fraud investigations to be carried out appropriately, and take into account individuals' circumstances, issues that may apply to specific communities as a whole are not explicitly taken into account.

Key actions

- Policy to include commitment to ensuring that investigations be carried in such a way as to take any reasonable needs of individuals into account. Further action: 1) To be monitored through ongoing supervision/review of case files. 2) Annually monitor ethnicity, age, and gender of claimants vs overall population profile and assess whether changes to overall arrangements required. 3) Record cases where have

had to make alternative arrangements and review annually to assess whether changes to overall arrangements required.

- Policy to include commitment to publicising anti-fraud and corruption message to all communities. Further action: 1) Initial discussion with groups in Equality Impact Assessment (EIA) Fair workshop (Nov 08). 2) Input into overall benefits EIA, as action required in relation to fraud linked to overall issues across benefits (eg awareness of need to report changes in circumstances) – to consider using eg York ethnicity data to target publicity.
- Include developing relationships with community groups in Counter Fraud and Corruption Policy, if appropriate. Further action: 1) Initial discussion with groups in EIA Fair workshop (Nov 08). 2) Input into overall benefits EIA as action required in relation to fraud linked to overall issues across benefits (eg awareness of need to report changes in circumstances).

For more information on benefit issues contact John Madden, Benefits Technical Manager.

John.madden@york.gov.uk 01904 552206.

For more information on benefit fraud contact Richard Smith, Deputy Audit & Fraud Manager.

Richard.smith@york.gov.uk 01904 552936



Meeting of the Social Inclusion Working Group **13 May 2009**

Report of the Head of Civic, Democratic and Legal Services

Gender issues and engagement in the Social Inclusion Working Group (SIWG): Project report

Summary

1. Equality legislation asks public bodies including the Council to involve the “relevant people in providing information and identifying gender equality priorities”.¹
2. There is no group that represents gender issues on the SIWG. Instead groups representing other strands are asked to send one male and one female representative to SIWG meetings. SIWG records show that hardly any gender issues have been brought forward for consideration by the SIWG. This seems to suggest that the current arrangement is not as effective as originally thought. Also the current arrangement does not allow for representation of issues regarding trans people.
3. In October 2008 a Local Government management trainee was placed in the Equality and Inclusion team for six months to undertake a project to:
 - explore key gender equality issues in the city, including trans issues
 - consider how the SIWG can engage with groups that deal with and promote gender issues in the city, including trans issues.
4. The summary findings of this project are attached here in **Annex 1- Gender issues and engagement in the Social Inclusion Working Group (SIWG)**

¹ Gender Equality Duty Code of Practice for England and Wales, EOC 2006

5. The SIWG is asked to:
 - a. consider items c and d of Annex 1 of this report and discuss next steps
 - b. invite the Independent Domestic Abuse Services (IDAS) to become involved in the work of SIWG

Consultation

6. N/A
7. **Options**
8. N/A

Analysis

9. N/A.

Corporate Priorities

10. This project contributes to the Inclusive City and Effective Organisation priorities of the refreshed corporate strategy.

Implications

11. These are as follows:
 - **Financial** – None.
 - **Human Resources (HR)** – None
 - **Equalities - Implementing** the recommendations of this report contributes to council equality and inclusion strategies and schemes.
 - **Legal** – See risk management below
 - **Crime and Disorder** - None
 - **Information Technology (IT)** - None
 - **Property** - None
 - **Other** - None

Risk Management

12. Implementing the recommendations in paragraph 13 below will help the council manage the risks arising from not meeting the requirements of equality legislation, in particular the requirement to engage with groups that represent gender issues.

Recommendations

13. The SIWG is requested to:
- a. consider items c and d of the attached report and discuss next steps.
 - b. invite the Independent Domestic Abuse Services (IDAS) to become involved in the work of SIWG.

Reason: To ensure that SIWG includes groups from gender strand in its work.

Contact Details

**Authors: Rizwana Khan
and Evie Chandler,
Corporate Equality and
Inclusion Team
Tel: 551704**

**Chief Officer Responsible for the
report: Quentin Baker**

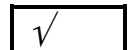
**Report
Approved**



Date

Wards Affected:

All



For further information please contact the author of the report

Background papers – None

Annexes

Annex 1 - Gender issues and engagement in the Social Inclusion Working Group (SIWG)

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Annex 1- Gender issues and engagement in the Social Inclusion Working Group (SIWG)

Project Summary Report

a. Purpose of the project

Equality legislation asks public bodies including the Council to involve the “relevant people.. in providing information and identifying gender equality priorities”.¹

The main mechanism available to the Council to do this, is the SIWG. However, there is no specific group that represents gender issues on SIWG. This appears to have resulted in gender issues not being brought forward to discuss and deal with.

To address this, in October 2008 a Local Government management trainee was placed in the Equality and Inclusion team in the Council for six months to:

- explore key gender equality issues as seen by people and groups that are involved in these issues in the city, so that they can inform the work of SIWG and the Council’s Equality Strategy 2009-12.
- consider how the SIWG can engage with groups that deal with and promote gender issues in the city.

The trainee was asked to do interviews with people and groups who are seen as leading gender issues in the city.

b. Who was involved

The York CVS Citizens’ Guide was used as the main source for identifying groups that lead on gender issues in the city. Groups listed in the guide as representing gender issues were interviewed, along with groups that send representatives to the SIWG, councillors who are members of SIWG, Council trade union representatives and York CVS. A list of groups interviewed is available on request from the Equality and Inclusion Manager.

¹ Gender Equality Duty Code of Practice for England and Wales, EOC 2006

c. Key issues found

Below is a summary of key gender issues in the city, as reported by people and groups interviewed for this project.

1. All-gender issues

- Domestic violence/abuse. Issues facing people fleeing domestic violence include:
 - Need for extensive emotional support
 - Having to adjust to a lower income and needing advice on the benefits available to them.
 - Need for support and encouragement to find employment or undertake further education, especially in the case of women.

Community groups dealing with domestic violence are concerned that domestic abuse is not one of the National Indicators chosen for inclusion the Local Area Agreement. They believe that domestic violence should be viewed as a major priority within the city.

- Rape.
- Single parent families face the risk of living in poverty.
- Carers face employment and social isolation issues. This appears to affect women carers more than men carers.

2. Men's issues

- A large proportion of homeless people are male, as they are much less likely to seek help when they need it. More work needs to be done to encourage men to seek help when they need it.

3. Women's issues

- There are cases of older women experiencing financial abuse that is also often linked to emotional abuse.

- Dealing with homelessness is harder for women. The centre for homeless people in York is looking to create a group that aims to deal with the specific issues facing women and to help them grow in confidence.
- Amongst some of the Black and Minority Ethnic community, women can feel isolated if there is no support network available to them. There is a strong emphasis on the family, with male members often taking charge of finances.
- Often Black and Minority Ethnic women face difficulties in spoken English, which in turn impacts on them making friends and may lead them to feeling a strong sense of isolation and loneliness.
- There are gender issues, specifically related to people with learning disabilities, for example, women with learning difficulties may not receive adequate support when seeking to have children.
- In other cities there are mental health centres for women but this does not exist within York.
- Within the Council, women employees are often unfamiliar with flexible working and job share policies. Trade Unions receive a number of maternity and paternity leave questions.
- There are links between mental health problems and gender. The Community Recovery Service reported that many of the female mental health service users have encountered gender related problems, such as domestic abuse.
- There is a disproportionately low number of leaders within Church-based organisations that are women.
- Women are currently disadvantaged in the local labour market. The recession is expected to worsen their situation.
- Key issues faced by women that work in the city relate to the glass ceiling for management posts, limited job-share and flexible working opportunities, maternity leave issues, low pay.

4. Trans Issues

Although, there are no current Trans people attending the LGBT forum they do exist within the city. Anecdotal evidence suggests that the Lesbian, Gay and Bisexual communities are not particularly welcoming to people from the Trans community.

University of York has in place a strong support system where the needs of Trans students are met even if they do not 'out' themselves. There is a very small network of Trans students at the University of York. There are approximately seven or eight members of this network that are willing to 'out' themselves.

One general issue facing Trans people is that there is an eight-year waiting list for gender change operation. There is some anecdotal evidence that suggests that at health clinics Trans people are treated according to their original gender if no official documents are produced to the contrary.

d. Summary of suggestions for action

Those interviewed for this project report recommended the following:

- City of York Council should establish a Gender Forum that enables all the organisations working on gender issues to meet regularly. The aim would be to discuss the issues facing the organisations' service users and possible ways for the groups to work better together.
- City of York Council should take the lead role in promoting both child and women-friendly policies.
- In relation to the two points above, another suggestion made was that the Inclusive York Forum should take a bigger role in gender inclusion issues at city level, through organising a forum and promoting child and women-friendly policies.

e. Representing gender issues SIWG

Bearing in mind that there are not many groups in the city that concern themselves solely or mainly with gender issues, amongst those interviewed only the Independent Domestic Abuse Services

(IDAS) showed an interest in representing the 'Gender Strand' on the Social Inclusion Working Group.

IDAS was previously known as Women's Aid, but in 2008 their name changed, as it moved over to offering services to both men and women. Before they changed over to IDAS they consulted with a wide variety of stakeholders and the outstanding response was for the organisation to also support male victims of domestic abuse.

The organisation provides support services for victims of domestic abuse. Domestic Abuse includes physical, financial, sexual and psychological abuse. IDAS also has a refuge that provides temporary accommodation to women and their children for up to three months.

As they are a key organisation working on gender issues, it is recommended that IDAS is invited to become involved in the Social Inclusion Working Group.

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Meeting of the Social Inclusion Working Group 13 May 2009

Report of the Head of Civic, Democratic and Legal Services

Collecting information about the needs and views of people from the equality strands¹

Summary

1. This report explains why when and how, Council proposes to collect information about the gender, race, disability, sexual orientation, age and religion & belief of communities and individuals the council serves and employs.
2. SIWG members are asked for their views, especially about the questions that we propose to use when we ask people to tell us what equality strands they feel represent who they are (please see Annex 1).
3. The deadline for feedback to reach the Corporate Equality and Inclusion Manager is 17:00 on 30 June 2009.

Why collect information

4. Collecting information about the gender, race, disability, sexual orientation, age and religion & belief of communities and individuals the council serves and employs, is beneficial because it:
 - a. Helps the council to improve the outcomes for equalities groups through a better understanding of:
 - i. The size and makeup of groups
 - ii. Their geographic location
 - iii. The inequalities between groups and the general population, and between different groups
 - b. Demonstrates that this understanding is based on solid evidence
 - c. Highlights areas where the Council might not be complying with its own equality policy and the legislation. This will help the council to avoid unintended discrimination, by making sure that problems and issues are identified and dealt with at an early stage.

¹ The “strands” are gender, race, disability, age, religion & belief, sexual orientation

- d. Improve the council's reputation as a good and fair provider of goods and services, and as a good employer.
5. In addition, the council has a duty under equality legislation, to "gather and use information" on how its policies and practices affect communities and individuals it serves and employs, who are protected by equalities legislation. The Council also needs to show that whenever it gathers information, it has included people protected by equality legislation.
6. The Audit Commission, the body that inspects the work of councils, places a requirement on councils to "support decision making by information on equalities issues and outcomes" .
7. The Equality Framework for Local Government (that sets the standards for equality work in councils), asks councils to "understand the profile of their communities and the life-chances of different groups within their area". This is called **Equality Mapping** and it means systematically collecting and using information about communities and individuals councils serve and employ.

When to collect information

8. To meet these requirements, the council needs to actively collect information about the gender, race, disability, sexual orientation, age and religion & belief of communities and individuals that it serves and employs, when:
 - a. it conducts research
 - b. it deals with people as part of providing a service, answering a query or dealing with feedback.
 - c. it populates and maintains databases of customers and staff

How to collect information

9. In all three types of activity listed in paragraph 8 above, we propose to ask questions about **all six strands**. This is mainly so that we can make sure we have taken the views of everyone into account.
10. The standard questions we propose to ask, are in Annex 1 of this report. They have been put together taking on board best practice and questions asked by government bodies when they produces questionnaires and surveys.
11. At the front of the set of questions, there is :

- a. an explanation of why we gather this information
 - b. the choice to opt-out of answering them. Supporting that opt-out explanation, all questions have as an option an answer that says “I prefer not to say”
 - c. an assurance about confidentiality.
12. In the case of surveys that the government is asking us to do, we shall accept the wording supplied. If necessary and appropriate, we shall add our own standard questions for strands that are not covered.
13. We recognise that while people are generally more used to supplying information about their age, gender, ethnicity and disability, they are not so used to supplying details about their sexual orientation or religion and belief. So we shall **not ask** questions about sexual orientation or religion and belief where:
- a. as a result of us asking this question:
 - i. distress to individuals may occur, because it is clear that the individuals will not be able to understand the question- even with help.
 - ii. previous experience has shown that the questions will substantially and adversely affect the response rate.
 - b. it is not relevant to the topic being discussed.
14. Where we have repeated contact with an individual, we shall not unnecessarily gather the information more than once.
15. As with other personal data, equality mapping information will be kept confidential.

Consultation

16. The deadline for comments about what is being proposed in this report, is 17:00 on 30 June 2009. Responses should be sent to the Corporate Equality and Inclusion Manager at City of York Council, The Guildhall, York YO1 9QN. Tel: 01904 551704, e-mail: equalities@york.gov.uk

Options

17. N/A

Analysis

18. N/A

Corporate Priorities

19. Undertaking equality mapping contributes to the Inclusive City and Effective Organisation priorities of the refreshed corporate strategy.

Implications

20. These are as follows:

- **Financial** – Costs will be included in the estimates of the total cost for surveys or questionnaires and will be found from within existing resources.
- **Human Resources (HR)** – Information collected about council staff will support inclusive policy and practice in HR.
- **Equalities** - Equality mapping is a requirement of council equality strategies and schemes and helps the council meet the Duties arising from equality legislation.
- **Legal** – Equality mapping is a requirement under equality legislation.
- **Crime and Disorder** - None
- **Information Technology (IT)** - None
- **Property** - None
- **Other** - None

Risk Management

21. Undertaking equality mapping helps the Council manage the risk of:

- a. offering services that do not meet the needs of people protected by equalities legislation.
- b. not meeting the requirements of bodies that inspect it, including meeting the requirements of the Equality Framework for local government.

Recommendations

22. SIWG members are requested to:

- a. Note the report

- b. Let the Equality and Inclusion Manager have their comments on what is being proposed by 17:00 on 30 June 2009. Comments about the questions that we propose to use found in Annex 1 of this report, will be particularly welcome.

Reason: To consult on when and how Council proposes to collect information about people protected by equality legislation

Contact Details

**Author: Evie Chandler,
Corporate Equality and
Inclusion Manager
Tel: 551704**

**Chief Officer Responsible for the
report: Quentin Baker**

**Report
Approved**

Date

Wards Affected:

All

For further information please contact the author of the report

Background papers – None

Annexes – Annex 1: About Yourself

Annex 1: About Yourself

We use the following information to make sure that we are taking everyone’s views into account and that everyone is treated fairly. You don’t have to answer these questions, but it will be helpful if you do. As with all the other questions, the information you provide will be treated as confidential and will not be passed on to other organisations. Thank you for your time and input.

Q1 What is your age?(TICK ONE BOX ONLY ✓)

- 16 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 59
- 60 to 64
- 65 to 74
- 75 to 84
- 85 +
- Prefer not to say.....

Q2 What is your gender? (TICK ONE BOX ONLY ✓)

- Male.....
- Female
- Trans male.....
- Trans female.....
- Prefer not to say.....

Q3 Are you a disabled person? (TICK ONE BOX ONLY ✓)

The Disability Discrimination Act 1995 (DDA) defines a person as disabled if they have a mental physical or learning impairment, which has a substantial and long- term adverse effect on their ability to carry out normal day-to-day activities. “ Long term” means has lasted or is expected to last at least 12 months.

- Yes
- No.....

Prefer not to say.....

Q4 What is your ethnic group? (**TICK ONE BOX ONLY ✓**)

White

British

Irish.....

Any other White background
(please tick & write in)

Mixed

White and Black Caribbean

White and Black African

White and Asian.....

Any other mixed background
(please tick & write in)

Asian or Asian British

Indian.....

Pakistani

Bangladeshi.....

Any other Asian background
(please tick & write in)

Black or Black British

Caribbean

African

Any other Black background
(please tick & write in).....

Chinese or other

Chinese

Any other ethnic group
(please tick & write in)

Prefer not to say

Q5 How would you describe your sexual orientation? (**TICK ONE BOX ONLY**

✓

- Heterosexual.....
- Gay man.....
- Lesbian
- Bisexual
- Other (please tick & write in)
-
- Prefer not to say.....

Q6 What is your religion or belief? **(TICK ONE BOX ONLY ✓)**

- None1
- Christian (all denominations) 2
- Buddhist3
- Hindu.....4
- Jewish.....5
- Muslim.....6
- Sikh.....7
- Other (please tick & write) 8
-
- Prefer not to say.....9