



## Notice of a public meeting of

### Corporate and Scrutiny Management Committee

**To:** Councillors Galvin (Chair), Fraser, Horton, Jeffries, King, McIlveen, Potter, Runciman (Vice-Chair) and Steward

**Date:** Monday, 24 June 2013

**Time:** 5.00 pm

**Venue:** The Severus Room - 1st Floor West Offices

### AGENDA

#### 1. **Declarations of Interest**

At this point, Members are asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they may have in respect of business on this agenda.

#### 2. **Minutes** (Pages 3 - 8)

To approve and sign the Minutes of the meeting held on 13 May 2013.

#### 3. **Public Participation**

It is at this point in the meeting that members of the public who have registered to speak can do so. The deadline for registering is **Friday 21 June 2013 at 5.00pm**. Members of the public can speak on agenda items or matters within the remit of the committee.

To register to speak please contact the Democracy Officer for the meeting, on the details at the foot of the agenda.

#### **4. The Council's Journey to Excellence in Equalities**

(Pages 9 - 62)

The Committee is asked to consider a report on the Council's new governance arrangements for equalities and agree how Overview & Scrutiny Committees can help strengthen the Council's equalities performance through their scrutiny work and address the need for improvement in Members understanding of equalities issues by considering options for appropriate Member training.

#### **5. Introductory Presentation on the Council's Consultation Process (in support of the scrutiny topic proposed by a member of the public)**

Following the Scrutiny Work Planning Event held on 13 June 2013, Members are asked to consider the scrutiny topics suggested for this Committee. To support Members consideration of the proposed topic on the Council's Consultation process, Officers will provide a brief presentation on the role of the Office of the Chief Executive team (OCE) in regard to the consultation and the current processes and proposed changes.

#### **6. Work Plan 2013-14 (Pages 63 - 64)**

To consider the Committee's work plan for the 2013/14 municipal year and a suggested list of Scrutiny topics.

#### **7. Any Other Business**

Any other business which the Chair decides is urgent.

#### Democracy Officer:

Name: Jill Pickering

Contact details:

- Telephone – (01904) 552061
- E-mail – [jill.pickering@york.gov.uk](mailto:jill.pickering@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 are set out above.

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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

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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.

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### **Holding the Cabinet to Account**

The majority of councillors are not appointed to the Cabinet (39 out of 47). Any 3 non-Cabinet councillors can 'call-in' an item of business following a Cabinet meeting or publication of a Cabinet Member decision. A specially convened Corporate and Scrutiny Management Committee (CSMC) will then make its recommendations to the next scheduled Cabinet meeting, 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;
- York Explore Library and the Press receive copies of **all** public agenda/reports;
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City of York Council

Committee Minutes

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MEETING	CORPORATE AND SCRUTINY MANAGEMENT COMMITTEE
DATE	13 MAY 2013
PRESENT	COUNCILLORS RUNCIMAN (VICE-CHAIR, IN THE CHAIR), BARNES, HORTON, MCILVEEN, POTTER, STEWARD, WARTERS AND HODGSON (SUB FOR CLLR KING)
IN ATTENDANCE	COUNCILLOR SIMPSON-LAING
APOLOGIES	COUNCILLOR KING

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**52. DECLARATIONS OF INTEREST**

Members were invited to declare at this point in the meeting any personal interests, not included on the Register of Interests, or any prejudicial or disclosable pecuniary interests they may have in respect of business on the agenda.

Councillor Potter declared a personal interest in relation to agenda item 4 (Attendance of Deputy Leader – End of Year Update) as a candidate in the recent Police and Crime Commissioner election and as a volunteer guide at the Mansion House.

Councillor Horton also declared a personal interest in relation to agenda item 4 (Attendance of Deputy Leader – End of Year Update) as a volunteer guide at the Mansion House.

**53. MINUTES**

RESOLVED: That the minutes of the last meeting of the Committee held on 8 April 2013 be approved and signed by the Chair as a correct record, subject to the addition of Cllr Gunnell to those members shown as in attendance at the meeting.

**54. PUBLIC PARTICIPATION**

It was reported that there had been one registration to speak at the meeting under the Council's Public Participation scheme. This registration had however subsequently been withdrawn as the registered speaker had been unable attend the meeting.

**55. ATTENDANCE OF DEPUTY LEADER - END OF YEAR UPDATE**

The Deputy Leader attended the meeting and presented her report, attached to the agenda. She provided an informative update of the work undertaken in her portfolio area together with details of ongoing projects and future goals.

In addition to the report the main points raised were:

**Democratic Services**

Council Chamber

Following the installation and use of the new Council Chamber audio system, at the last Council meeting in March, a couple of issues had been arisen. These would be attended to prior to the next meeting.

Membersphere App

Work was on going with this new app which would provide information for members in one place and was shortly due for testing by members.

**Electoral Services**

Postal Voter signature refresh

As the newly collected postal voter signatures could not be used on a permanent basis and would require a refresh every 5 years, there was a need publicise this fact and the future arrangements.

Mansion House

Important work on the Mansion House was now progressing to provide heating etc. There was no date scheduled for this work however when work commenced this would require closure of the house for a short period of time.

Members questioned a number of points including:

- Receipt of additional funding for the Police and Crime Commissioner elections and reference to the low election turnout. Confirmation that funding had been received to assist however this had not contributed to the core costs. The final accounts for this election were shortly due for publication.
- Mansion House updating costs. Confirmation that grants and other bids were being examined to assist with costs however this investment would allow further opening of the house providing further income streams.
- Results of the Local Government Boundary Commission review. Confirmation that the outcome of the review was imminent.
- Postponement of the Scrutiny Work Planning Event owing to lack of uptake. Further dates would follow shortly. In answer to Members questions it was confirmed that political proportionality applied to all scrutiny committees' however if there were no objection by all Council members scrutiny committees could have a different make up.
- National Local Democracy Week, the need to publicise all events at an early stage to increase attendance. Members encouraged to feed in any ideas for events etc.
- Acoustics in some meetings rooms in West Offices and need for microphone provision. Confirmation that Facilities Management were in the process of purchasing portable microphones for use at meetings.
- Meeting room signage for hearing loop system when in use.
- Questioned which Committee had oversight of the Mansion House accounts. Need to ensure any profit generated was used correctly. Confirmation that the Mansion House/Guildhall budgets overlapped with the Mansion House exceeding its previous years income target which also appeared to be the case for the current year. Any profit was used to increase the Mansion House sinking fund with a contribution made to the running costs of the house. The Cabinet Member confirmed that she would include details of the Mansion House accounts in her 2014 update.

The Cabinet Member was thanked for her report and attendance at the meeting. She confirmed that any additional comments or questions should be sent to her direct.

RESOLVED: That the Deputy Leaders end of year update report be received and noted.

REASON: To update the Committee on ongoing work in this area and provide scrutiny of the portfolio.

**56. IMPROVING COMMUNITY ENGAGEMENT SCRUTINY REVIEW - DRAFT FINAL REPORT**

Consideration was given to the draft final report of the Improving Community Engagement Scrutiny Review. This followed a review undertaken by a Task Group set up to examine the issues affecting levels of community engagement across the city, in the three areas of community engagement, CYC Customer Services and financial inclusion.

Initially the Task Group carried out a comparison of two groups of wards with differing levels of deprivation and reasons for lack of engagement, using the detailed results from the Big York Survey 2012. This led them to focus their review work on identifying ways of improving communications between CYC and Parish Councils and in non-Parish Council areas.

Task Group members spoke of this interesting scrutiny which had highlighted resident's engagement with CYC through a number of mediums and their willingness to disseminate information using a variety of channels.

Overall, the Task Group recognised that across all wards, Parish Councils, Residents Associations, and other local bodies such as Neighbourhood Watch Groups, Gardening Clubs, Planning Panels etc (any organisations that bring together groups of residents), had much to offer in the way of community liaison. And, that they were a source of local information that could be better utilised to inform discussions around Community Contracts and local priorities etc.

Reference was also made to the need to publicise Residents Associations to attract new membership including those from ethnic minorities. Members also pointed to the longer term results from the implementation of the recommendations with need for feedback to ensure results.



Following further discussion it was;

- RESOLVED:
- i) That the draft final report and recommendations of the Improving Customer Engagement Scrutiny Review be agreed and noted.
  
  - ii) That the above report and recommendations be forwarded to Cabinet with a cover report for their information.

REASON: To conclude the work of this review in line with scrutiny procedures and protocols.

**57. WORK PLAN 2012/13**

Consideration was given to the Committees work plan which provided a reflection of the Committee's work over the last municipal year 2012/13.

It was confirmed that details of a revised June date for the Scrutiny Work Planning event would shortly be sent out.

RESOLVED: That the 2012/13 work plan be received and noted.

REASON: To provide an overview of the Committee's work for the 2012/13 municipal year.

Councillor C Runciman, Chair  
[The meeting started at 5.00 pm and finished at 5.50 pm].

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**Corporate and Scrutiny Management Committee**

24 June 2013

Report of the Assistant Director (Communities, Culture and Public Realm)

**The Council's Journey to Excellence in Equalities****Summary**

1. This report provides an update for the scrutiny committee on:
  - The Council's new governance arrangements for equalities
  - The Council's ambition to be 'Excellent' under the Equalities Framework for Local Government
  - The Council's progress towards 'Excellent' under the framework
2. The committee is asked to:
  - Comment on progress
  - Identify any further briefing that they require in order to be able to provide effective scrutiny in this area
  - Consider how it can help to strengthen the Council's performance in equalities, for example by ensuring that consideration of equalities is built into scrutiny activity

**Background**

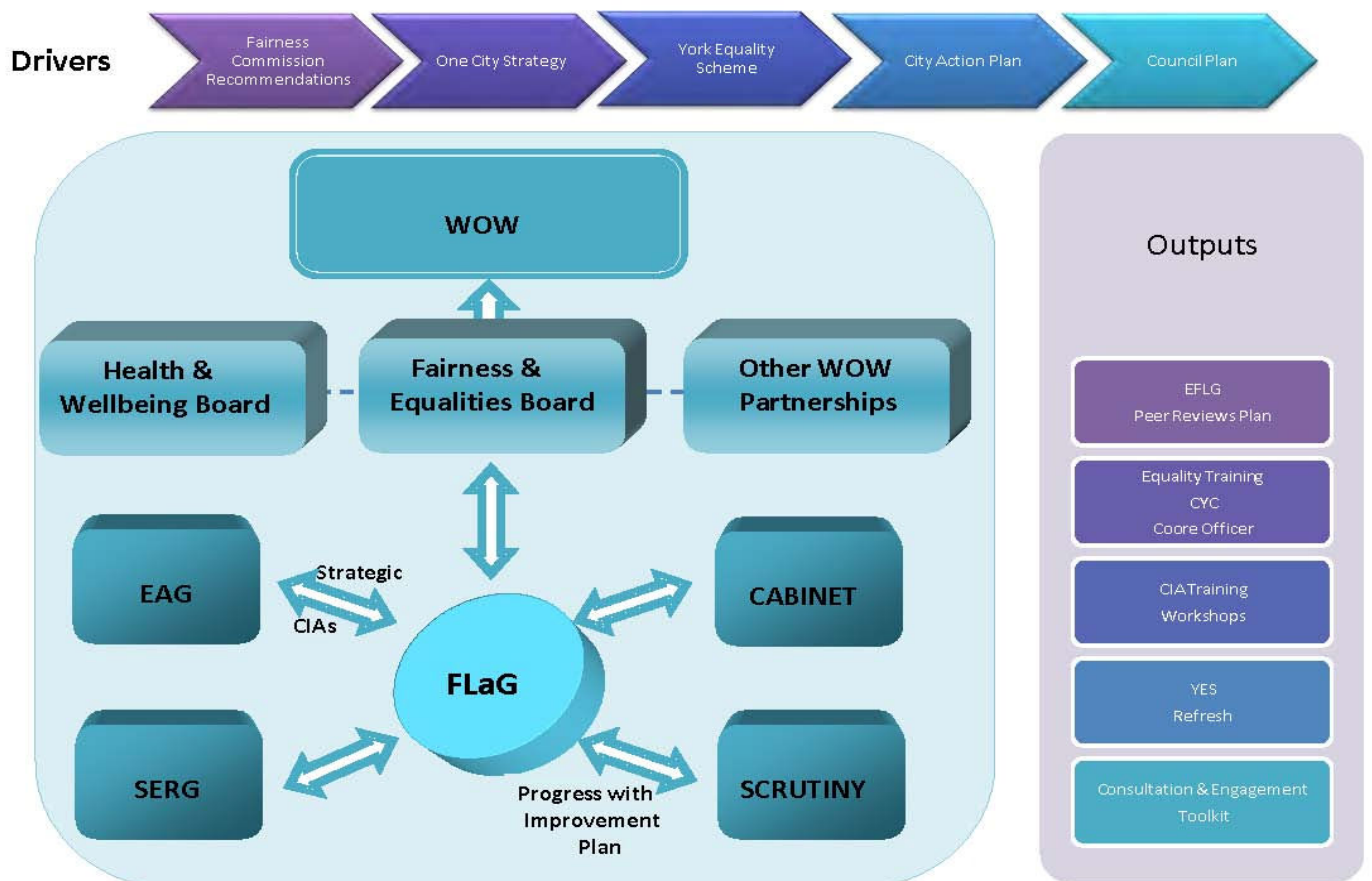
3. The Council's vision is for an equal, inclusive, and welcoming Council and city. The York Equality Scheme shows how we will make sure that everyone enjoys the excellent quality of life our city offers. This means enjoying long, healthy and fulfilling lives in good housing, with excellent opportunities in work, education, training, self-development and participation in public life, safety and security in family and social life, and the chance to enjoy diverse and inclusive culture and leisure opportunities.
4. To support our ambitions we are committed to move on from our current level of 'Achieving' under the Equalities Framework for Local Government (EFLG), gained in July 2011, to get to 'Excellent' in early 2014/15.

5. Progress is set out below structured around the themes of the Equalities Framework for Local Government Excellent (EFLG):

- Place shaping, leadership, partnership and organisational commitment
- Knowing your communities and equality mapping
- Community engagement and satisfaction
- Responsive services and customer care
- A modern and diverse workforce

### The New Governance Arrangements

6. Governance arrangements for equalities have been refreshed and strengthened to provide for strong leadership at city level, together with opportunities for members, stakeholders, and representatives of communities of identity to challenge and scrutinise decision-making. The following table shows the main forums.



7. The main points to note are as follows:
8. **The Fairness and Equalities Board:** This new board, which will be chaired by Professor Dianne Willcocks CBE, will comprise private, public and voluntary sector representatives. Its priorities will be:
  - a. A fairer York – narrowing the gap in equality outcomes
    - To maintain an overview of progress being made to use data better to understand the issues and challenges faced by communities of identity and to use this to narrow the gap in equality outcomes.
  - b. Respecting and celebrating diversity
    - To create more opportunity to celebrate diversity through multi-cultural and multi-faith initiatives.
    - To help faith communities to increase access to appropriate facilities and places of worship.
  - c. An enabling, positive diverse workforce
    - To increase corporate social responsibility amongst the city's employers.
    - To build social factors into citywide procurement and contracting processes.
9. Recruitment of members is ongoing and there has been a very encouraging spread of applications. The first meeting will be in September. The terms of reference and membership categories are attached at Annex 1.
10. **The Fairness Leadership Group (FLAG):** This is charged with leading the equalities agenda at officer level reporting to the Corporate Management Team. Leads have been appointed at either Assistant Director Level or Head of Service level for each of the EFLG strands. The strand leads link in with various corporate groups such as the performance and policy group, which ensures that fairness and equalities is embedded in business and service planning, the workforce strategy group, dealing with work force issues, and the corporate customer and community engagement network, which ensures that fairness and equality principles are embedded in customer contact and engagement.
11. **The Equalities Advisory Group (EAG):** A review of EAG's remit has been completed by Cabinet drawing on feedback from EAG. The first meeting of the new EAG took place on 5 June. A workshop format has been adopted with EAG focussing on Community Impact Assessments (CIAs) of strategic significance.

A review of the invitees has been undertaken to ensure representation of all communities of interest. The remit is to:

- a. Advise the Council's Cabinet on key strategic Community Impact Assessment working on a rolling annual plan
  - b. Advise the Council on Community of Identity issues
  - c. Build contact between equality groups and individuals in York
12. EAG will also be involved in reviewing progress of the York Equality Scheme. EAG will meet quarterly in the workshop format. In between these meetings there will be meetings with each of the four Departmental Management Teams in turn. These will replace the annual meeting with CMT and the budget consultation meeting allowing more time for the communities of identity to address issues of concern to them and to discuss budget priorities across the year.
13. At the recent EAG meeting the initial issues that the group wished to talk to the Departmental Management Teams about were identified as:
- Parking and transport
  - Re-use of empty properties
  - Implementation of new benefit arrangements
  - Procurement and contracts in relation to the Equalities Act
  - Implementation of the Living Wage across the city
  - A potential Dignity Charter
14. **Staff Equalities Reference Group (SERG):** SERG carries out many staff consultation events on Council policies, procedures and practices and the work of the group has primarily been policy driven. To further improve and streamline the work of this volunteer group, from September 2013 SERG will have more of a strategic focus initially around 3 COIs: Disability, Race and Gender with a change of emphasis on the way SERG approaches future staff engagement in that it will be less policy driven but place more emphasis on staff awareness. More detail on the work of SERG can be found at:  
[http://colin.york.gov.uk/beSupported/equalities\\_inclusion/SERG/](http://colin.york.gov.uk/beSupported/equalities_inclusion/SERG/)
15. **Corporate and Scrutiny Management Committee:** To strengthen scrutiny arrangements reports will be brought to this committee every six months. The committee will also be involved in the EFLG self-assessment. In addition, the committee is asked to consider how the Overview & Scrutiny Committees can help to strengthen the Council's equalities performance through their scrutiny work and address the need for improvement in Members understanding of equalities issues by considering options for appropriate member training.

## **Progress against the EFLG Framework**

16. The following analysis is drawn from self-assessment undertaken by FLaG and a 'Show Casing Excellence' event with a broad cross-section of senior managers who were asked to provide evidence in each of the categories.

### ***Place shaping, leadership, partnership and organisational commitment:***

17. In taking fairness and equalities forward we are working to ensure that there is a coherent, shared vision of equality for the local area, with clear priorities agreed and understood by all key stakeholders, including the voluntary and community sector. We need senior officers and politicians to own and articulate a clear narrative about local equality priorities and how they are being addressed. The Fairness and Equalities Board will provide leadership in this area, identifying two or three key priorities at city level, and putting in place action plans to ensure that they are delivered.
18. To ensure fairness is embedded within all that we do we have published our equality objectives and progress against these (a requirement of the Equalities Act 2010). We have also produced a challenging equalities improvement plan to assist on our journey to 'Excellent'. We have launched the York Equality Scheme – A Fairer York which sets out our vision for equality and inclusion and endorses the Ten Fairness Principles created by the Fairness Commission covering health, incomes and work, education, housing, diversity and community life.
19. York's Equality Scheme is targeted at the Communities of Identity:
- Those living in the most deprived wards in York
  - Older People, Older People with disabilities
  - Those with disabilities (learning and physical)
  - Those with mental illness
  - Families out of work
  - Lone Parents, Pregnant women, Teenage mums
  - 16-24 year olds
  - Young People with mental health issues, learning difficulties, disabilities
  - Young People Leaving Care, Looked after Children, Children in Poverty on Free school meals, Children with Special Educational Needs, Gypsy and Traveller Children
  - Gypsy and Travellers, Black, Asian and Minority Ethnic Communities
  - Lesbian, Gay, Bisexual, and Transgender community
  - Carers

20. **Areas of Concern:** The pace of change around Fairness and Equalities has been fast. It is important that all key stakeholders are able to clearly articulate the equality priorities, the outcomes to be achieved and how changing needs are being met. It is also important that high profile programmes e.g. Smarter York and the neighbourhood working model deliver equality outcomes. The recent self-assessment work has highlighted that not all key stakeholders are at the same place in their understating of our ambitions. It is crucial that through effective communication this understanding is further embedded within the Council with partners and voluntary sector organisations.

21. **Action:** Corporate Communications have developed a communication plan and have identified resources to implement it.

***Knowing our Communities and responding to changing needs:***

22. To meet the above criteria we need to be able to demonstrate that we have good quality information on the equality profile of our communities and their changing needs, which is regularly updated and used to inform planning and monitor outcomes. In addition, partners will need to demonstrate how communities are changing and the impact this may have on equality priorities.

23. The Business Intelligence Hub through Experian customer profiling hold a considerable amount of information on York's Equality Profile and changing needs. Ward profiles have been produced covering a range of topics, Customer Equality Maps are available, and census information is published on the website. This enables analysis of the equality profile of our communities and their changing needs. This is regularly updated and used to inform key priorities.

24. **Areas of Concern:** EFLG peer reviewers will be examining whether gaps have been identified in terms of who is using particular services, why this might be, and what actions have been taken to address the gap. Discussions at the Show Casing Excellence event with managers revealed that some individual services had this information and were taking actions to address this; however there is a lack of consistency in this area and no overall corporate picture.

25. **Action:** The Business Intelligence Hub will:

- undertake work to identify which groups do not take up key services and develop actions that tackle any likely barriers
- develop protocols for sharing information with partners



26. **Priorities and Changing needs:** The York Equality Scheme focuses on York's Communities of Identity to improve equality of opportunity in the following areas:
27. **Reducing income inequalities across the city and minimising the impact of the Welfare Reform Act 2012:** For the first time since 2007, average earnings for full time workers resident in York have risen above the national average. Average earnings for those working in jobs in York have also increased and York now sits second highest in the region for workplace pay, which shows significant progress in this area.
28. York nonetheless has a number of challenges concerning poverty. Around 13,000 of our citizens reside in the most deprived 20% of areas. The number of children living in poverty (4,450) is increasing. Poverty in York, although below the national average, is on the increase. The Government's welfare reforms in the absence of growth in adequately paid jobs will create specific problems in 2013/14 and beyond. The Council has combined forces with a number of partners, including the York Press and the CAB, to tackle the effects of poverty within the city.
29. The Council and its partners have formed a Poverty Action Steering Group to develop a city-wide response to increasing poverty in the city. It is working together with Joseph Rowntree Foundation, York Press, York CAB, South Yorkshire Credit Union, the York Economic Partnership and the York Community chaplaincy towards the shared aspiration that York will become poverty-free.
30. All strands of work across the Council that support financial inclusion have been brought together under a Financial Inclusion Steering Group, which has funding to support new work.
31. The Living Wage has been introduced for Council staff with 570 staff at grades 1 and 2 benefiting from the introduction. The Council has also moved to pay an apprentice living wage which has helped those earning the lowest pay in the organisation.
32. An extra £50k of Council funding was added to Department of Work and Pensions (DWP) funding to create the York Financial Assistance Scheme whilst £80k of Economic Infrastructure funding was pledged to support the successful joint Big Lottery bid with Citizens Advice Bureau (CAB) to develop closer partnership working with information and advice partners and increase the quality of benefit and money advice in the city.
33. To mitigate the effects of welfare reform on rent arrears and increases in other debt a corporate Welfare Reform Task group has been established which includes voluntary sector partners.

Residents directly affected by changes have been identified and a range of initiatives to raise awareness and provide support is underway including: the creation of two 'Community Debt & Employment Adviser' posts to provide advice on debt, benefits, and training and employment opportunities to individuals and families.

34. A Housing Options service is up and running using £27k DWP grant to target advice and support to tenants affected by Local Housing Allowance changes in collaboration with Salvation Army. A 'gateway service' is also offering a drop-in and telephone advice service provided by CAB and partners.
35. The Council received funding to pilot an innovative community energy switching scheme in the city. York's first Energy Smart Club will encourage consumers to work together to switch energy suppliers to get a better deal – with average savings of around £115 on their fuel bills. The scheme will be targeted in particular to areas experiencing fuel poverty although it will be open to anyone in York. £447k of Department of Energy and Climate Change funding was awarded to install heating and insulation in the homes of fuel poor vulnerable residents. Photovoltaic panels have been installed on over 400 council homes with a target for a further 380 homes
36. Carbon Emissions Reduction Target funding has also helped residents receive over 1,200 energy efficient measures within their homes worth £341,000 and the council has also received £123,000 to trial insulations for solid walls and £447,000 to help vulnerable residents with heating systems.
37. **Increasing Employment and Training Opportunities:** York has attracted 800 new jobs to the city, a key highlight being Hiscox bringing 300 – 500. In supporting the distinctiveness of the city a new brand for independent retailers, "Proudly in York" has been developed.
38. Helping residents into employment and ensuring they have the skills to take up employment opportunities remains a key commitment. Workforce skills are ranked 3rd best out of 64 cities. Long term youth unemployment (16-24 year-olds) has now levelled off locally and has remained stable at 0.4% from September, and has fallen to 0.3% in December – well below the national and regional figures (currently 1.0% and 1.4%). Work is ongoing to address these issues. Two Jobs Fairs run in partnership between the Council and Jobcentre Plus took place in 2012 & 2013, attracting circa 1500 attendees. These will be a regular feature in the city during 2013 and beyond.

An apprenticeship programme has given a large number of people the chance to learn new skills within the Council's teams and the city as a whole supports over 1600 apprentice positions.

39. The implementation of Raising the Participation Age Delivery plan is having positive effects on apprenticeship starts for 16-19 year olds which continue to increase and shows York resident starts 16-18 Year olds at 340 (318 Q4 2011, 301 Q4 2010). Work streams around retention of Year 12 students on A level programmes are underway with all 5 school sixth forms and York College. An additional Transitions and Participation Adviser in Youth Support Services is being provided through DfE project funding in 2012/13 to support the progression of young people with Special Educational Needs. Participation of 16 year olds following the September Guarantee monitoring period was 95.2%, a new record high figure.
40. The Council welcomed the news that Leeds City Region Partnership has secured £4.6m in government funding to support proposals to boost apprenticeships in the area. As part of the Leeds City Region Local Enterprise Partnership (LEP), York will benefit from the initiatives that will seek to generate 2,500 additional apprenticeships for 16-24 year olds over the next three years, primarily with small and medium sized enterprises (SMEs). Under the plans, York will be home to one of eight 'Apprenticeship Hubs' to be created in the region. The hubs will work to persuade and inform smaller businesses of the benefits of employing young apprentices and reduce the bureaucracy involved in taking them on as well as improving the information available to young people and their parents.
41. Latest figures show that York's unemployment rate was 2.1% in December (JSA claimants) whilst national & regional rates are at much higher levels (3.7% and 4.7% respectively). This represents a continuation of the trend over the last two years of York positively increasing the gap between our local unemployment rate and the regional/national rate. There has been a decrease in the number of Young People who are NEET. Adults with learning disabilities in employment are currently exceeding the target of 10% and the latest data shows performance at 20.66%.
42. **Areas of Concern:** The proportion of full-time workers has decreased by 8.1 percentage points since 10/11, the region and GB reducing by 0.9 and 0.2 percentage points respectively. This means that the part-time proportion has increased by the same percentage points.

There is some evidence that males are also taking on second jobs to account for the shift from full to part-time in their primary jobs. This could affect the poverty agenda.

43. **Action:** Work is now focusing on part-time pay rates and wage levels for the lowest paid full-time workers to ensure that all York residents benefit from the economic prosperity of the city.
44. **Meeting Housing Need and decency and tackling homelessness:** Last year the Council built its first council houses in the city for 20 years, 19 council homes were completed and 115 affordable homes were built. To meet future housing challenges the Council has made a commitment to invest £7m in the Get York Building initiative to expand our housing sector and increase affordable housing in the city. This scheme includes building new homes and council homes, bringing forward stalled brownfield developments quickly and reviewing planning policy to support sustainable growth.
45. The Local Plan sets out ambitious targets to build between 1,090 -1,250 new homes per annum and by 2030 deliver over 20,000 dwellings. By 2015 we expect almost 100 new affordable new homes to be completed and around 200 to start on site including up to 60 new council homes.
46. A £800k project to refurbish 84 post-war non-traditional Orlit council properties including re-roofing, loft insulation, double-glazing and structural repairs were undertaken.
47. To improve housing condition of the Gypsy and Traveller Community £342,000 of funding was awarded from the Homes and Communities Agency to provide six additional traveller pitches. A new 'Travellers' Choice' refurbishment scheme was also launched to deliver a programme of improvements informed by customer preference.
48. A Landlord accreditation scheme was agreed and is being developed to improve housing conditions in the private sector.
49. The 'Positive Ageing Housing Guide for Older People' was launched during City of York Council's first ever Housing Week. The guide was drafted in consultation with Age UK, York Housing Association, Yorkshire Housing, Older Citizens' York and York Older Persons' Assembly.
50. Following several stakeholder consultation events, the new Homelessness Strategy 2013-18 was agreed by Cabinet in March. In addition, £279k of Department of Communities and Local Government funding was awarded to York and North Yorkshire to tackle rough sleeping, with delivery to be overseen by York.#

The No Second Night Out rough sleeper scheme was formally launched in January. 92 Holgate Road hostel underwent extensive redevelopment which will save £260k in bed & breakfast costs a year. £2m funds were identified for the redevelopment of Ordnance Lane hostel.

51. After a successful first year of operation, Howe Hill 4 Young People will be the permanent provider of temporary accommodation and education services for homeless young people; however, the number of homeless households with dependent children living in temporary accommodation has reduced as has the number of 16 to 17 year olds accepted as homeless.
52. The Council supported the launch of StreetLink, a new telephone line and website to help link those sleeping on the street with local advice and services. This allows a member of the public to alert the Salvation Army Early Intervention and Prevention Team, who will then assess the person and if appropriate they will be offered emergency accommodation in a place of safety.
53. With 99 households in temporary accommodation at March 2013, homelessness remained stable at 1.18% per 1000 households, below the national average of 2.38%. Housing Options exceeded their target for the number of households prevented from homelessness. The number of homeless households with dependent children living in temporary accommodation has reduced also the number of 16 to 17 year olds accepted as homeless.
54. The challenges of the welfare reform act will have an impact on homelessness and the implementation of the Homeless Strategy allows an interagency response to this.
55. **Increasing the number of good quality flexible child care provision:** The Early Years Delivery Plan to increase the take-up of childcare places by eligible two year olds is currently underway. Analysis of questionnaires with providers has been completed and Communication Strategy agreed. Places will be available from September 2013. The government expects approximately 300 eligible two year olds in York to take up places from September 2013 and a total of 700 by September 2014.
56. **Finding ways for older and disabled people to remain in their homes for as long as possible:** Adult Social Care priorities include providing high quality services for people with dementia, greater investment in telecare to support people in their own homes, safeguarding vulnerable adults and managing the capacity of community based services to provide support for people at home.

57. To tackle these challenges, the Council has doubled the capacity of its re-ablement service for people coming out of hospital, and is working with the Joseph Rowntree Foundation on creating a dementia-friendly city.
58. As part of the Council's care home modernisation programme, nine current Elderly Persons' Homes (EPHs) are to be replaced with two modern, built for purpose care home facilities providing specialist residential care for people with dementia care and high dependency care needs. The Council is shortly to tender for the design and construction of two new homes providing a total of 162 places.
59. There are 4 dedicated Telecare Technicians and they are providing assessment, advice and installation for all telecare customers. (Approx 1700 to date.)
60. **Educational Attainment:** It has been an encouraging year in terms of educational attainment. The percentage gap between free school meal and non free school meal pupils has narrowed for Level 4+ in English and Maths. This trend has continued for achievement of 5+A\*-C (including English and Maths).
61. There has also been a positive trend for the % of children in care reaching Level 4 in Maths at KS2 has increase. Although the % of children in care achieving 5 A\*-C GCSEs (or equivalent) at KS4 (including English & Maths) has decreased.
62. In terms of the % of pupils from a minority ethnic group (white or other) containing more than 30 pupils who achieve L4+ in English and Maths at KS2 69% pass rate was achieved below the target set of 78%.
63. Training courses are continuing for traveller women in conjunction with the Travellers Trust, to develop 'employability' skills in literacy, self confidence, and communication skills. Following excellent attendance on Strengthening Families programme, a literacy course was established at Clifton Children's Centre, run by Family Learning. Again, this drew excellent attendance and progression towards qualifications. A Traveller Literacy group at St Lawrence's children's centre was very well attended with women gaining qualifications at the end of last year continuing to attend.
64. **Improving Health and Wellbeing:** In the last year the Health and Wellbeing Board has been established. PCT function has transferred over to the Local Authority and the Health and Wellbeing Strategy is being implemented.

65. A steering group has been established to oversee and promote York's aspiration to become a 'Dementia Friendly' community working with businesses, shops and services to support them to become more 'dementia friendly' and accessible.
66. A Health Needs Assessment of Gypsy and Traveller Communities living in York is currently underway. The aim of this work will be to identify and prioritise need, helping to inform the Gypsy and Traveller strategy and its actions for the future.
67. Intervention and advice training sessions to health professionals aligned to the National Centre for Smoking Cessation aimed at reducing smoking amongst young people and pregnant women is being delivered.
68. Targeting of bespoke work for substance misuse to care leavers and the development of care packages to ensure safe transition to adult services is now being overseen by a transitions worker situated in Atlas, the young people's service.
69. The Looked after Children Support Service commenced operation in December 2012 as planned, under the supervision of a newly appointed practice manager.
70. The Umbrella Café, an employment project led by the Community Recovery Team at Sycamore House (a community resource centre for people recovering from mental health conditions) has won an award from Leeds and York Partnership Foundation Trust for 'Positive Experience'. The Café offers specialist support to develop vocational skills enabling progression to enter or return to the work environment. The award recognises the way the service empowers and involves those they work with and is a strong accolade for our staff from the new Mental Health Trust who took over responsibility for mental health services in York earlier this year. Sycamore House is a Council resource which works as part of the integrated mental health service with Leeds and York Partnership Foundation Trust.
71. £252,705 of National Lottery funding from Sport England's Inclusive Sport fund has been secured to maintain targeted sport and health provision for disabled people in York. The funding will help maintain a three-year programme to extend sport and exercise activities across the city for residents with a medical condition and for those with a physical, sensory and/or learning disability.
72. **Areas of Concern:** There has been a year on year increase in reported incidents of domestic violence between 2008 and 2013; the outcome for 2012-13 shows a 12% rise in domestic incidents.

Excellent work has been undertaken recently within York to provide support in relation to high-risk cases of domestic abuse.

73. Analysis by the Safer York Partnership points to alcohol as the most significant factor influencing levels of crime and anti-social behaviour in York based on a complex set of overlapping indicators and is a major factor on the impact of poor health. A Key priority for the Council and partners is to deal with the adverse effects that alcohol causes.
74. **Action:** York's specialist Domestic Violence court and independent domestic violence advisers are regarded as examples of good practice and excellent relationships have been developed to support services provided through third sector provision. The Council is looking to adopt a stronger early intervention and prevention approach across services to ensure intelligence is more widely shared so early action can be taken.
75. The Community Safety Partnership is examining the role that alcohol plays in incidence of recorded crime, in particular in the city centre. The Night-safe Steering Group is being replaced by the AVANTE task group (Alcohol Violence and the Night Time Economy), and the remit and terms of reference for this group are in development.
76. An alcohol and substance misuse strategy is currently in development. The Council and city partners have commissioned a national charity to launch England's first Recovery College to support people overcoming alcohol and substance misuse. Modelled on a successful community project run in Glasgow, the Wired into Recovery charity trains people who are successfully recovering from addiction to support others going through the recovery process. York's Recovery College will be led by volunteer graduates of the Glasgow College who have themselves recovered and are now in paid employment. YACRO have purchased a 4 bed house specifically for people in drug and alcohol recovery and have committed to develop this self-funding model of sober-living accommodation over the next 5 years.
77. **Respecting and celebrating diversity and tackling hate crime:** The Community Safety Plan has been refreshed and a Hate Crime Strategy agreed. The latest figures on hate crime show that there has been a decrease.
78. A number of high profile events have been established including: York's International Festival a celebration of faith and culture, Holocaust Memorial Day and International Women's Week.
79. York's Human Rights City Project held its first Open day festival for social justice and human rights organizations in York.



The aim of this event was to give the community the opportunity to interact with a range of different social justice organisations and groups that are active in York. York Human Rights City project is a network that aspires to promote a community based on social justice and human rights.

***Community engagement and satisfaction:***

80. To ensure the widest possible involvement of residents including those from the various communities of identity the Neighbourhood Working Model has been revised. Community of Identify Plans are underway including with the LGBT community.
81. The Council has been working on open innovation strategy and in December 2012 the GeniUS project was voted overall winner and winner of the community engagement award at the prestigious Guardian Public Service Award. Last year the GeniUS! Forum posed a challenge to people to come up with ideas on how older people could be helped to live safely in their own homes for longer. One suggestion was for a place where older people and their carers could try out the latest telecare technology in a real life home environment. York's first Independent Living Telecare show flat opened at Alex Lyon House, equipped with the latest technology to help older people live safely and independently in their own homes. The show flat opened up to viewings allowing older people to visit to see the latest technology available.
82. A further GeniUS Challenge was launched to find out what we do to make York a more Dementia friendly City? The winning idea is based around running a programme of special assemblies in schools once a year. This will give students the opportunity to talk to people with dementia and carers and will be linked to a competition asking students to make a film about dementia or use social media or other ways to increase awareness amongst their peer groups.
83. A great deal of consultation has been taking place with children and young people. Following consultation with young people the Young People's Website for 11-18 year olds in the city was launched. Yor-zone.org.uk is a place where young people in the city can find support and advice on a variety of issues such as jobs, money, health, drugs, alcohol and disabilities. Designed by young people, it is a one-stop shop for information about activities and events around the city.

84. In order to understand how international students can be made to feel more welcome in the city students on the International Foundation Programme and other international student volunteers came together with representatives of the community in York to discuss the experiences of international students in the city. The event, entitled 'Community Conversations', was hosted by York St John University. International Discussions covered some of the issues facing international students in the city.
85. **Areas of Concern:** It is hoped that this revised framework will increase resident satisfaction with their ability to influence decisions which stood at just 29% in 2012.
86. **Action:** Positive work around engagement is taking place; however, further work is required including:
- Community Engagement remains a key priority for the Building Strong Communities Board
  - Work is underway to fully embed the revised Neighbourhood Working model supported by an effective communication plan

***Responsive Services and Customer Care:***

87. In taking forward the York Equality Scheme and meeting the EFLG excellence criteria we need to be able to demonstrate that Individual services across the authority can show improvements and equality outcomes are being delivered. We also need to show that we have a consistent corporate approach to commissioning and procurement and can demonstrate that commissioned / procured services are supporting our equality objectives.
88. Our ability to demonstrate that services can show improvements and equality outcomes are being delivered is not in question there are numerous examples some of which have been identified earlier in this report; however, we need to ensure that the commitment in the procurement and commissioning of services outlined in the Equality Scheme and the EFLG improvement plan are delivered.
89. Feedback from the previous inspection found that procurement and equalities is very much a work in progress. Inspectors found that this area did not necessarily meet the Achieving level although they saw evidence to suggest that during 2011 –2012 there would be considerable progress.
90. In taking forward the equalities improvement agenda a number of achievements have been made:

- A Procurement Strategy has been developed and is being implemented.
- A Procurement Equality Charter has been agreed and contractors are being asked to sign up to it.
- Work in supporting the Council and voluntary organisation as part of our commitment to be a Cooperative Council is underway and new service delivery models are being agreed and taken forward with respect to the Library and Archives Service and the Warden and Telecare service.

91. **Areas of Concern:** Whilst progress has been made in implementing improvement actions it has slowed as a consequence of staff changes and vacancies. These concerns have been raised with the Assistant Director for Finance Asset Management and Procurement.

92. **Action:** The new procurement arrangements currently being implemented will take forward the equality improvement actions.

***A Modern and Diverse Workforce:***

93. To embed equalities within our work force and meet the EFLG Excellent criteria we need to demonstrate that prioritised equality outcomes for the whole workforce are being achieved through the collective impact of a range of processes. We need to show movement towards greater equality in our workforce profile, including increasing the levels of previously under-represented groups at all levels of the organisation and that action is taken to address any adverse trends identified from the monitoring and analysis of employment data.

94. We also need to demonstrate that councillors understand the importance of equality when making decisions and in how they use resources and services are provided by knowledgeable and well-trained staff who are equipped to meet the diverse needs of local communities.

95. Over the last year we have achieved the following:

- a. The Workforce Development Strategy is being implemented which identifies equality outcomes for the workforce that are to be achieved. A refresh of the strategy is currently underway
- b. An Equal Pay audit has recently been completed
- c. The Council has introduced the 'Living Wage'
- d. The Council-wide apprenticeship programme was launched in 2011: 69 placements have been made since then providing fixed term employment opportunities. An apprenticeship strategy has been developed providing career pathways for apprenticeships.

The main thread of the proposed strategy is to convert existing posts to apprenticeships in line with business need. This approach will ensure that the Council maximises the benefits of its apprenticeship offer, helping to ensure that the skills it needs and has developed stay within the organisation, providing a clear career pathway and understanding from the outset of the role the apprentice will fill at the end of the programme. The strategy will:

- Increase pay rates to £4.98 with effect from 1<sup>st</sup> April 2013 rising to £6.19 after 12 months
  - Adopt a vacancy management approach
  - Identify specified posts to be considered as Apprenticeships
  - Offer a limited number of supernumerary positions
- e. Following the results of 2011 staff survey a Dignity at Work policy to address issues of bullying and harassment is being implemented. Results of this year's staff survey are expected in July and will determine if improvements have been made.
- f. A review of key HR policies including a review and strengthening of the flexible working arrangements has taken place with the aim of allowing more of a work/life balance.
- g. A competency assessment framework which embeds equalities has been developed (yet to be rolled out).
- h. The Learning and Development offer has been strengthened through the Team York staff development programme. Initiatives include the Service to City leadership programme and Women in Leadership programme. In addition nearly 700 courses have taken place: 264 courses to the Adults Workforce; 182 courses to the Children's Workforce; 218 courses to the Early Years Workforce). 250 learning needs have been identified and prioritised, to be reviewed on a quarterly basis throughout 2013/14. A funding and delivery model to deliver corporate learning and development requirements in 2013/14 has been developed.
- i. YOR Wellbeing (an interactive health & wellbeing portal for City of York Council staff and their families) was launched in March and has been favourably received by staff who have used it.
- j. iTrent HR Self Service web based system allowing City of York Council employees to view and, in some cases, update some of the information held on the City of York Councils Human Resources database, is being implemented in phases.

96. **Areas of Concern:** The ability to demonstrate greater equality in our workforce profile, including increasing the levels of previously under-represented groups at all levels of the organisation, is an area for concern. Over the last year very little recruitment has taken place; however, proactive work has taken place in the recruitment of apprenticeship with a number of initiatives being undertaken to recruit under-represented groups. Despite these campaigns female applicants, those between 16-18, those with a disability and not from a white background were low.
97. The Council does not currently have a Succession Policy. A Talent and Resourcing officer has been appointed in the HR restructure to work on succession planning. This will be prioritised in the next phase of planning for the delivery of the Workforce Strategy.
98. **Action:** To address the areas of concern the following are in progress:
- a. A target marketing campaign for the 2013/14 apprenticeship programme is to be undertaken focusing on under represented groups.
  - b. A Succession Policy is to be developed
  - c. CMT will be presented with a report identifying workforce trends within the council and how equality gaps are being addressed and work being undertaken around resourcing and talent management within the organisation.
99. **Monitoring and analysis of employment data at a corporate and service level:** The iTrent HR system has been phased in. Information at a corporate level is available. However data at Directorate level is currently not available. A comprehensive data cleansing programme is underway and directorate data should be available by December 2013.
100. **Areas of Concern:** Criticisms from the previous inspection outlined that the PDR system is driven by managers and is paper based. It provides little corporate data to inform training needs for example. PDRs should include equalities objectives but there is no mechanism for checking if this happens.
101. At the time of the last inspection it was anticipated that the iTrent performance module would be fully operational replacing the old paper based system. Due to delays with iTrent implementation it is unlikely that this module will be fully operational until April 2014.

102. **Action:** To mitigate the above weakness the Council can show that:

- a. A competency framework has been developed which embeds equality objectives within it. The framework will be considered by CMT shortly and this revised paper based system will be rolled out to managers for implementation.
- b. Although full iTrent implementation will not be achieved until April 2014, pilots of the iTrent modules will take place prior to full implementation so there will be documentation and examples of this for the mock inspection.

103. **Training:** Funding for staff training expired in November 2012 and no equality training was undertaken for councillors during 2012/13.

104. **Action:** To address these issues:

- a. A review of equality training has been completed and a pilot training event is taking place on the 13th of June. Councillor Crisp has been invited to attend to establish if this training would meet member requirements.
- b. A review of the pilot training programme and funding proposals to roll out a comprehensive training programme for staff and Councillors is to be considered by FlaG at their next meeting in July 2013.

### **Recommendations**

The Committee is asked to:

- Comment on the Council's progress towards 'Excellent'
- Identify any further briefing that the committee requires in order to be able to provide effective scrutiny in this area
- Consider how it can help to strengthen the Council's performance in equalities, for example by ensuring that consideration of equalities is built into scrutiny activity

Reason: To progress the work of the Committee in line with scrutiny procedures and protocol.

**Contact Details**

<b>Authors:</b>	<b>Chief Officer Responsible for the report:</b>		
Sharon Brown Performance and Service Improvement Officer	Charlie Croft Assistant Director (Communities, Culture and Public Realm)		
Charlie Croft Assistant Director (Communities, Culture and Public Realm)	<b>Report Approved</b>	✓	<b>Date</b> 14 June 2013
<b>Specialist Implications Officer(s)</b> N/A			
<b>Wards Affected:</b>			<b>All</b> ✓

**For further information please contact the author of the report**

**Background Papers:** The York Equality Scheme (Online)

**Annexes:** Annex 1 – Fairness and Equalities Board terms of reference

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## Terms of Reference

The Fairness and Equalities Board is a partnership made up of private, public and voluntary sector representatives working together to create a fairer York, which celebrates diversity and ensures that our respective workforces reflect the community in which we live.

### Members: -

- **Voluntary Sector:**
  - One person to be appointed by the Voluntary Sector Strategic Forum
  - One person to be co-opted by the board
- **Specialist organisations representing people from the protected characteristics:** Two people to be co-opted by the board
- **Higher York:** One person to be appointed by Higher York
- **Joseph Rowntree Foundation:** One person to be appointed by JRF
- **City of York Council Cabinet Member(s):** Ex officio
- **Businesses / Employers:**
  - One person to be appointed by the HR Directors Group
  - Two people to be co-opted by the board
- **Members without portfolio:** Up to 4 people to be co-opted by the board

### Vision:

To ensure that the principles of the Fairness Commission are advanced, and that:

- York has good community relations and that people and groups get on well together;
- Equality of opportunity is increased and everyone can prosper and flourish;
- The city's workforce is reflective of our community.

**Priorities 2013/15:****1. A fairer York – narrowing the gap in equality outcomes**

- To maintain an overview of progress being made to better use data to understand the issues and challenges faced by communities of identity and to use this to narrow the gap in equality outcomes.

**2. Respecting and celebrating diversity**

- To create more opportunity to celebrate through multi-cultural and multi-faith initiatives.
- Help faith communities to increase access to appropriate facilities and places of worship.

**3. An enabling, positive diverse workforce**

- To increase corporate social responsibility amongst the city's employers.
- To build social factors into citywide procurement and contracting processes.

**Actions / Measures of success**

<b>Priority</b>	<b>Action / Measures</b>
1. A fairer York – narrowing the gap in equality outcomes	Increase the number of jobs for young people and disabled people and the routes into them through training and apprenticeship schemes. (Learning Partnership)
	Reduce the number of young disabled people not in education or training (NEET). (Learning Partnership)
	Increase the number of women in employment, especially full time employment. (Economic Partnership)
	Increase the educational attainment of looked after children and Gypsy and Traveller children.

## Fairness and Equalities Board | 2013

	(Learning Partnership)
	Continue to reduce the attainment gap between children in York who do not receive free school meals and those who do or who live in deprived areas. (Learning Partnership)
	Provide support to enable people with learning difficulties to access good quality housing. (Housing Strategy)
	Decrease the number of economically vulnerable people who are living in non decent housing. (Housing Strategy)
	Meet the housing needs of the Gypsy and Traveller community.(Housing Strategy)
	Reduce the number of BME families living in overcrowded conditions. (Housing Strategy)
	Provide options for young people and teenage parents to access good quality housing. (Housing Strategy)
	Support carers to maintain employment. (Carer's Strategy/ Economic Strategy?)
2. Respecting and celebrating diversity	Promote cultural activities at a neighbourhood level using the City of Festivals programme to celebrate our diversity.
	Improve young people's, including student, perception of feeling welcome and safe living in the city.
	Level of problem 'Hate crime - crimes against people because of their religion, sexual orientation etc' (As measured by the Big York Survey annually)
	To What Extent Do You Agree Or Disagree That It Is A Place Where People From Different Backgrounds Get On Well Together? (As measured by the Big York Survey annually)
	Support the establishment of a new mosque in the city.

## Fairness and Equalities Board | 2013

	Undertake and act upon research to understand the issues faced by BME groups.
3. An enabling, positive diverse workforce	Employ, support and develop a workforce that is representative of our Communities of Identity.
	Make best use of local volunteer groups and social enterprises to help deliver services to the community.
	Promote introduction of the living wage across the city.
	Endorse the inclusion of factors in local procurement that reduce inequalities and promote good employment practice.

### **Governance**

The board will meet quarterly.

A Chair and Vice Chair will be elected from amongst the membership of the Board on an annual basis.

Organisations with the right to appoint nominees to the board may nominate a standing deputy. In the event that a member is unable to attend the deputy will have the same rights as the member that they are deputising for.

The membership of the partnership shall be reviewed annually prior to the annual meeting of the partnership to be held in June (or as near as possible) of each year. New members required will be sought using Nolan principles.

The individual term of office will be 3 years for all except the ex officio members. Members may not be re-nominated until 3 years after they last served.

# York Equality Scheme

York Equality Scheme 2012-2016



# A Fairer York

We are committed to fairness and equality in everything we do

**York Equality Scheme – A Fairer York** is our vision for an equal, inclusive, and welcoming council and city, as well as how we will go about making sure that everyone enjoys the excellent quality of life our city offers.

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[shapingneighbourhoods@york.gov.uk](mailto:shapingneighbourhoods@york.gov.uk)

**A FAIRER YORK**



# Foreword

At City of York Council we are committed to fairness and equality in everything we do.

**City of York Council Equality Scheme – A Fairer York** is our vision for an equal, inclusive, and welcoming council and city, as well as how we will go about making sure that everyone enjoys the excellent quality of life our city offers.

The aim of the scheme is to benefit everyone in the city who at some point in time may experience discrimination or disadvantage (which impacts on their quality of life and life opportunities). In putting the scheme together, we have talked to many community groups and partners. In summary they told us that the council (and its partners) should try to continuously improve life in the city for everyone, but that we should start with groups that face many difficulties and have had them for a long time.

The scheme includes details about what the council wants to achieve, how, and how we'll know that we have achieved it. It also covers how the council works as a community leader, in partnership with other organisations, how it commissions and delivers services through others, and how it treats its employees.

I hope you will find reading the scheme useful and that you will let us have your views about it by e-mailing [evie.chandler@york.gov.uk](mailto:evie.chandler@york.gov.uk) or ringing (01904) 551704. You can do this at any time, as the scheme will be monitored and reviewed annually. It is my sincere intention that we will try our best to take what you tell us on board and improve the way we work every time we review this scheme.



**Cllr Sonja Crisp**  
Cabinet Member for Culture, Leisure,  
Tourism and Social Inclusion

## About the scheme

### Why do we need a scheme?

The scheme will help councillors and officers manage council business so that residents, visitors, customers, and staff can all enjoy good life outcomes, regardless of who they are and the opportunities and challenges that they face.

The scheme also supports the general public to find out what the council is doing about equality and whether it meets the objectives it has set in this area.

Finally the scheme will help the council to meet the Duties it has under the Equality Act 2010. These are outlined on page 12.

### How was the scheme put together?

The scheme was put together using statistics and other evidence - including the results of engagement with specific groups - that informed the following:

- **The One City Plan 2011-15** developed by York's local strategic partnership, a group of organisations working to improve the quality of life of local people.
- **The York Joint Strategic Needs Assessment (JSNA) 2012** which provides a comprehensive local picture of the health and wellbeing needs of all the people who live in York.
- **The Fairness Commission report**, published in September 2012. The commission is an independent advisory body set up by City of York Council to recommend ways the council can increase fairness and reduce inequality in York in the six key areas that emerged from feedback: Health, Incomes and Work, Education, Housing, Diversity and Community Life.

The York Fairness Commission is a non-political, completely independent, and entirely voluntary advisory body.



- **The Big York Survey Results 2012** -The Big York Survey provides an opportunity for people to express their views, give feedback and ideas on city-wide services, and more importantly tell us how improvements could be made to deliver them across the city. The survey focuses on a range of topics including York's economy, communities, protecting vulnerable people, protecting the environment and travelling and transport in York. Results are broken down by equality strands. Over 2,800 residents considered the survey resulting in 1,117 replies.
- **Other Engagement Activity** including feedback from meetings and Help us to get it Right Days organised by the council's Equality Advisory Group (EAG)

Issues identified through the analysis of these sources are highlighted in depth in the **Scheme Objectives** document.

Each time this scheme is refreshed in the future, we shall use updates to these sources of evidence, as well as other material (such as customer and staff feedback, community impact assessments, complaints etc) as appropriate.

## Who does the scheme apply to?

The scheme applies to:

- Council employees and elected members
- People on work placements with the council
- Volunteers working for the council
- Organisations and individuals commissioned by the council to provide services or facilities.

## Who is the scheme for?

### Who is the scheme for?

The scheme is for the benefit of everyone in the city, who at some point in time may experience discrimination or disadvantage which impacts on their quality of life and life opportunities.

In York we have defined those people who suffer disadvantage or discrimination because of particular characteristics as our **Communities of Identity**.

This scheme will be targeted at specific Communities of Identity;

- Those living in the most deprived wards in York
- Older People, Older People with disabilities
- Those with disabilities (learning and physical )
- Those with mental illness
- Families out of work
- Lone Parents, Pregnant women, Teenage mums
- 16-24 year olds
- Young People with mental health issues, learning difficulties, disabilities
- Young People Leaving Care
- Looked After Children, Children in Poverty on Free school meals, Children with Special Educational Needs, Gypsy and Traveller Children
- Gypsies and Travellers
- Black, Asian and Minority Ethnic (BAME) Community

- Lesbian, Gay, Bisexual, and Transgender community
- Carers

With the exception of someone's social and economic background these characteristics are protected under equality legislation – Equality Act 2010.

### How will we meet their needs?

The demographics of York's population and council staff are changing rapidly.

According to the latest Centre for Cities Report, York ranks sixth out of the ten top UK cities with the lowest levels of inequality. We, and our partners, will focus on the following areas to maintain and improve this position:

- Reducing income inequalities across the city and minimising the impact of the Welfare Reform Act 2012.
- Providing opportunities for people to gain access to employment and training especially for people from the Black, Asian and Minority Ethnic communities, women, lone parents, young people, young disabled people including those with learning difficulties, and people suffering from mental health issues.

- Reducing child poverty and fuel poverty.
- Increasing the number of good quality flexible child care provision.
- Increasing the number of new homes being built (particularly affordable homes) and increasing the housing provision for young parents, people with learning difficulties, those with mental health issues and people suffering from dementia.
- Finding ways for older and disabled people to remain in their homes for as long as possible.
- Improving housing conditions in the private sector.
- Meeting the housing need of Black, Asian and Minority Ethnic communities including Gypsy and Traveller Communities.
- Providing more affordable and flexible transport opportunities so that disabled people and young people in particular can travel across the city to health appointments, training, employment, and social activities.
- Improving educational attainment for children on free school meals, children with special educational needs, children who are looked after and for children from the Gypsy and Traveller Community.
- Improving the health outcomes for people with mental health issues, looked after children, young people leaving care, the BAME community and the Gypsy and Traveller Community.
- Improving the Health and Wellbeing amongst young people, pregnant women and manual workers by reducing smoking.
- Reducing the reliance on drugs and alcohol especially for ex-offenders, young people, young parents and those living in care and for people suffering from mental health problems.
- Increasing support for carers so they can continue in their caring role and also maintain employment.
- Respecting and celebrating diversity and tackling hate crime.
- Diversifying the council workforce and enabling Communities of Identity to access council employment opportunities
- Strengthening our engagement and empowerment frameworks.
- Promoting equality and diversity through our procurement and commissioning activity and opening up market opportunities to the voluntary and community sector for delivery of inclusive services.

# Delivering the scheme

## Delivering the scheme

The council's Cabinet will be responsible for the delivery of the scheme. The Cabinet is the most senior group of decision-makers in the council.

Within the Cabinet, the Cabinet Member for Culture, Leisure, Tourism and Social Inclusion will oversee the delivery of the scheme.

They will be supported by the council **Equality Leadership Group**, who will manage the day to day delivery of the scheme, producing quarterly progress reports to be considered by the:

- Cabinet
- Corporate Leadership Group - the group of most senior council officers
- Staff Equalities Reference Group, and
- Equality Advisory Group.

The **Equality Leadership Group** (ELG) is a group of senior council managers. The group is chaired by the Director for Communities and Neighbourhoods who leads on Equality and Diversity issues within the officer body. The aim of ELG is:

- To promote and communicate the importance of fair and inclusive life-enhancing outcomes in the culture of the organisation.
- To oversee the implementation of agreed equality objectives and the council single equality scheme.

The **Staff Equality Reference Group** (SERG) is a group of council workers who come from Communities of Identity. The aim of the group is to:

- Act as in-house experts-by-experience who advise and support council managers who undertake Community Impact Assessments
- Use and share their personal expertise-by-experience with colleagues, to promote knowledge and understanding about equality and inclusion within council services
- Support fellow workers from Community of Identity backgrounds who are facing equality and diversity challenges whilst employed by the council.

## Making sure the scheme works

The **Equality Advisory Group** (EAG) is made up of equality community representatives put forward by Community of Identity groups in York. They will meet regularly with the Cabinet Member and the Council Management Team (or delegated officers) to advise on the equality and diversity aspects of key council projects and initiatives as they are being designed and implemented.

The Equality Advisory Group will get regular progress reports about the scheme and also be one of the main ways through which people from Communities of Identity can raise issues (compliments, concerns, complaints etc) about the scheme.

In addition, EAG will hold regular **“Help us to get it Right”** days (about 3-4 per year). These are days when invited members of York’s Community of Identity groups meet with council officers in an informal way to:

- Consider together the impact of council policies and practices on Communities of Identity in York and
- Find solutions that both the council and the Communities of Identity can implement, to deal with any justifiable adverse effects.

In addition to EAG, the council Overview and Scrutiny Committee will check progress with aspects of the scheme each year.

## Reporting progress

Every June, starting with June 2013, the council will aim to publish a report telling the public how well we have done with our objectives and targets in the previous financial year (i.e. from April to March).

# Scheme objectives

## Scheme objectives

During the scheme we will focus on the following areas of action;

### **Objective 1 A Fairer York - Narrowing the gaps**

This will focus on:

- Income inequality
- Child Poverty
- Unemployment
- Affordable Childcare
- Fuel Poverty
- Housing and Homelessness
- Affordable and accessible transport
- Health and Wellbeing for all
- Improved access to information and services.

### **Objective 2 Respecting and celebrating diversity**

We aim to:

- Foster good relations between different communities living in York
- Promote mutual respect and understanding
- Celebrate our different cultures and histories.

### **Objective 3 An enabling, positive, diverse and inclusive council workforce**

We will make sure that:

- People working for the council (both staff and whenever possible contractors) mirror the communities who live in our city
- Our workers (and people who work for us) understand and respect our different communities and support them to influence, design, and deliver public services where appropriate.

A full and detailed list of objectives, what we want to do and how we will do it for each of the areas we will focus on is available from council receptions, libraries and as a download from [www.york.gov.uk/community/equality/](http://www.york.gov.uk/community/equality/) by calling (01904) 551832 or emailing: [shapingneighbourhoods@york.gov.uk](mailto:shapingneighbourhoods@york.gov.uk)



THE YORK  
**FAIRNESS**  
 COMMISSION

## Fairness Principles

- 1 **Make reducing income inequalities a core value in decision making, for example by paying a living wage.**
- 2 **Build social factors into procurement and contracting** to promote good employment practice, enhance local supply chains, reduce inequalities and heighten opportunities for unemployed people in York.
- 3 Strive for **excellence in York's organisations and the way they work together** so that corporate social responsibility is the norm, services are delivered efficiently and effectively, and the city builds a reputation as a leader in tackling inequalities.
- 4 **Empower and extend opportunities for disadvantaged groups and individuals.**
- 5 **Adopt a long term view and a preventative approach** that acts now to prevent bigger problems in the future.
- 6 Take decisions and run services in an open and transparent manner, **listening to and engaging with communities and customers**, including the most disadvantaged.
- 7 **Embed a creative and 'can do' culture** that strives for new solutions and opportunities, even when there are difficult challenges and limited resources.
- 8 **Exert influence outside York** to address external factors that drive inequalities or restrict local action within the city.
- 9 **Target investments and services to reduce inequalities** and improve life chances in the most disadvantaged areas.
- 10 Promote and prioritise **sustainable economic growth that maximises opportunities and benefits to all people**, including the most disadvantaged (e.g. jobs, wages and wellbeing).

## Council vision. ... fairness

### Council Vision for Fairness

**The Cabinet and the council believe that everyone should enjoy the excellent quality of life our city offers.**

This means enjoying long, healthy and fulfilling lives in good housing, with excellent opportunities in work, education, training, self-development and participation in public life, safety and security in family and social life, and the chance to enjoy diverse and inclusive culture and leisure opportunities.

To achieve this vision the City of York council will:

- Provide services that are flexible enough to meet the needs of our different communities,
- Employ, support and develop workers from these communities,
- Use the York Fairness Commission principles (see page 9) to guide what we do and how we do it, and
- Work with our partners to support and inspire our communities to continue to ensure that York is a fair, inclusive and a welcoming city.

Also we shall design our policies and practices to be inclusive from the start. For this to happen we shall:

- Carry out Community Impact Assessments (formerly called Equality Impact Assessments) of council policies, strategies, and services to ensure that no-one is being discriminated against (service users or staff) because of who they are.
- Give staff and councillors the necessary skills and training.
- Develop specific plans with each of the Communities of Identity on how we will work together to meet their needs (known as Community of Identity Plans).
- Encourage and support council partners to contribute to the council equality vision and objectives as set out in this scheme.

The Equality Scheme vision is rooted in the overall vision for the City of York set out in the Strategic Plan and the Council Plan 2011-2015.



## York's Strategic Plan 2011-2015

The Strategy for York sets out a long term vision for the city and a new set of immediate priorities. It is the result of the efforts of those within the Without Walls Partnership and many other individuals and organisations.

The overall vision is set out in the Strategic Plan 'York, a city making history'. Making our mark by:

- Building confident, healthy and inclusive communities
- Being a leading environmentally-friendly city
- Being at the forefront of innovation with a diverse and thriving economy
- Being a world class centre for culture, education and learning for all
- Celebrating our historic past and creating a successful and ambitious future.

## The Council Plan 2011-2015

'Delivering for the People of York excellent and sustainable services accessible to all'.

### Our five priorities



# Equality Legislation and Public Sector Duties

## Equalities Act 2010

The Equalities Act 2010 introduced a public sector Equality Duty requiring public bodies when carrying out their day to day work (from policy to daily practice) to pay 'due regard' to the need to:

- Eliminate unlawful discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The Equality Duty supports good decision making – it encourages public bodies to understand how different people will be affected by their activities, so that they make sure their policies and services are appropriate and accessible to all and meet different people's needs.

By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies can be more efficient, effective and most importantly inclusive.

The legislative framework has two main components: the general duty and the specific duties.

Specific Duties of the Act require us to:

- Be transparent about how we are responding to the Act and to publish information annually to show how we have met the General Duty
- Prepare and publish one or more equality objectives to meet any aims of the General duty every four years.

## Due Regard

The duties require public bodies to pay 'due regard' – which means in practice to prioritise action to address the most significant areas of inequality in their policies and service delivery and focus their efforts where they can have most impact.

The duty of 'due regard' recognises that sometimes as a local authority we have difficult choices to make especially in these times of budget restrictions which may cause disadvantage. However having 'due regard' also means that it is vital that decision makers have all the information about the impact a decision might have on York's Communities of Identity. This scheme ensures that all relevant information is made available through our Community Impact Assessments.



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This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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[shapingneighbourhoods@york.gov.uk](mailto:shapingneighbourhoods@york.gov.uk)

# York Equality Scheme

## A Fairer York Scheme Objectives

We are committed to fairness and equality in everything we do

**York Equality Scheme**  
**- A Fairer York** is our vision for an equal, inclusive, and welcoming council and city, as well as how we will go about making sure that everyone enjoys the excellent quality of life our city offers.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

Ta informacja może być dostarczona w twoim (Polish)  
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A FAIRER YORK

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# Objective 1: A Fairer York – Narrowing the gaps

York's economy and therefore the quality of life of its residents, is relatively strong despite the recession, with lower than average unemployment. However there are specific issues which need to be addressed:

## Income Inequality

There is evidence of income inequality in York. Gross average weekly wages in York are £492, just lower than the Great Britain average of £503, with income levels being the lowest in Hull Road and Clifton wards.

Whilst York has a relatively small gap between the groups of people on the highest and lowest incomes it is not a designated 'Living Wage' city.

A Living Wage is a rate that when applied alongside full take-up of benefits, allows people to achieve a minimum socially acceptable standard of living. The Living Wage hourly rate is set at £8.30 in London and £7.20 for the rest of the country, which is above the National Minimum Wage hourly rate of £6.08.

The Welfare Reform Act 2012 introduces the greatest changes to welfare benefits in some sixty years and has a significant impact on income inequality. The welfare reform changes will have far reaching impacts for benefit claimants, particularly for

vulnerable people and the services which support them.

In April 2013 the new Universal Credit will be introduced, rolling employment support allowances, incapacity allowances, child tax credits and housing benefit into one credit. Universal credit will be subject to much more stringent caps than previously. The maximum amount of credit will be capped at £500 per week for all benefits, including housing benefit.

Exact figures are hard to determine, but just taking into account changes to Housing Benefit and Local Housing Allowance, people in York will be approximately £2.9 million a year worse off. In particular the cumulative effect on disabled people could be significant. Coupled with potential reductions in housing benefit, many disabled people will lose a large percentage of their current income.

Housing Benefit will also only cover the size of property a tenant is judged to need (pensioners are protected from this). Therefore



tenants living in accommodation deemed to be too big for their requirements will either need to move or top up the difference from their income causing financial hardship.

Single people under 35 will also be expected to share a house, and their benefit entitlement will reduce to reflect this. If they wish to remain in their current accommodation they also will have to make the difference up themselves, potentially causing this group of people financial hardship.

The Act also reduces the Local Housing Allowance Rate which also impacts on claimant's disposable income.

### **What we want to do:**

√ By working with our partners we want to eventually make York a poverty free city but firstly our priority is to work towards our ambition for York to become a 'Living Wage City.'

√ Reduce the impact of Welfare Reform as much as possible and ensure people claim the benefits they are entitled to.

√ Make sure that those eligible are offered a Personalised Budgets (PB) and for those in receipt of PB increase the numbers receiving direct payments

### **To do this we will:**

√ Work towards implementing the 'Living Wage' rate for staff employed by City of York Council and encourage partner organisations to do the same.

√ CYC together with partners will implement the raising awareness campaign for those identified as being affected by the welfare reform changes.

√ Appoint staff to support those adversely affected by welfare reforms and assist in finance and budget management.

## Child Poverty

Child poverty is defined by Department for Work and Pensions Department for Education in “A New Approach to Child Poverty: Tackling the Causes of Disadvantage and Transforming Families’ Lives Strategy” as being more than just about income; it is also about a lack of opportunity, aspiration and stability for children.

According to 2009 statistics, of the 42,400 children and young people aged 0 – 19 years living in the city, 4,705 are living in poverty. There are five wards in York where child poverty is above the regional and national average: Clifton, Hull Road, Westfield, Guildhall, and Heworth. If only 100 children lived in poverty in York today, 60 would be living in these areas.

Contributing to child poverty is the number of lone parents who are unemployed and the number of children living in workless households.

Child poverty is an issue which has been recognised nationally and locally and City of York Council shares the national ambition to eradicate child poverty by 2020 through the implementation of our Child Poverty Strategy.

### What we want to do:

- √ Make child poverty everyone’s business.
- √ Reduce the proportion of children in child poverty and eliminate child poverty by 2020.
- √ Decrease the number of lone parents out of work.
- √ Support workless families to gain employment.
- √ Work with Troubled Families over the next 3 years to reduce children’s absences from school, increase adults working and help reduce anti-social behaviour and youth crime.

### To do this we will:

- √ Undertake an annual comprehensive needs assessment about child poverty and share the findings across the Children and Young People’s partnership to inform future planning.
- √ Focus the commissioning of services by publically funded groups on support and preventative support for those children, young people and families struggling against disadvantage and discrimination.

## Unemployment

√ Offer through Future Prospects a new type of support to families on working age benefits over the next 3 years to help them on the journey back to work.

√ Through Future Prospects and partners implement a programme to support workless families to gain employment

√ Support families where there is persistent poverty through intensive Family Intervention Programmes and the Supporting Families Project.

√ Target localities with the greatest poverty through the Citizens Advice Bureau 'Small Change Project' on family budgeting.

√ Offer families most at risk of poverty specific support through YorOK.

√ Support the registration for, and take-up of, free school meals.

Youth unemployment (those aged 18-24) is increasing and there are particular concerns around the increase of longer term youth unemployment for those out of work 6 and 12 months plus.

The number of young people (aged 16-18) Not in Education, Employment, or Training (NEET) particularly for disabled young people and those with learning difficulties is also on the rise.

Through the introduction of the governments 'Raising the Participation Age' from 2013 young people will be required to continue in education or training until the end of the academic year in which they turn 17. From 2015, young people will be required to continue until their 18th birthday (unless they achieve a full Level 3 qualification threshold before these milestones are reached).

Full time education in a school or college is not the only option. Young people can also pursue work-based learning (with an Apprenticeship being the preferred model for this pathway) or full-time work with part-time education or training.

To prepare for 'Raising the Participation Age' a plan has been developed. In addition CYC became one of 35 areas to lead a pilot.

A key focus (since many of NEET young people are not in apprenticeships already) is to develop more work placements opportunities, attached to training to build young people's skills, confidence and attitude to become work ready.

In considering unemployment issues there is also a need to better connect all residents to economic opportunity, in particular York's female claimants (the claim rate is at the highest level for 13 years), lone parents in poverty and the Gypsy and Traveller community.

Employment support and employee assistance programmes for people with mental health issues also needs to be strengthened and more flexible opportunities are required so older people, adults with learning difficulties or disabilities can move back into employment on a part time basis.

Analysis has also revealed that Black and Minority Ethnic (BAME) communities find it difficult to access employment.

## What we want to do

- √ Increase the number of businesses offering apprenticeships.
- √ Provide opportunities to enable young people to become 'work ready'.
- √ Increase 16 - 18 and 19 - 24 Apprenticeship starts.
- √ Reduce number of Young People Not in Education, Employment or Training.
- √ Reduce proportion of Year 12 young people who are NEET with special educational needs or disabled (SEND).
- √ Reduce 18 - 24 year olds JSA claimants.
- √ Increase employment of the BAME community and Gypsy and Traveller Community.
- √ Reduce the number of women and lone parents who are unemployed.

**To do this we will:**

- √ Develop an action plan to reduce the number of young people 18-24 unemployed in response to the findings of the Learning City and Scrutiny review.
- √ Work in partnership with Higher Education in York to offer mentoring opportunities to undergraduates and work with them to pilot internships for unemployed graduates.
- √ Deliver the 'Raising the Participation Age' delivery plan and continue to expand the apprenticeship offer in York. Through implementation of the plan support more young people with Special Education Needs and Disability (SEND) into flexible working packages and work with mainstream providers of post education to improve the retention and progression of 16 and 17 year olds.
- √ Work with specific Traveller young people 14-19 in danger of becoming NEET.
- √ Conduct a study to identify the barriers to BAME and disabled people applying for employment with City of York Council.
- √ Secure funding through City Deals to support apprenticeship recruitment activity for 2013-2016 to include working with BAME community.
- √ Implement the CYC pre-apprenticeship and apprenticeship programme.
- √ Work with CYC Senior Managers to mentor apprentices and offer work experience placements to care leavers.
- √ Continue to build the York Apprenticeship offer for young people with Learning Disabilities.
- √ Promote and target education and training opportunities for Gypsies and Travellers.
- √ Refresh the Employment, Learning and Skills Strategy focusing on increasing employment opportunities of women, lone parents, adults with mental health issues and learning difficulties and unemployed people from the Gypsy and Traveller Community.
- √ Continue to provide training courses to Traveller women in conjunction with the Travellers Trust, to develop 'employability' skills in literacy, self confidence, and communication skills.'

- √ Work with partners to develop progress pathways into employment for those recovering from mental health problems.
- √ Bring more young people into participation, post 16, by developing secure progression routes which meet learners' needs and those of local businesses.
- √ Continue to develop provision for LDD learners post-16 and improve transition arrangements through PME Joint Panel.
- √ Implement CYC's 3 year Apprenticeship programme for 16-18 year olds and increase the number of apprentices obtaining NVQ Level 2.
- √ CYC partnering University of York to offer mentoring to undergraduates.

## Affordable Childcare

Early year's provision has a key role to play in enhancing the life chances of children. But there are issues around affordability, flexibility and the extent of provision in more disadvantaged areas.

Notably, one of the lowest levels of take up of free child care is by households with an income of less than £15,000.

Analysis of equality data has highlighted that child care provision needs to address specific needs of audiences, including better availability of affordable, flexible, short term and seasonal childcare and the perceived barriers to childcare for disabled children.

Child care provision is one of the Council Plan priorities and the council are committed to introducing 1,000 free additional places by 2014 with a 'good' or 'outstanding' childminder, nursery or playgroup for children aged 2 years whose parents are on low incomes.

In terms of the perceived barriers to childcare for disabled children, following consultation with parents of disabled children, CYC implemented its Disabled Children's Access to Childcare (DCATCH) initiative which focused on:



- Workforce development in the out of school club sector (OOSC).
- Improving information for families through the development of a positive image library and production of information newsletters about choosing childcare.
- The introduction of a voluntary register for parents of disabled children. The register allows families to receive copies of the newsletter and also information relating to disabled children.

### What we want to do

- Increase child care provision and the quality of the provision.

### To do this we will:

- √ Develop and implement a quality assurance and improvement framework for all private and voluntary sector locations including child minders and increase the % of organisations who achieve good or outstanding Ofsted inspections.
- √ Implement our Early Year delivery plan to increase the number of additional free childcare places by 1000 for 2 year olds.
- √ Develop protocols in conjunction with the planning department and Ofsted for new settings.

## Fuel Poverty

Fuel poverty is where a household needs to spend 10% or more of income to meet fuel costs. There is a need to reduce the numbers of households in fuel poverty. In 2008 this was estimated to be at 8% in the city and is likely to have risen sharply due to increases in energy costs. The highest rates of fuel poverty are in Fishergate, Acomb, Westfield and Guildhall and more generally in the private sector. Key to reducing the number of people in fuel poverty is to reduce living costs.

### What we want to do

- √ Reduce the number of households in fuel poverty by increasing the number of properties benefiting from improved energy efficiency measures.

### To do this we will:

- √ Deliver the Community Energy Saving Programme (CESP) installing whole house energy efficiency measure in the Hull Ward area (the only ward qualifying for this funding).
- √ Implement the City Wide Carbon Reduction Emission Target (CERT) funding efficiency programme to install free loft and cavity wall insulation to 2000 properties.

- √ Implement the Green Deal pilot project to reduce fuel poverty in 30 properties by installing solid wall insulation.
- √ Aim to replace all single-glazed timber windows with UVPC double-glazed windows in council owned properties, except in conservation areas where we have to fit secondary double-glazing instead.
- √ Use Government funding to install photovoltaic panels to around 750 council properties. These convert daylight into electricity, helping tenants heat and run their homes for less.
- √ Continue to bid for external funding to improve energy efficiency measures in properties.

## Education

York performs well on most education and skills indicators, but there are sizeable variations for different areas and groups. Educational attainment pass rates are above national averages, but despite some improvement, gaps in attainment remain. These gaps include children in receipt of free school meals, looked after children, children with special needs, and children from particular ethnic or cultural backgrounds in particular Gypsy and Traveller children .

### What we want to do

- √ Increase the educational attainment for children on free school meals (FSM), Looked after Children, those children with Special Educational Needs (SEN) and Gypsy and Traveller Children.

### To do this we will:

- √ Work with schools to develop targeted strategies to accelerate progress of FSM pupils in English and Maths.



- √ Ensure that looked after children and young people have timely individual Personal Educational Plans developed with the involvement of social care professionals focusing on the young persons educational needs to drive up standards .
- √ Work with school leaders to ensure they have a clear understanding of the Ofsted framework in relation to SEN pupils so they can use this to assist in developing appropriate strategies to drive up educational attainment.
- √ Develop guidance to support schools with the accurate identification of young people with behavioural, emotional and social difficulties to reduce mis-categorisation to ensure support is targeted in a more appropriate way to increase educational attainment.
- √ Promote and target education and training opportunities for Gypsy and Traveller children to increase educational attainment in schools and community centres.
- √ Work closely with schools and families to address the growing trend towards home education for Gypsy and Traveller children particularly in Key Stage 3.

## Housing and Homelessness

There is intense competition for housing in York. House prices are high and often well out of the reach of households on average incomes, whilst private sector rents are amongst the highest in the north of England.

Local Authorities across England are finding meeting affordable housing targets challenging. York is no exception. The total number of new homes being built in York is currently less per annum than the number of affordable homes needed.

City of York Council is rising to the challenge and has developed its 'Get York Building programme' in order to increase the number of new homes being built especially the number of affordable homes.

The rapidly growing older population brings challenges, particularly the desire for accommodation to meet their future needs to enable them to live at home and remain independent for as long as possible.

The Welfare Reform changes will impact on social housing. For tenants of Social Landlords Housing Benefit will only cover the size of property a tenant is judged to need (pensioners are protected from this). This will increase the

desire of people to downsize and place an added burden on the housing waiting list for smaller social housing accommodation.

Single people under 35 will be expected to share a house, and their benefit entitlement will reduce to reflect this. This is likely to increase the number of people seeking a house in multiple occupations and reduce the ability of people in this age group to access affordable accommodation.

Most homes in York are in a good condition across the private and social rented sections; however low income households are more likely to live in inappropriate and overcrowded housing conditions that can have a detrimental effect on their health and wellbeing.

The housing needs of the Gypsy and Traveller Community are not being met, with investment required in existing sites and the need for 36 additional pitches by 2020.

There is also a need to improve house conditions for those people living in houses in Multiple Occupation and housing conditions of BAME communities who can experience poor housing and live in overcrowded conditions.

Increased accommodation is also required for vulnerable groups, particularly those suffering from dementia, people with mental health issues, learning difficulties, teenage parents and those leaving care.

### What we want to do

- √ Increase the number of new homes built in York, particularly increasing the number of affordable homes.
- √ Enable older and disabled people to remain in their own homes for as long as possible.
- √ Increase the housing provision for those people suffering from dementia.
- √ Increase the number of BAME, young people, people with learning disabilities, teenage parents accessing housing accommodation.

### To do this we will:

- √ Implement the Get York Building Programme to increase the number of new homes built and the number of affordable homes available.
- √ Widen CYC Telecare programme to enable elderly and disabled people to remain in their own homes for as long as possible.

- √ Continue to administer the Disabled Facility Grant to fund adaptations allowing disabled and older people to remain in their own home.
- √ Enable the building of two housing schemes to support the housing needs for people with dementia.
- √ Review Joseph Rowntree Foundations evaluation of the sub-regional Choice Based Lettings scheme and target improvements to improve access to council housing for Gypsy and Travellers, customers with mental health issues and learning difficulties.
- √ Develop an action plan to address the accommodation needs of Community of Identity in response to JRF findings.
- √ Provide support to enable people with learning difficulties to access good quality housing.
- √ Improve accommodation facilities for Gypsies and Travellers and develop the Traveller Choice investment programme.
- √ Explore opportunities with the Homes and Communities Agency for funding for the provision of additional pitches to meet housing needs of the Gypsy and Traveller community.
- √ Develop proposals to provide a supported mental health housing scheme. Provide supported housing units for young people and teenage parents at How Hill Hostel.
- √ Implement the Landlord Accreditation Scheme to improve housing conditions in the private sector and houses in multiple occupation.
- √ Develop a business plan which identifies the optimum accommodation arrangements for Care Leavers with complex needs.
- √ Develop a York framework for building the Independent Living Skills of Care Leavers.
- √ Develop proposals to use a block of twelve council flats as a supported mental health scheme in Queen Anne's road.
- √ Establish baseline for Communities of Identity re successful bidding/ number of bids /number on waiting list as part of allocations review to evaluate access to service.

## Transport

Physical access to services and employment via effective transportation networks is a big issue for the city.

Bus passenger journeys are down, and bus punctuality and waiting times remain an issue - as does affordability. In particular, young people require affordable transport so that they can travel across the city for education and training.

### What we want to do

√ Widen the choice of transport that is available, affordable and attractive for people to travel, by providing quality alternatives to the car (public transport, cycling and walking).

### To do this we will

- √ Implement the 'Get on Board' programme and upgrade city centre interchanges to ensure more accessible transport information is available for people with disabilities and visual impairments and implement a programme of bus stop upgrades.
- √ Explore the feasibility of extending Yozone Card to 18 year olds/leaving school.
- √ Develop and tender the Quality Bus Contract.
- √ Develop York's Cycling and pedestrian network.
- √ Extend Park and Ride.

## Health and Wellbeing

It is fair to say that York residents generally experience better health and well-being across a range of indicators than is typical of England as a whole. Life expectancy in York for both men and women is higher than the national average at 79.6 years for men (England 78.3) and 83.2 years for women (England 82.3)

However, health is substantially worse in York's deprived areas. Men will die on average 9.9 years earlier than their least deprived counterparts. Similarly, women in the most deprived communities in York will die on average 3.6 years earlier than those in the least deprived communities.

### What we want to do

- √ Improve support for people with mental health issues living in deprived wards and meet the health needs of 'looked after' children and young people leaving care.
- √ Reduce smoking amongst young people, pregnant women and routine and manual occupational groups.
- √ Reduce reliance on drug and alcohol especially in the Gypsy and Traveller Community, offenders,

young parents, young people living in care and people with mental health problems.

- √ Reduce the number of teenage pregnancies.
- √ Improve the health outcomes for BAME and Gypsy and Traveller people.
- √ Increase proportion of people who use social care who have control over their daily life.
- √ Increase the number of carers receiving a needs assessment or review.

### To do this we will

- √ Involve Young People and Looked after Children in the You're Welcome health initiative to make health provision more accessible and user friendly to these groups.
- √ Develop Health Passports for Care Leavers.
- √ Continue to operate mental health drop-ins.
- √ Through the Pathways Team provide effective emotional and mental health support to Care Leavers aged 18 and above.
- √ Work with York St John University to develop accredited training package for foster carers around the impact of attachment and trauma.

- √ Target bespoke work for substance misuse to care leavers and oversee the development of care packages ensuring safe transition to adult services.
- √ Deliver intervention and advice training sessions to health professionals aligned to the National Centre for Smoking Cessation aimed at reducing smoking amongst young people and pregnant women.
- √ Deliver bespoke training sessions to teams working with young parents to develop their skills in supporting young parents to reduce reliance on drugs and alcohol.
- √ Raise awareness with non health professionals who come into contact with young mums about the signs and symptoms of post natal depression.
- √ Offer a specific family and carer support service delivered alongside generic provision for substance misuse.
- √ Develop programmes and deliver workshops at 'No Wrong Door conference' to enable early identification of young people most at risk of teenage pregnancy.
- √ Undertake bespoke publicity campaigns with the Gypsy and Traveller Community promoting drug and alcohol treatments.
- √ Work with schools and partners to target 'Shine' funding to provide activities for children and young people from low income families.
- √ Review Financial Assistance for Carers, target those most in need and develop a consistent assessment process.



## Access to Information and Services

York is a diverse city with many languages spoken by its residents and visitors. Although our website and documents are written in the English language, we will provide information in other languages and formats on request.

The website is Browsealoud enabled so people accessing the site can have the site read to them. Browsealoud can be useful if people find reading large amounts of text on screen difficult, for example if they have literacy or visual impairments. In addition the font size of the website can be changed to enable people to read it more easily.

To improve access to information and services City of York Council recently launched its Customer Strategy for 2012-15.

A key priority within the strategy is to reduce the council's office accommodation from 16 buildings to two (West Offices and Hazel Court) allowing customers to access services more easily.

The new headquarters at West Offices will include a purpose built customer centre the focal point of the building allowing quick, simple and easy access to services in one place.

The building is fully accessible and fully compliant with the requirements of the Equality Act 2010. It offers facilities such as 'Changing Places'.

### What we want to do

- √ Ensure high levels of satisfaction that people accessing our services feel that they have been treated fairly and that their human rights have been respected.
- √ Give customers greater choice in how they access services using new technologies.
- √ Ensure services are accessible for customers with disabilities and for those customers who do not speak English.
- √ Work with BAME communities to tackle health issues such as diabetes, high blood pressures, high cholesterol and obesity.

**To do this we will**

- √ Operate our customer centre at West Offices from Spring 2013.
- √ When developing our website or printed information ensure that it is accessible to customers, whatever their background or level of need.
- √ Use new digital technology, including mobile applications (apps) and social media, to bring our services into homes and businesses for the convenience of customers.
- √ Have one single number to call when contacting CYC by telephone.
- √ Work closely with other organisations to provide greater access to web-based services by improving the city-wide network of cabling.
- √ Provide free access to the internet from within all our Explore centres/Libraries and at Energise.
- √ Expand the number of free Wi-Fi areas within the city and within council-owned buildings.
- √ Provide free training and support for residents to get online – part of our Race Online 2012 commitment to make York a digitally inclusive city.



## Objective 2: Respecting and Celebrating Diversity

York has a long tradition of social justice and human rights. There are several human rights events in York each year, including Refugee Week, Holocaust Memorial Day, Festival of Ideas, and York Pride Celebration.

York is a diverse city with an increasing BAME population and the cosmopolitan nature of the city is buoyed by significant numbers of overseas students from around the world.

However feedback suggests there is a need to be more tolerant and to respect and celebrate diversity.

Statistics reveal that the majority of hate crime is racially related, although there have been smaller numbers of hate crimes that relate to religion, sexual orientation and disability.

As previously highlighted a key priority is to improve the educational attainment of vulnerable young people. However this must be complemented by ongoing activity to ensure all children feel safe and comfortable in school.

### What we want to do

- √ City of York to achieve Sanctuary status.
- √ City of York to become the first Human Rights City in the UK.
- √ Develop initiatives that celebrate and respect York's Diversity.
- √ Reduce hate crime.
- √ Support victims of domestic violence.
- √ Ensure children feel safe at school.
- √ Ensure students (not from York) feel welcome.

### To do this we will

- √ Support the Interfaith Forum to achieve City Sanctuary Status to ensure York is a place of welcome and safety for people fleeing persecution.
- √ Work with partners across the city to establish the feasibility of York becoming the first Human Rights City in the UK.

- √ Create more opportunities to celebrate through multi cultural and multi faith initiatives including:
  - o Support Divali Festival, Festival of Faiths
  - o Stage Holocaust Memorial Day event every year
  - o Support the National Centre for Early Music – World music programme
  - o Provide Support for the YUMI to stage events.
- √ Work with York St John University to develop the community conversation approach with international students to improve young people’s perception (especially students) of feeling welcome and safe, living in the city.
- √ Through Safer York Partnership, work alongside North Yorkshire police to increase ‘reporting centres’ and signposting support for incidences of hate crime victims.
- √ Through the Safer York Partnership, develop hate crime awareness training with CYC’s call centre and North Yorkshire Police and implement hate crime awareness training with voluntary and community sector organisations.
- √ Support the Safer York Partnership to implement the relationship building project with the Turkish women’s group.
- √ Explore the potential for opening up community facilities as places of worship.
- √ Develop an agreed equalities and diversity policy to ensure specialist housing is accessible and welcoming to all types of households.
- √ Hold an event with the Islam and muslim communities to further understand the needs of this community.

## Objective 3: An enabling, positive, diverse and inclusive workforce

This priority is about ensuring that City of York Council's workforce is reflective of York's community and understands and respects the communities we serve.

This also extends to our suppliers and contractors. A responsive workforce will enable the community and the voluntary sector to influence service design and where appropriate to deliver services.

### A positive and diverse workforce

City of York Council has a workforce of around 7,400 people and provides services to around 200,000 people. The workforce is a mature one with over 68% 40 years of age or older with only 3% between the ages of 16 and 24.

The majority of the workforce is female (74%), 71% of whom work part time, half of all Heads of Service are women but just 13% of women are in very senior manager positions. A small number of the workforce is from a black, Asian or minority ethnic background (4%) and 2% are disabled.

City of York Council offers flexible working opportunities to support staff who need to balance their home and work lives, and provides supported employment for over 30 employees with a range of disabilities through the sheltered workshop Yorkcraft. The council also offers flexible arrangements for those entering into retirement, including phased retirement.

The current climate of economic restraint and major reduction in public sector funding and staffing resource impacts on our ability to grow and diversify our workforce.

However through our enabling role we are committed to develop our female heads of service to enhance their management and leadership potential.

In addition we are working in partnership to develop the work skills of young people particularly between the ages of 16 - 24 (this is the highest cohort of unemployed people in York) so they are able to secure onward employment through pre-apprenticeship work placements, apprenticeships and other programmes such as internships and mentoring schemes.

In this time of constant change and transition it is essential that our staff feel appreciated and involved. A key action is to review our Staff Equalities Reference Group (the staff consultative group) to ensure it is representative of the workforce and a wider audience as possible is able to influence the transformation and change programmes that the council face.

### What we want to do

- √ Ensure high levels of staff satisfaction in working for the council.
- √ Ensure staff feel that they are respected and treated fairly.
- √ Diversify the workforce where we can in these times of budget constraints.
- √ Provide opportunities for staff to have their say.
- √ Develop the leadership skills of the female workforce.

### To do this we will

- √ Implement the Women's Development Programme, which is a programme to develop the leadership skills of senior women managers working for CYC.
- √ Launch the 'Dignity at Work' policy and raise awareness with CYC staff to reduce incidents of harassment & bullying in the workforce.
- √ Carry out an equal pay review to ensure fair and consistent practices.
- √ Review the Staff Equalities Reference Group so it becomes more representative of CYC workforce.
- √ Conduct a study to identify the barrier to BAME and disabled applicants applying for employment with CYC.
- √ Implement Equality checklists.

## An enabling workforce

### 1. Involving and engaging our residents and customers

City of York Council has developed 18 Community Contracts (one for each ward in the city) in partnership with local communities and key delivery partners. The community contracts identify local priorities and action plans to address these priorities within available budgets.

Our ambition is to further strengthen and widen engagement with our Communities of Identity. To this effect we shall work with the Communities to develop Community of Identity (CoI) Plans. The plans will be the main vehicles to engage and empower CoIs to act with the council and its partners to deliver agreed city-wide outcomes.

They will be co-produced, co-owned and co-managed by each community of interest/identity in York, the council and its partners. They are expected to empower and support the communities to live productively and harmoniously in the city. They will also help social partners in York to realise their vision for an inclusive city as well as meet the requirements of the Equality Act public sector duty to promote good relations between equality community groups and other groups.

## What we want to do

- √ Increase satisfaction of Communities of Identity in how well they feel informed about how they can get involved in local decision making and their ability to influence decisions affecting their local areas.
- √ Ensure all residents, especially those from Communities of Identity who are hard to reach and consult, have the opportunity to suggest how council services can be designed and improved.

## To do this we will

- √ Develop evidence-based Community of Identity Plans by 2015, as agreed with the relevant Communities of Identity.
- √ Develop preferred methods of communication for everyone so they can 'have their say' on CYC services.

## 2. Using procurement and commissioning to promote equality

The Equality Act 2010 requires Local Authorities to use their buying powers to promote equality.

It is important that equality is embedded into the supply chain and that those contracts and service providers working on our behalf to fully comply with the equality legislation. It is vital the council not only sets appropriate equality objectives and targets in its contracts and monitors them to ensure that these objectives and targets are achieved but also to heighten opportunities for unemployed people in York to gain employment, addressing issues of low pay and championing a Living Wage in all service contracts.

York has a wide and active voluntary sector and the council are committed to developing a mixed economy of delivery, with the council commissioning services from those who are best placed to deliver them effectively, across all sectors - private sector or community and voluntary sector.

## What we Want to Do

- √ Identify where market capacity may be weak and where new markets may need to be developed in order to deliver against our requirements increasing the number of voluntary and private sector organisations providing goods and services for the council.
- √ Increase the number of voluntary and private sector suppliers of goods and services for CYC.
- √ Explore new models of service delivery and work with communities and suppliers to establish new and innovative procurement approaches.
- √ Have a consistent corporate approach to commissioning and procurement and can demonstrate that commissioned/procured services are supporting our equality objectives.
- √ Use our pay structures, terms and conditions and procurement policies to reduce income differentials encouraging business partners to move towards a 'Living Wage'.

## To do this we Will

- √ Ensure equalities is embedded within CYC's commissioning and procurement framework through the implementation of equality checklists.
  - √ Develop mixed markets by ensuring access to tender activities are created and supported by the use of pre-tender market engagement activities. These may take the form of individual meetings or workshops where CYC will discuss our requirements to make sure there are no barriers to suppliers bidding for business.
  - √ Strengthen market capacity where it is weak by working with potential suppliers to understand the reasons and create a plan to address the situation.
  - √ Require tenderers to demonstrate if awarded the contract how the contract award will benefit Communities of Identity when submitting tender details.
  - √ Establish recording mechanisms to identify how many people (Community of Identity) have gained employment through awarding of CYC contracts.
  - √ Create a baseline to identifying the number of local, SME and voluntary sector organisations awarded CYC contracts.
- √ Establish an Equality Charter that commits our suppliers to promote equality when delivering services on behalf of the council and when employing people.
  - √ Support our suppliers to deliver the Equality Charter commitments.





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This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

Ta informacja może być dostarczona w twoim (Polish)  
własnym języku.

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

 01904 551550

If you would like this information in an accessible format (for example in large print, in Braille, on CD or by email) please call (01904) 551832

[shapingneighbourhoods@york.gov.uk](mailto:shapingneighbourhoods@york.gov.uk)



## Corporate & Scrutiny Management Committee Work Plan for 2013-14

Meeting Date	Work Programme
24 June 2013 @ 5pm	<ol style="list-style-type: none"> <li>1. The Council's Journey to Excellence in Equalities</li> <li>2. Introductory presentation on the Council's Consultation Process (in support of the scrutiny topic proposed by a member of the public)</li> <li>3. Workplan 2013/14 including list of other topics proposed at the Scrutiny Work Planning Event</li> </ol>
15 July 2013 @ 5pm	<ol style="list-style-type: none"> <li>1. Attendance of new Cabinet Member for Corporate Services – Discussion around Priorities &amp; Challenges</li> <li>2. Bi-annual Workforce Strategy 2012-15 Monitoring Report(PS)</li> <li>3. Scoping Report for New Scrutiny Review (topic to be agreed)</li> <li>4. Workplan 2013/14</li> </ol>
9 September 2013 @ 5pm	<ol style="list-style-type: none"> <li>1. Draft Annual Overview &amp; Scrutiny Report for 2011/12</li> <li>2. Procurement Strategy Update</li> <li>3. Workplan 2013/14 inc. verbal update on ongoing scrutiny review</li> </ol>
11 November 2013 @ 5pm	<ol style="list-style-type: none"> <li>1. Workplan 2013/14 inc. verbal update on ongoing scrutiny review</li> </ol>
13 January 2014@ 5pm	<ol style="list-style-type: none"> <li>1. Bi-annual Workforce Strategy 2012-15 Monitoring Report (PS)</li> <li>2. Scrutiny Support Budget Monitoring Report (DS)</li> <li>3. Update on implementation of recommendations arising from Managing Staff Sickness Absence Review and Community Engagement Review</li> <li>4. Final Report for Scrutiny Review</li> <li>5. Workplan 2013/14 inc. verbal updates on any ongoing reviews</li> </ol>
10 March 2014 @ 5pm	<ol style="list-style-type: none"> <li>1. Final Report for Scrutiny Review No.2</li> <li>2. Workplan 2013/14 inc. verbal updates on any ongoing reviews</li> </ol>
7 April 2014 @ 5pm	<ol style="list-style-type: none"> <li>1. Attendance of Cabinet Member for Corporate Services – End of Year Update</li> <li>2. Draft Workplan for 2014/15 &amp; Discussion re Possible Scrutiny Topics for coming Municipal Year</li> <li>3. Workplan 2012/13</li> </ol>
12 May 2014 @ 5pm	<ol style="list-style-type: none"> <li>1. Workplan 2013/14</li> </ol>

## **Scrutiny Topics proposed at Scrutiny Work Planning Event for Review by Corporate & Scrutiny Management Committee**

1. **Evidence based decision making** – To examine whether the Council is doing this effectively – where can it be applied?
2. **Success Matrix** – To examine whether or not the Council is effectively using success matrix across its services to identify a clear plan of what it is trying to achieve as part of its decision making process.