

Equalities Impact Assessments 2009-10

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 some of the EIAs done in 2009/10. Many of these EIAs were consulted on at the two "Help us to Get it Right Days" and at the Social Inclusion Working Group and Staff Equality Reference Group.

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14-19 Education Strategy

This Strategy is designed to successfully implement national Government's 14-19 programme, which aims to:

- Raise the levels of attainment of all learners.
- Raise levels of participation in education and training post 16, including "Raising the Participation Age".
- Introduce new curriculum entitlements for 14-19 year olds.

Key Issues

- "Narrowing the gap" between disadvantaged learners and their peers through development of new provision to raise participation, engage more learners and reduce people not in education, employment or training (NEETs).
- Improving the progression routes for learners with learning difficulties or disabilities (LLDD learners).
- Providing impartial information, advice and guidance for young people and their parents to promote access for all and overcome gender stereotypes

Key Actions we are taking

- Engagement with Foundation Learning and Partnership task and finish group reviewing provision for 14-19 year olds.
- Development of LLDD hubs in mainstream schools, work with Sub Regional Partners on assessing demand and commissioning opportunities.
- Information, Advice and Guidance Strategy including assessment of provision against national quality standards.

For more information contact John Thompson, Principal Adviser 14-19, 01904 553039,

john.thompson@york.gov.uk

Accommodation Project - New Council Offices

The Council's present office accommodation is split between 16 different locations, mostly in older buildings converted for office use. Offices are many different shapes and sizes, which coupled with the disjointed and varying locations, and their historic nature, presents a considerable barrier to effective communication and efficient operation of the Council. Customer services are provided from many locations, some within offices that are unsuitable for their use and not accessible.

The Accommodation Project proposes to relocate the majority of council officers into a new single office together with a new Customer Centre to provide all face-to-face customer contact.

Of the present offices, just three are to be retained: 50 York Road, Acomb, The Guildhall and St Antony's House.

Key Issues

Design & Construction

Access - the new building must be fully inclusive with any barriers removed that create undue effort, separation or special treatment so that everyone can participate equally, confidently and independently with choice and dignity.

Communication about the new building

Is the information and means of communicating accessible to all?

How to involve others in the project and decision making processes?

Managing the building once it is in use

Moving around the building

Key Actions we are taking

- Instruct the Developer to promote equalities and inclusive design within the Project.
- Instruct the developer to promote and award, where possible and within procurement legislation, business opportunities focusing on improving equality. For example using local Small and Medium Enterprises and fostering support for local communities.
- Ensure the building specification and drawings etc contain the elements requested in the Development Design Brief about access.
- Develop a range of colours, surfaces and lighting of the building to promote an inclusive and welcoming building.
- Develop a communication system including text size and audio to enable building information to be suitably displayed.
- Consult staff user groups and undertake workplace risk assessments to identify the need for specially adapted equipment for staff.
- Develop a staff induction pack / process for staff to learn how to work within the new building.
- Respond back to public and staff on how we plan to use their feedback to demonstrate how we are meeting the needs of our customers and staff, for example young people, older people and disabled people.
- Work closely with the successful developer to build upon the current consultation and involvement activities and ensure communications are accessible.
- Consult and involve established groups such as the Social Inclusion Working Group, which includes representatives from the six equality strands (race, disability, gender, age, sexual orientation and religion and belief).
- Equality training for staff who are managing the building.

- invite a cross section of users, including people from all 6 equality strands, to test how the building works for them before it opens.

For more information contact:

- Building Design - Ian Asher, Head of Strategic Business & Design ian.asher@york.gov.uk 01904 553379
- Communications - Sandra Herbert, Project Manager - User Development & Communications, Sandra.Herbert@york.gov.uk 01904 553384
- Managing the building - Peter Liversidge, Development Officer - Facilities Management, peter.liversidge@york.gov.uk 01904 553315

Blacksmiths Department, Domestic and Commercial Drainage Services, Domestic and Commercial Pest Control.

The Blacksmiths Department offer a varied selection of services from repairing garage doors to replacing public toilet locks. We carry out civil engineering work which includes the installation of guard rails, signs and street furniture such as litter bins, dog bins, finger posts and signposts. We install and repair play equipment at council and Parish Council play areas. There is also a full build and fabrication service including making hanging basket brackets, gates, railings and security grilles. We help maintain the council transport fleet with repairs and welding. Some of these services are offered to the general public and council tenants.

The Drainage Department offers a 24-hour blocked drain clearance service, plus repairs and surveying service using CCTV units, for council tenants as well as the private sector. We deal with local flooding of roads, and flooding from rivers and issue sandbags to resident's homes. We help to keep the highways clear of obstructions,

for example clearing up after road traffic accidents. The team also help clean the river Foss using a small barge and maintain Castle Mill locks.

The pest control service deal with all types of pest and rodent control including rats, mice, wasps, hornets and insects (flies, bed bugs, ants, cockroaches and other biting insects). We also offer a full bird control service, as well as pigeon and bird proofing. We have a built up in depth knowledge of the lifestyle, habits and vulnerabilities of all types of pest that can affect homes and businesses, and we have developed extensive technical expertise in dealing with them, from exclusion and detection, to capture.

Key Issues

- Review needed of all correspondence and information about services.
- Lack of customer and specialist group consultation. The need and purpose for this is to be assessed.
- Equality monitoring take up and satisfaction need to be considered.

Key Actions we are taking

- Produce accessible and clear information for all who use, or need to use the services.
- Gain a clearer picture of who uses our service and if there are any barriers to accessing them.

For more information contact Glen Peters, Civil Engineering Manager, 01904 553236, glen.peters@york.gov.uk

The Corporate Strategy 2009-2012

The Corporate Strategy is the highest-level document that covers the whole of the councils work. It demonstrates what the council thinks is important. It shows what we are going to deliver, how we are going to deliver it, and by when over a three year period.

The Strategy is directly linked to the Sustainable Community Strategy (SCS), which is a document that the whole city is working towards, and shows the city's ambition for the next 10-20 years. This document was developed through major consultation with the people of York. The Corporate Strategy represents the council's contribution towards the achievement of the SCS, and therefore our contribution to achieving the ambitions that the public have for the city.

The Corporate Strategy provides a high level lead for services and departments to plan their work around.

Key Issues

- Limited data from the Local Area Agreement broken down into the 6 equality strands.
- Involvement of equality groups in setting actions.
- Equalities issues considered when developing milestones.

Key Actions we are taking

- Investigate with the partnership team the potential to report Local Area Agreement indicators in the 6 equality strands.
- Feedback the Social Inclusion Working Groups findings into next years refresh of the milestones.
- Equalities issues will need to be more specifically considered in future refreshes of the milestones.

For more information contact Marilyn Summers, 01904 551723 marilyn.summers@york.gov.uk

Customer Strategy

The City of York Council wants to improve the experience of customers when contacting the council. We are developing plans that will improve the standard and quality of service we provide to all our customers, including disadvantaged and vulnerable groups. The way we deliver our services will reflect what is important to customers and we are committed to deliver services that are:

- easy to access,
- high quality and efficient,
- effectively managed,
- designed with you and for you.

Key Issues

- Not all our services are provided at the first point of contact. Customers occasionally have to be directed to other sites.
- Although standards of customer service are generally high, there is a lack of consistency in the way enquiries are handled.
- Alternative ways of providing information, such as translation services or British Sign Language are not always available when customers need them.
- Customers cannot always find the information they need on the council website.
- We do not understand enough about the specific profile and makeup of our localities and communities.

Key Actions we are taking

- New single customer centre in the middle of York.

- Standardise customer facing receptions before 2012.
- Improved physical accessibility and translation services in single customer-facing location by 2012.
- Improve the Council website.
- Use Place Survey questions, Talkabout survey and Customer First engagement group to understand the views of local people.

For more information contact Kofi Mensah, Business Analyst, 01904 553404, kofi.mensah@york.gov.uk

Electronic Homecare Monitoring System

The service area involves the introduction of an electronic home care monitoring system across all home care providers. The system will help ensure the safety of lone workers, as it will monitor the whereabouts of staff by recording the time and length of each of their calls. The system will also be able to calculate the time for charging purposes. As it is recorded at the time of the visit, it will be totally accurate and will also improve the service by allowing us to check whether all visits have been made.

Key Issues

- The language used to explain the system and its uses may be difficult for customers and staff to understand if English is not their first language.
- Many types of equipment need a BT phone line to operate. This might be difficult for some groups of service users e.g. Gypsies and Travellers or those who choose not to have BT landlines for financial or other reasons.
- If a member of staff has dyslexia or are partially sighted the text on screen may be difficult to see or read.
- A customer with mental health problems and/or dementia may not fully understand, or have a poor perception of, how the new system works which could cause them undue stress/anxiety.

Key Actions we are taking

- Instructions on how to use handheld devices could be given both verbally and in the written form. They could also be available in the first language of the member of staff. Some devices may be able to be set with a different language to help the user understand them with more ease.
- Where customers are excluded because of not having a land line, they could be provided with a BT line or mobile phone.
- Devices may be able to be fitted with speech as well as text to enable disabled staff to use them.
- Some staff may also need additional training to enable them to grasp the technology.
- When staff are briefed, they will be requested to take mental health and/or dementia issues into consideration to ensure they are sensitive to customer's need when explaining the new system and procedures and, where possible involve carers, friends and/or family where capacity or mental health is an issue.

For more information contact Allison Bingham, Group Manager, Service Delivery & Transformation, allison.bingham@york.gov.uk 01904 554556

Environmental Health & Trading Standards and Licensing and Bereavement Services

Environmental Health and Trading Standards aims to:

- protect residents and our environment from pollution and other public health and safety hazards,
- protect residents and local businesses from unfair and unsafe practices,
- promote healthy living in the city.

We investigate complaints of noise and other environmental nuisances; assess the environmental impact of planning applications and monitor air quality and contaminated land. We monitor, give advice and enforce food

safety, health and safety and trading standards legislation. We provide advice and enforce the law on animal health and welfare.

The Licensing team licence a range of activities including taxis and private hire, the sale of alcohol, provision of entertainment and late night refreshment, gambling, street trading and collections for charity.

Bereavement Services offer a professional and dignified service for the residents of York and surrounding districts. We offer impartial advice on either cremation at York Crematorium or burial at Dringhouses Cemetery.

Key Issues

- Accessibility of written information to customers.
- Staff awareness of equalities issues/needs.
- Unavailability of leaflets in Turkish.
- The accessibility and quality of service of hackney carriage and private hire services.
- Further improvement to facilities at the crematorium.

Key Actions we are taking

- All communications to be in plain English, 12 point Arial and offered in 14 point Arial or larger, upon request. A language panel is to be included on all letters, where it is not known that English is the first language of the customer. Pictures and photographs should be used to illustrate the message, wherever practical.
- Training for officers on the needs of different customer groups, particularly those with specific issues, such as language and cultural barriers. All relevant staff and all frontline staff will attend customer awareness and equalities awareness courses.
- Covering letter in Turkish.

- A taxi accreditation scheme whereby members agree to abide by set standards of service to meet the needs of all sections of the community. Customers will be able to select an accredited taxi operator with confidence of receiving a known standard of service.
- Improve signage and paving at the crematorium.

For more information contact Mike Southcombe, Environmental Protection Manager, 01904 551514, mike.southcombe@york.gov.uk

E-recruitment System

The council is introducing a new online e-recruitment service as part of its Human Resources Strategy. The main aim is to make applying for vacancies easier and to have a clear focused website where all job opportunities within the council are advertised in one place. This will allow more people to search and find jobs that are available within the council and also attract more applicants.

Key Issues

- Information and communication: how will people without access to the internet be affected by an on-line recruitment system?
- Staff and skill profile: have all staff been briefed on the need to provide information in accessible formats when requested? Are all staff and managers trained in equalities?
- Service Planning and Development: how do we monitor external job advertising and applications through Pearsons? Are they equality profiling? How diverse is their media use? How do we ensure that partners comply with equalities legislation and promote equalities? How do we monitor this?

- **Monitoring, Evaluation and Review (including Complaints):** is equalities data being captured to assess all applicants and ensure we are reaching all communities and ages? Management reporting must ensure we can monitor this data and compare.
- **Information and communication:** all printed documents and texts on screen are in English. Will there be translated text versions of the online videos? Will we offer printed documents, documents on tape for visually impaired people/ BSL for those with a hearing impairment?

Key Actions we are taking

- **Management Information requirements:** ensure that contracts with advertising agencies put equalities at the forefront of decisions on media and that we are supplied with more information on the routes of advertising and the profile of the readership of those different media.
- **Information and communication:** adverts are still to be run in the media to ensure those without access to the internet can be made aware of the vacancies available. Paper forms will still be supplied on request to any applicants wishing to apply in that way.
- **Training for City of York Council Staff:** the Recruitment and Selection course, delivered by the Training Centre, is to be updated to cover the new system. There will be new training for both staff and managers on the site and how to help people to use it. The Training Centre runs separate Equality Awareness courses. Training on the different media applications available for people with disabilities is to be done as part of the HR team training at the outset of the programme.
- **Management Information requirements:** reports are to be run regularly to ensure we meet our equal opportunities profile for the city, we are also developing further reports to better assist HR and managers in recruiting. The new system can profile on all equality strands so we will receive more data than ever to help us monitor all stages of the recruitment process.
- **Monitor requests for information in other formats:** HR are to record any requests for application forms or information on posts in different formats i.e. on tape, in different languages, in Braille. Consultation so far

with the HR team suggests requests in these formats are very rare. Applications in all of these formats are to be made available to anyone requiring them.

For more information contact Paul Forrest, Business Analyst 01904 553467 or Tracy Wright, HR Corporate Advisor, 01904 1720, paul.forrest@york.gov.uk tracy.wright@york.gov.uk

Festivals and Events 2010/11

A key element of Arts and Culture service's responsibilities is to develop, deliver and support a range of free public festivals within York throughout the year. This EIA looks at festivals delivered by the council and also festivals delivered by external partners, which are directly supported by a City of York Council grant. (There are other festivals delivered or supported by other City of York Council departments which are not included in this EIA, however learning from this focused sample will lead to sharing information across all council festivals). The arts and culture team festivals included in this are:

City of York Council Managed Festival

- Fiesta
- Illuminating York
- Festival of the Rivers

Externally Managed

- YUMI Expressions
- The Waggon Plays
- The Learning Festival
- Early Music Festival / The Early Music Christmas Festival
- The Over 50s Festival
- The York Lesbian Arts Festival

We looked at whether the festivals above are meeting the needs and wants of the different communities in York, and how access can be improved.

Key Issues

- Lack of up-to-date data on barriers to access for York festivals.
- Lack of common data collection across festivals.
- Outdated website used as main marketing tool for York festivals, may not be accessible and could be used more effectively to ensure the festivals reach a broader range of people.

Key Actions we are taking

- Undertake festivals access consultation with equalities focus group.
- Introduction of an equalities evaluation (Online?) form to ensure common data is collected across all 10 festivals and include in contracts with any 3rd parties.
- A review of www.yorkfestivals.com to ensure it is accessible.

For more information contact Gill Cooper, Head of Arts and Culture, 01904 554671, gill.cooper@york.gov.uk

Housing - More for York Efficiency Review

This assessment considers how housing repairs are provided by both Housing Services and Neighbourhood Services staff. It is part of a City of York Council programme called 'More for York' which looks at how services can be provided in the best way possible and at the lowest cost to the taxpayer. The project has delivered a vision of a modern service that uses computers and other technology to deliver more efficient and effective services for customers. The project does not plan to greatly change the service from a customer's point of view,

but is more about how staff provide the service. It will mainly affect staff groups currently working for Housing Services and Neighbourhood Services.

Key Issues

- Changes to the organisation - The merging of two separate departments may lead to different reporting structures and the formation of new teams.
- Changing work patterns - Some staff may be asked to work different shift patterns to improve customer access to the service.
- Changing workplace locations. - In merging the services some staff may be required to move their office location.
- Greater use of mobile technology - The improvement programme involves the use of mobile devices that will allow repairs staff to complete repairs using hand held computers to receive and return job information.
- Potential for staff reductions - The use of technology is likely to reduce the number of staff required.
- Procurement - The merged service will need to ensure that all suppliers conform to the Councils Equalities Policy.

Key Actions we are taking

- Ensure the Corporate Communication and Redundancy Policies are adhered to and all staff fully consulted.
- Engage with staff on introduction and selection of mobile working devices.
- Determine if any staff groups are particularly affected by the changes and make recommendations accordingly.

For more information contact Mark Grandfield, Asset Manager, mark.grandfield@york.gov.uk 01904 553733

Housing - North Yorkshire Sub Regional Choice based Lettings

Choice Based Lettings (CBL) is a means of letting affordable housing. It differs from traditional lettings in that it is driven by customers, who are able to choose which of the available properties they wish to be considered for. In order to achieve this landlords must advertise all of their properties that are available to let using a variety of means, including the Internet.

CBL is organised into bid cycles, usually of one to two weeks. Once bids have been received for a property, the applicant is selected from those who have made a bid. The principle for selecting the successful applicant is set down in the Lettings Policy; which must take into account law and guidance on affordable housing and housing need.

Organising CBL 'Sub Regionally' means that a number of councils from the same area will be setting up a joint CBL scheme. The government recommends this approach. In the case of the North Yorkshire scheme, it is proposed that the councils involved set up a common lettings policy, which will mean having a joint list of applicants, a joint approach to assessing housing need and a single application form.

Key Issues

- Access for applicants with low literacy level or very little English.
- Access issues for people who are chaotic or very elderly/infirm.
- Ensure the public can receive advice and support at a properly facilitated office or Customer Access Point.
- Ensure that geographically isolated customers can access the scheme, even without computer access in their home.
- Need for a variety of information formats

Key Actions we are taking

- Establishment of the 'Equalities Monitoring Group' for the lifetime of the project, with representation from the eight partners and relevant stakeholders.
- Need for the scheme to embrace an outreach strategy for isolated or vulnerable customers.
- User Guides in a variety of formats for different needs.
- Need for assisted bidding for identified highly vulnerable clients on the basis of informed consent.
- Need for the public to be able to access the scheme both from home or from a public office, without financial disincentive.

For more information contact Ian Taylor, Project Manager, ian.taylor@york.gov.uk 01904-554351

Information Development, Adult Services.

Improving the quality of, and access to, information for Housing and Adult Social Services (HASS) customers and carers.

Key Issues

- Lack of good quality, accessible and up-to-date information for HASS Customers and Carers.
- Leaflets are not readily available in appropriate formats e.g. Easy Read, large print and audio.
- Information on HASS services is not reaching hard-to-reach groups e.g. socially isolated older people, travellers and gypsies.
- The current arrangements for providing interpretation facilities are not satisfactory.
- The current arrangements for providing translations of Council Information are not satisfactory.

Key Actions we are taking

- Produce HASS information packs and leaflets whilst taking into consideration the feedback from consultations about improving accessibility.
- Undertake research on the effectiveness of packs by enclosing a questionnaire in a sample number of packs.
- Report to HASS DMT re: funding to have information readily available in other formats e.g. Easy Read, large print and audio.
- Undertake consultation with hard-to-reach groups on how to improve access to information.

For more information contact Laurence Lennon, Equalities and Information Development Manager, 01904 554075, Laurence.lennon@york.gov.uk

New Park and Ride Sites

The Access York Phase 1 Park & Ride project aims to build three new Park & Ride sites on the outskirts of the city centre to the west and the north of York:

- Askham Bar Park & Ride - this is a replacement for the existing Park & Ride with up to 1250 vehicle spaces located next to the A1036 Tadcaster Road.
- Poppleton Bar Park & Ride - is a new site on the A59, with its entrance on North Field Lane, and will include improvements to the roundabout on the ring road.
- Clifton Moor Park & Ride - this will be built next to the B1363 Wigginton Road with the capacity for up to 600 spaces.

Key Issues

- Clear signage and communications about the park and rides.

- Bus layout and accessibility.
- Sustainability of the new sites.
- Accessibility of the route to terminal building for disabled users.
- Accessible facilities (for example toilets) for disabled users.

Key Actions we are taking

- The EIA to be passed on to the designer to inform them of the issues that need to be addressed in the development (for example, accessible toilets at the sites).
- Relevant issues, including but not limited to those listed above, to be passed on to those responsible for managing the sites once built.
- Instruct the Developer to promote the Equalities Agenda and Inclusive Design within the project.

For more information contact Paul Thackray, Project Manager (Access York), 01904 551574,
paul.thackray@york.gov.uk

Neighbourhood Services Staffing Issues

Neighbourhood Services (NS) employs a large and diverse workforce, largely working in customer facing roles.

This impact assessment looks at:

- the make up of staff within NS (across all three sites),
- the issues faced because of the frontline nature of the service (at the Eco Depot)
- and facilities and working arrangements (at the Eco Depot).

As at October 2009 there are 978 staff working within the Directorate. Work has been undertaken to profile staff that are already employed by NS, and also those who are looking to be recruited by the Directorate.

Key Issues and Actions

- Look toward developing a way of sympathetically auditing literacy and numeracy skills among staff, and implement appropriate ways of flexible learning and support.
- Develop a staff equalities scorecard for the directorate. This is dependent on a corporate scorecard that the NS can contribute to being established.
- Undertake further investigation of job profiling.
- Consider if work can be done to attract more women to the directorate, particularly in roles traditionally seen as 'male', through more careful advertising. Is it purely because women are not interested in manual jobs, and would prefer to be office based, as is borne out by the profiling data?
- Work to be done on how Grade 1 Cleaning staff are communicated with, to avoid them feeling isolated from colleagues within NS. Special focus on staff who speak little or no English.
- Raise awareness amongst staff of what constitutes a disability, so that they can be appropriately supported in the work place
- Having gained Directorate Management Team agreement, work towards achieving the Investors in People award.

For more information contact Penny Hepworth, Performance and Projects Officer, 01904 553104, penny.hepworth@york.gov.uk

Public Toilets

This includes the provision, cleaning and maintenance of public toilets in the following locations:

- St Georges Field
- Coppergate

- Parliament Street/new Silver Street facility
- St Sampsons Square
- Exhibition Square
- Museum Gardens
- Union Terrace
- Nunnery Lane
- Tanner Row
- Haxby
- Acomb

Issues to consider include the number and location of facilities, accessibility, price and standard.

Key Issues

- Introduction of a new facility at Silver Street.
- Alarms on disabled user toilets not linked to anywhere.
- Charging in place at the attended facilities only.
- Improve Signage.
- Improve information on our web site.

Key Actions we are taking

- Ensure new Silver Street facility meets all user requirements following consultation, including Changing Places toilet with adult changing facilities.
- Continue to investigate methods to improve the disabled alarm system.
- Review the charging policy in attended facilities, particularly as these are female facilities only.

- Continue to investigate improved signage.
- Ensure the web site is updated.

For more information contact Russell Stone, Head of Neighbourhood Pride Service, 01904 553108,
Russell.stone@york.gov.uk

Strategy for the Development of Services to Support People with a Physical and/or Sensory Impairment (November 2008)

This strategy takes a long-term view of the social care and related services that people with physical and/or sensory impairment will need in York.

Key Issues

- There isn't a User Led Organisation (ULO) representing disabled people in York.
- There isn't a Partnership Board to agree priorities and make plans for future services for disabled people.
- There are information gaps which require us to think about what information we need.

Key Actions we are taking

- Establish a ULO with a view to it taking responsibility for the development, and eventual management of a Centre for Independent Living (CIL), or similar service, to enable disabled people to live as independently as possible in York.
- Establish a Partnership Board to create a place where disabled people can highlight their wants and needs for future service.

- Think about what information we need to start and collect and how, and ensure we feed what we know into the refresh of the Joint Strategic Needs Assessment.

For more information contact Name: Jenny Gardner, Policy and Planning Manager, 01904 554354, jenny.gardner@york.gov.uk

Supervision Policy

The Supervision Policy applies to all staff working at every level in the Adults Social Services Department. The aim of the Supervision Policy is to ensure organisational, professional and personal goals are achieved within the context of support and accountability. Supervision supports people to development professionally and provides a link that connects individual's performance and actions with the objectives of the department and the council.

The aim of the review and this EIA is to ensure that the these procedures are up to date and consistent in promoting good managerial practice and that they support every manager in their responsibility to ensure that the promotion and continuation of equality, in employment, service delivery and policy, is met.

Key Issues

- The application of the Supervision policy and procedures is not as consistent as it should be. Training in supervision is limited. Training should include promoting the key elements of good supervision practice, including anti-discriminatory practice, within the supervisory process (staff) and with customers. New managers are not consistently being made aware of the Supervision Policy and procedures or trained in their requirements. The monitoring of supervision practice and recording is also limited.
- Some practical issues may exist around locating accessible venues for supervision sessions. However the need for this is not large and managers plan and organise venues to meet any requirements.

Key Actions we are taking

- To press for a formal re-launch and promotion of the revised policy and procedures supported by a training programme and followed up by formal on-going training for new staff.
- To continue making recommendations for monitoring the application and quality of supervision and staff satisfaction.
- To maintain the schedule of customer satisfaction surveys in the quality assurance programme and ensure that any relevant information gathered is systematically fed back and used as appropriate to influence the content and practice of the Supervision Policy and procedures in the future.

For more information contact Angela Thacker, Quality & Performance Officer, 01904 554528,
angela.thacker@york.gov.uk

Traveller's Sites

Homeless Services manages the 3 travellers sites in York; 55 pitches in total. Work involves site management and support of Traveller families through the Supporting People contract. Support work is also extended to Traveller families living on the roadside and in permanent housing.

Key Issues

- Need to encourage some travellers to engage with services and adhere to site conditions through more proactive management of sites and more joint working.
- Limited repairs service and no individual electricity accounts.
- Risk assessment - ongoing work to enable all services to go on site safely.

- Meeting individual needs of disabled travellers (this can only be achieved in conjunction with Adult Social Services, Occupational Therapy, health etc).
- Increase pitches in York - currently part of the Local Development Framework.

Key Actions we are taking

- More proactive management of sites.
- Completion of the Gypsy and Traveller action plan.
- Review repairs procedure and monitor the new system.
- Introduce a risk reporting system.
- Individual needs assessment for Gypsies and Travellers.
- Inclusion of extra pitches needed in the Local Development Framework.

For more information contact Becky Ward, Service Manager, Homelessness. 01904 554040,
becky.ward@york.gov.uk

Warden Call

Warden call is a care alarm service providing 24hr monitoring and response to vulnerable customers through out the city of York. This service is being reviewed to ensure it is fit for the future and as a part of that review we are considering any equality issues.

Key Issues

- Lack of good quality, accessible and up-to-date information about the warden call service for customers and carers.

- Leaflets are not readily available in appropriate formats e.g. Easy Read, large print and audio.
- Information on warden call may not be reaching hard-to-reach groups e.g. socially isolated older people, travellers and gypsies.
- Currently no specific arrangements for providing interpretation.

Key Actions we are taking

- Produce accessible leaflet in larger print, a clearer layout and with alternative language information.
- Undertake research on the effectiveness of the information packs by enclosing a questionnaire in a sample number of packs.
- Undertake consultation with hard-to-reach groups on how to improve access to information.
- Trial pre-written responses in Polish for Polish customers to point to help speed up communication.

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