

**Equality Objectives 2019:**

**ANNEX A**

- 1. Better understand our diverse communities and their needs**
- 2. Strengthen community participation and influence in decision-making**

<b>Key Actions</b>	<b>Progress / Next Steps</b>
<p>Develop a community profile for the city, addressing data and intelligence gaps by involving people in the 'communities of identity' and marginalised groups, and continuing to develop <b>Ward Profiles</b>.</p> <p>Gather and share community intelligence through the work of teams such as Communities and Equalities, Local Area Coordinators and the Local Area Teams.</p> <p>A refreshed <b>Engagement Strategy</b> with effective engagement tools so that communities are encouraged and able to participate in local decisions.</p>	<p>Ward Profiles updated quarterly, with additional data included reflecting feedback on data residents would like to see available. Documents made at various geographical levels to provide information base about specific communities. The profiles were used extensively to inform all ward priority setting exercises during the last administration.</p> <p>Work will be undertaken to set the profiles against the respective local area frameworks to establish a common understanding of need across teams.</p> <p>A new post of Community Involvement Officer (Minority Communities) will engage with York's various communities seeking to identify representation / leadership and identify key issues.</p> <p>New approaches to community engagement have been tested through My Castle Gateway / My York Central including targeting hard to reach groups / the disengaged with a blend of online conversations and events. Innovative engagement approaches continue to be used at ward level.</p>

Refreshing the Council's Approach to **Ward Committees**.

**Talkabout Panel** to be developed so that the feedback reflects the views of the city's diverse population including people in the 'communities of identity' and marginalised groups. **Age Friendly York** programme and the **Older Citizens 'Lived Experience'** group to be developed with representation from disabled citizens and people living with dementia.

Use the **Better Decision Making Tool** (BDMT) to capture our engagement with communities especially the voice of people from the various 'communities of identity' and marginalised

Work to capture the lessons learnt from these approaches is being carried out through the Creating Resilient Communities Working Group with a view to developing a tool kit for staff.

The Marketing and Communications Team will develop an updated resident engagement strategy.

Further budgets have been allocated to wards including a Safer Communities Fund and additional Highways / Capital funding to enhancing residents' ability to make funding decisions in their local areas.

Evaluating the social value of ward funding will be further developed.

Liaison with parish councils will be improved.

Core survey run on a six monthly basis and panel being consulted on a wide variety of online consultations. Membership of the panel remains skewed towards older residents but work is ongoing to recruit younger members, especially BME, through promotion with a number of youth forums (incl. Youth Council). Membership has been widened to include views of individuals 13-18 years of age (lower limit being social media age). This work requires the ongoing support of customer / community facing teams.

The Better Decision Making Tool has replaced the Community Impact Assessment and incorporates Human Rights within its dimensions. A review of implementation has identified that

groups. Embed the BDMT within the Council's project planning methodology '**All About Projects**'.

**Service plans** will demonstrate community involvement. The BDMT will be used for all Executive decisions and will be integrated into service plans.

Further develop the **Community Voices** approach, in partnership with York CVS, to:

- Work with our partner organisations / forums so we can collectively engage the people we all support to bring them together to get to know one another, learn more about their experiences, and stimulate ideas
- Allow our communities to set their own agenda rather than telling them what to talk about
- Bring a focus on the important topics and create opportunities to inform, engage and consult with partners, city leaders and a wider forum of people on one or more topics
- Create a supportive and positive environment, helping grow ideas into something real and enabling people to use their voice

officers report that the structure of the Better Decision Making tool makes is easier to complete and that it provides a more comprehensive and holistic assessment of a project. During the pilot period the tool was used in twelve reports. This contrast with five uses of the Community Impact Assessment over the same six-month period in the previous year. It is anticipated that usage of the tool will increase.

It is planned to integrate the BDMT in future service planning rounds.

Community Voices project established. Initial work undertaken with homeless people and first report produced.

Further work will be undertaken to align the Community Voices approach with the Council's Resident Engagement Strategy which will be considered by the members in the Autumn.

- Enable 'Community Voice Volunteers' to contribute to and influence the work of York's various strategic decision-making boards and to reflect back the views of Communities of Interest groups on topics of importance.
- Work within a Human Rights framework reflecting York City of Human Rights declaration

**Training across the organisation** to help managers and staff better understand the profile and needs of communities and strengthen their understanding of equalities and human rights.

**Co-ordination** of relevant staff groups: Leading Together (for managers), the *Staff Equalities Experts* group and other workforce groups across the council to engage them in delivery against the objectives.

Provide **feedback** to the Council's Executive and other statutory organisations in the city.

A new e-learning module on equalities has been launched on the Mylo e-learning system. Further training will be developed with more York specific content including use of the Better Decision Making Tool.

The potential to establish relevant networks for staff, e.g. a LGBT+ network will be investigated.

Data now being collated and published quarterly. Annual highlight report to be brought to CMT. Report to be made to Customer and Corporate Scrutiny Committee.

- 3. Strengthen our position as an equal opportunities employer and service provider
- 4. Improve customer experience to advance equality and respond to people's different needs

Key Actions	Progress / Next Steps
<p>Refresh <b>HR policies and procedures and procurement procedures</b> so our commitment to equalities and human rights is embedded in the way we recruit, and do business.</p> <p>Use the Better Decision-Making Tool on HR policies to identify the impact on the 'communities of identity'</p> <p>Take positive "proportionate" steps to help remove the hurdles faced by sections of the community that are under-represented in the council workforce.</p> <p>Address gaps in equality data - have clear communication with staff about why we are asking for equality data and how it will be used.</p> <p>Ensure that the <b>Council's customer contact</b> no matter how it is delivered considers proactively those customers with personal and complex needs.</p>	<p>Apprenticeships have been promoted together with our guaranteed interview scheme for carers. A strategy is being developed to expand apprenticeship opportunities to existing staff and increase numbers across the organisation.</p> <p>Promotion of our Guaranteed interview schemes on the council's recruitment website:</p> <ul style="list-style-type: none"> <li>○ 'Positive about Disabled People' - an interview for all applicants with a disability who meet the minimum criteria.</li> <li>○ Children &amp; young people in care, looked after children, care leavers (up to age 25) who meet the minimum criteria will get an interview</li> </ul> <p>Learning and development opportunities added including:</p> <ul style="list-style-type: none"> <li>○ Equalities training – e-learning module launched to all employees</li> <li>○ Full day Disability awareness training</li> </ul> <p>Further modules are required on the Public Sector Equality Duty and more York specific content on the Better Decision-Making Tool.</p> <p>Council attendance at &amp; promotion of York Pride.</p> <p>Promotion of Living Wage Employer.</p>

<p>Ensure that:</p> <ul style="list-style-type: none"> <li>○ Our digital infrastructure supports digital inclusion activity to support residents and businesses in accessing online resources and services.</li> <li>○ Free wifi supports access to services</li> <li>○ Our Communication Team and Strategic Intelligence Hub aid our engagement with, and understanding of, our residents and our data including a single view of customers.</li> </ul> <p>Develop a new <b>Customer Strategy</b> that reflects priorities set within the digital strategy, digital inclusion activity and the future focus where information/advice, transactional and complex needs have a multi-channel approach.</p>	<p>Gender Pay Gap Report published reporting low a gender pay gap across the council.</p> <p>Armed forces covenant – Draft policy providing additional paid and unpaid leave for reservists, expected to be finalised end of September.</p> <p>Under the Council’s Digital Strategy programme, a cross-city “Digital Divide” group has been convened to:</p> <ul style="list-style-type: none"> <li>○ Explore how we might assess current levels of digital inclusion / exclusion in York</li> <li>○ Explore digital skills assessment for staff across the city</li> <li>○ Coordinate work with partners</li> <li>○ Look at national policy and future developments</li> <li>○ Identify priority interventions</li> </ul> <p>The Council’s wifi coverage has expanded into areas higher foot fall including Acomb and Bishopthorpe Road.</p> <p>Outer locations are also having upgrades to their broadband infrastructure through investment by Openreach, Talktalk and Virgin Media.</p> <p>Customer contact is key to a number of projects across the council and will feed into a new customer strategy for 2019-22.</p>
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## 5. Strengthen the Council's leadership role in developing and sharing good practice

Key Actions	Progress / Next Steps
<p>Strengthen the Council's approach to achieving <b>social value</b> through procurement placing an appropriate action in the <b>Procurement Strategy Action Plan</b>.</p> <p>Develop the Human Rights and Equalities Board as a forum to develop and share best practice in the area of equalities and human rights.</p> <p>Develop and share best practice in the area of equalities and human rights.</p>	<p>Action complete</p> <p>The Human Rights and Equalities board has been established and a work plan developed. The first project – on young people not in employment, education or training (NEET) – has now reported. A second project, on homelessness is underway.</p> <p>We have worked with the Human Rights City Coordinator to make more datasets connected to “human Rights” available (approx. 30 now on the Open Data platform).</p> <p>Develop a project to consider how the Council could further develop its practice as a human rights organisation.</p>