



## **Annex 1: A Fairer York – Taking Stock**

## **Taking Stock**

1. To support our ambitions for fairness and equalities we are committed to move on from our current level of 'Achieving' gained in July 2011 under the Equalities Framework for Local Government to 'Excellent' by May 2014.
2. Progress updates highlighted in this paper are structured around the themes of the Equalities Framework for Local Government Excellent criteria covering:
  - 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

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

### **Achievements**

3. 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 which have been agreed and understood by all key stakeholders, including the voluntary and community sector and that senior officers and members own and articulate a clear local narrative about local equality priorities and how and why they are being addressed.
4. To ensure fairness is embedded within all that we do we 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 excellence.

5. In addition we refreshed and launched our York Equality Scheme – A Fairer York which sets out our vision for equality and inclusion and endorses the Ten Fairness Principles borne from the independent challenge by the York Fairness Commission around fairness and social justice in the city covering Health, Incomes and Work, Education, Housing, Diversity and Community Life.
6. The York Equality Scheme ‘A Fairer York’, launched in December 2012, sets out three priority areas:
  - Narrowing the gaps
  - Respecting and celebrating diversity
  - An enabling, positive, and diverse Council workforce
7. The Equality Scheme is targeted at York’s specific Communities of Identity:
  - 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
  - Those people living in the most deprived wards in York

### **Funding to support Priorities**

8. The Council has made funding available through the establishment of the Economic Infrastructure Fund and the Delivery and Innovation Fund. These funds have helped support projects that support delivery against key priorities within the Equality Scheme.

9. The Economic Infrastructure Fund totalling £28.5 million over a 5 Year period is used to ‘kick start’ initiatives that support York’s economy, create jobs and secure investment. Whilst funding is targeted in five key areas it supports delivery of the York Equality Scheme through:
- **Digital York** – city centre Wi-Fi and creating the digital infrastructure to support a modern economy and access to services.
  - **Economic Inclusion York** – intervention projects, reducing inter-generational poverty and targeted approaches to creating employment opportunities whilst stimulating economic growth.
  - **Sustainable Economy York** – supporting existing businesses, attracting inward investment and supporting new/emerging businesses.
10. Over the five-year period, the EIF will support equality objectives through investment in:
- Targeting growth in key sectors.
  - Financial Inclusion Policy and Action Plan.
  - Living Wage.
  - Economic Inclusion Project.
11. Working on the principle of an ‘invest to save’ basis, the Council set aside £2m to create the Delivery and Innovation Fund to support specific improvement work and innovation to deliver Council priorities and major projects. This fund has supported extension of Wi-Fi into the city’s parks, JRF Dementia Challenge (Genius), Vulnerable People Employment social enterprise project and Social Inclusion ICT Training.
12. The Council has also set aside £7m to Get York Building and make best use of housing assets to increase the number of homes available including the provision of affordable housing. A further £0.5m has been made available to convert empty properties into liveable homes.
13. York’s elderly population continues to increase and as a consequence so has the demand for services. The Council have made £1.5m available to provide assistance to older and disabled people to enable them to live independently in their own homes for as long as possible.

## Refreshing Governance Arrangements

14. The Equalities Governance arrangements have been refreshed and strengthened (see chart at Annex 3). The framework ensures forums are in place to enable equality stakeholders/ representatives of communities of identity to challenge and scrutinise decision making and progress on the fairness and equalities agenda. The revised arrangements strengthen links with partner organisations and the Local Strategic Partnership and the Council's scrutiny process.
15. Changes to the governance arrangements have been influenced following reviews of: Equalities Leadership Group now known as FLaG (Fairness Leadership Group), EAG (Equalities Advisory Group), SERG (Staff Equalities Reference Group) now known as the Staff Equality Expert group (SEE), Scrutiny Arrangements and the Inclusive York Board.
16. In changing the governance arrangements the main points to note are:

### **Officer working groups**

- The Equalities Leadership Group (ELG) has changed its name to the Fairness Leadership Group (FLAG). To ensure clarity of focus around the Equalities Framework for Local Government a review of operational procedures was undertaken. This resulted in strand leads at either Assistant Director Level or Head of Service level being assigned to each of the EFLG strands to champion each strand within the Council and take forward improvements. 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 who ensure that fairness and equality principles are embedded in customer contact and engagement. The representatives of FLaG also ensure strong links with CLG and partners which has strengthened issues around the theme of Leadership, Partnership and Organisational commitment.
- Due to the strengthened approach to fairness and equalities via FLaG the Directorate Equality Lead Group (DEL) and

Directorate Equality Networks have been disbanded as the activities of FLaG allows a wider pool of activity and replaces the need for these groups.

### **Staff Network**

- A review of the Staff Equalities Reference Group (SERG) now known as SEE has been completed. SEE has carried 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 SEE will have more of a strategic focus initially around 3 COI's- Disability, Race and Gender with a change of emphasis on the way SEE approaches future staff engagement in that it will be less policy driven but more staff awareness driven.

### **Scrutiny**

- To strengthen Scrutiny arrangements Fairness and Equalities work is being considered by the Corporate and Scrutiny Management Committee. The Committee will be involved in the EFLG's self assessment and have agreed to undertake a scrutiny review regarding awareness of the democratic process.

### **Equality Advisory Group**

- A review of the remit of the Equalities Advisory Group has been completed and new arrangements approved by Cabinet. The first meeting of the new EAG took place on 5 June which was facilitated in an informal way and moved from the formal structure at the request of those who had previously attended EAG. A review of the invitees has been undertaken to ensure all Communities of Identity can contribute in the meetings. Under the new arrangements the group are able to be more focused on a longer term planned programme of work. The new remit of EAG 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 plans.
  - c. Build contact between equality groups and individuals in York.

EAG will also be involved in advising on and reviewing progress of the York Equality Scheme. EAG have quarterly business meetings with meetings in between with each of the four Departmental Management Teams in turn. At the recent EAG meeting the issues and work-streams that the group wished to talk to the Departmental Management Teams included:

- Parking and transport
- Changes to benefits
- Procurement and contracts in relation to the Equalities Act
- Living Wage

### **Fairness and Equalities Board**

- In response to feedback from the equalities assessment in 2011 a review of the Inclusive York Board has been completed. The scope of the review was to review the Inclusive York Board's membership and terms of reference, to ensure that the new board is fit for purpose to lead the city's equalities agenda and members are in a position to embed equalities in their respective organisations. In addition to strengthen links into the WoW Board (the Local Strategic Partnership).
- A Fairness and Equalities Board has replaced the Inclusive York Board. Membership of the Board is as follows:
- Fairness and Equalities Board:
  - Chair: Professor Dianne Willcocks.
  - Cllr Lindsay Cunningham-Cross / Cllr Sonja Crisp.
  - Professor Becky Tunstall: University of York – Director of the Centre for Housing Policy (Higher York nominee).
  - George Vickers: CAB – Manager.
  - Lukas Njenga: York St John University – Chaplain.
  - Carole Zagrovik: York Carers Centre – Manager.
  - Rita Sanderson: YREN – Director.
  - Shaun Rafferty: JRF – Director of Central Services (JRF nominee).
  - Emma Wilkins: York St John University – Director of Resources (HR Directors Group nominee).
  - Angela Darlington: Aviva – Chief Risk Officer.

- Sue Holden: York Teaching Hospitals - Director of Corporate Development.
- Marije Davidson: Disability Rights UK- Policy and Research Manager.
- Lawrence Christensen: Benenden Health
- Catherine Surtees: Voluntary Sector Forum
- One further member to be co-opted

### **Priorities/Action**

17. 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, outcomes achieved and how changing needs are being met. This is also the case for a number of high profile work programmes e.g. SMARTER York and revisions to Neighbourhood Management. Recent events have 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.
18. Corporate Communications have developed a communication plan and have identified resources to implement.

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

19. 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.

### **What we have done**

20. The Business Intelligence Hub (BIH) through the use of Experian customer profiling hold a considerable amount of information on York's Equality Profile and changing needs. The BIH have created ward profiles for all 22 wards covering a range of topics including the recently released 2011 Census. 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.

### **Priorities/Action**

21. The assessors will be examining whether gaps have been identified in terms of who may not be using the service and why and what actions have been taken to address this. 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 feedback revealed that there does not appear to be a corporate picture and a corporate response to this.
22. 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 a requirement of our evidence submission for the peer assessment.

### **Priorities and Changing needs**

23. The Equality Scheme a Fairer York focuses on York's Community of Identity to improve equality of opportunity in the areas outlined below.

### **Income Inequalities**

24. The Equality Scheme sets out our ambitions for tackling Income Inequality:
  - York to become a Living Wage City.
  - Reduce the impact of welfare reform as much as possible.
  - Ensure those eligible for personalised budgets receive them. For those in receipt of personalised budgets increase the number receiving direct payments.

## **What we have done**

25. The Living Wage was introduced for Council staff with 570 staff at grades 1 and 2 benefiting from the introduction. Additionally the Council has also moved to paying an apprentice living wage that has helped those earning the lowest pay in the organisation. The Council will continue to support the 'Living Wage' and are working with businesses and partners across the city to do the same.
26. 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.
27. Housing Options service is using £27k DWP grant to target advice and support to tenants affected by Local Housing Allowance changes in collaboration with the Salvation Army. A 'Gateway service' a drop in and telephone advice service provided by CAB and partners is up and running.
28. The number of customers receiving personal budgets to support them continues to rise, these aim to promote independence and give customers more choice and control over their daily lives. Latest figures show that Customers & Carers receiving Self Directed Support (Direct Payments and Individual Budgets) - eligible customers only is increasing and is at 79.75%.
29. In terms of income inequalities 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.

## **Priorities/Action**

30. Work to increase the number of employers in the City introducing a 'Living Wage will continue as will initiatives to mitigate the impact of welfare reform.

## Poverty

31. The Equalities work programme is a key component in delivering the city's vision of a poverty-free York that was agreed by cabinet on 15th July.
32. York has a number of challenges concerning poverty. Around 13,000 of our citizens reside in the most deprived 20% of areas. The Council is committed to eliminate Child Poverty by 2020. The following commitments are outlined:
  - Make Child Poverty everyone's business.
  - Reduce the proportion of children in Child Poverty and eliminate child poverty by 2020.
  - Support the registration for and take up of free school meals
  - 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 absences from school, increase adults working and help reduce anti-social behaviour and youth crime.
  - Reduce the number of households in fuel poverty by increasing the number of properties benefiting from improved energy efficiency measures

### **What we have done**

#### **Child Poverty**

33. 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.
34. The Community York Fund, set up by the Council last year and administered by Your Consortium, has provided funding to the voluntary and community sector to support a number of initiatives in relation to poverty and financial inclusion.
35. Along with partners, we have also agreed to two innovative work programmes to address poverty in the city:

- (i) Financial inclusion (£300k) – to help individuals access appropriate financial services enabling them to maximise their income, manage their money on a day-to-day basis, plan for the future and deal effectively with financial distress.
  - (ii) Economic inclusion (£200k) – to help individuals gain the skills and knowledge to take advantage of the job opportunities available to them in the city and the region.
36. A Child Poverty local needs assessment has been undertaken and the Child Poverty strategy has been refreshed which has been rated as outstanding by NCB.
37. The York Poverty Action Group seeks to “make poverty everybody’s business”, encouraging a city-wide drive to improve living standards and have developed a vision for poverty. The vision lists eight themes, including tackling stigma and making York “a giving city”. It seeks to target the cycle between poverty, health problems and shorter life expectancy; ensure every resident knows how to access support; providing enough affordable housing to meet demands and educating children on financial issues.
38. The action plan supporting the vision targets take up of free school meals following representations made from York’s Youth Council. The % of primary pupils eligible for free school meals at year end as 11.1% a decrease on last years figure of 11.5%. The % of secondary pupils has remained stable at 8.4% for the last two years. However for both primary and secondary school pupils take up of free school meals in York is low compared to England, statistical neighbours and Yorkshire and The Humber.
39. To encourage the take up of free school meals the application process has been streamlined so parents only apply once when their child starts schools. Targeted work has also been undertaken with schools to increase publicity around free school meals.
40. Following on from this, the Poverty Strategy agreed an additional £85,000 funding to support cashless systems in our secondary schools. This will go some way to address the stigma associated with Free School Meals and increase uptake in secondary schools. The poverty strategy agreed that OCE would work with ACE and schools in the city to look at other ways for increasing free school meals in the city.

41. 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.
42. An extra £50k of Council funding was added to the DWP funding to create the York Financial Assistance Scheme and £80k EIF funding was pledged to support the successful joint Big Lottery bid with CAB to develop closer partnership working with information and advice partners and increase the level of skilled benefits and money advice in the city.
43. Localities with the greatest poverty are targeted through the Citizens Advice Bureau 'Small Change Project' on family budgeting.
44. Despite pressures created by welfare reform the level of rent arrears has remained stable from the same point last year. We estimate that approximately £50k of the current tenant rent arrears is due to the effects of the spare room subsidy. Over 600 Council tenants are still affected by this policy change, but the work of the Money and Employment Advisers to offer advice to these tenants, and the changes to facilitate direct exchanges continue to help reduce this figure.
45. A new integrated family support service has been established and also the Troubled Families Partnership Board. The Integrated Family Support service comprises three team based around the city and aims to deliver good and improved outcomes for children, young people, families and communities as a result of providing intensive family support to families with the most complex needs, including those families identified as troubled families. During 12/13, 112 newly identified families engaged with support, of these 99 are eligible for Payment by Results on achieving the agreed outcomes set by government.
46. Future Prospects are working with 15 new families per month and achieving 20 learning outcomes per month for those seeking support with building skills that improve their lives and can ultimately return them to work. In total the service have worked with 200 individuals since January 2012.
47. In addition over the past year 485 families attended targeted parenting programmes and increase of 6 on the previous year.

48. The poverty strategy also sets an ambition to address the affordability of childcare in the city. This work is being taken forward by the Financial Inclusion Steering Group.

### **Fuel Poverty**

49. 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 DECC funds 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. The panels convert daylight into electricity helping tenants heat and run their homes for less.
50. CERT funding has also helped residents receive over 1200 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.
51. A new Home Energy Support Coordinator is now in place to offer practical, simple advice on fuel and money saving actions. Advice will also be offered on how to make homes warmer and cheaper to run through energy efficient measures such as cavity wall insulation.

### **Food Poverty**

52. Increasingly people are suffering Food Poverty. As part of the poverty strategy, cabinet have agreed funding for an affordable food campaign. The Council are working with York Press to deliver this campaign in the city in autumn 2013. This will consist of a leaflet delivered to target residents, in the press and at York food festival. The leaflet will contain money advice as well as recipes for meals for 4 under £5 created by 20 leading York chefs.
53. A second food bank has been set up in Tang Hall with support from the Council. The first food bank was set up at The Gateway Centre in Acomb last year, run by registered charity The Trussell Trust and York Food bank. The Council provided £15,000 in funding towards fitting out the store, staff training and running the food bank.

Since the opening of the food bank in Acomb, 485 vouchers have been issued which have helped feed 1,003 people using over five tonnes of food donated by residents and businesses. The new food bank at Tang Hall Community Centre is managed by York Community Church with advice and support from the Council.

54. Teaming up with The Press in the crusade against poverty the York Harvest campaign took place during September. People across the city donated food to ensure that the city centre charity, Carecent were able to stock their shelves for a further 12 months. Additional collection points included Council offices at West Office and Hazel Court and The Press office.
55. City of York Council also support Edible York encouraging communities to establish edible community gardens across York one of which is located within the grounds of West Office the Council building.

### **Priorities / Actions**

56. Tackling poverty in the city will remain a priority for York's Equality Scheme. Priorities with focus on increasing the up take of free school meals, undertaking a campaign on affordable eating, building on the generosity of York's Residents and businesses and explore options in partnership with the faith and businesses in the city to develop a York Poverty Action fund. This fund could be used to supplement funding to York Consortium and support anti poverty through a Call to Action. The potential to set up a York Giving/Fairer York accreditation scheme for local businesses that support the York Poverty fund with an optional extra charge on their goods/services will be explored.

### **Increasing Employment and Training Opportunities**

57. York's Equality Scheme in relation to employment and training opportunities focuses on:
  - Increasing the number of businesses offering apprenticeships.
  - Providing opportunities to enable young people to become 'work ready'.
  - Increasing 16-18 and 19 – 24 Apprenticeship starts.
  - Reducing number of Young People Not in Education, Employment or Training.

- Reducing proportion of Year 12 young people who are NEET with special educational needs or disabled (SEND).
- Reducing 18 - 24 year olds JSA claimants.
- Increasing employment of the BAME community and Gypsy and Traveller Community.
- Reducing the number of women and lone parents who are unemployed.

## **What we have done**

### **Jobs**

58. The Council has created an Economic Infrastructure Fund (EIF) totalling £28.5m over a five-year period to 'kick start' initiatives that support York's economy, create jobs and secure investment. This funding has helped support job Fairs in the City.
59. Jobs Fairs run in partnership between the Council and Jobcentre Plus took place in 2012 & 2013, attracting circa 1800 attendees. These will be a regular feature in the city during 2013 and beyond.
60. Actions in York are demonstrating positive results on employment. Despite the slow economic recovery, York remains resilient, with a comparatively small loss of private sector employment (-3.7% between 2008 and 2012), whereas e.g. Leeds saw a loss of -9.2%. This strong employment market in York likely to continue with new businesses such as John Lewis and Hiscox recruiting this year.
61. York attracted 800 new jobs to the city, a key highlight being a deal with Hiscox to bring 300 – 500. In supporting the distinctiveness of the city a new brand for independent retailers, "Proudly in York" was developed.

### **Skills**

62. Workforce skills are ranked 3rd best out of 64 cities. However helping residents into employment and ensuring they have the skills to take up employment opportunities remains a key commitment.
63. The City wide Skills Assessment of Need has been completed to identify the key priorities to support the ambitions of business, individuals and the city's economy both now and in the future. York Skills Strategy - Unlocking York's Potential is to be published end October 2013. Targeted programmes are in place to support unemployed 18-24 year olds, Over 50s and adults with learning difficulties and disabilities into work.

## **Employment/ Unemployment**

64. York has again seen a fall in the levels in unemployment with the new Jobs Seekers Allowance (JSA) claimant count falling to its lowest figure since October 2008. Figures released October 13 have shown that there are currently 2317 claimants in York, a fall of 134 from last month and of 740 from the same time last year. The claimant count represents 1.7% of the working population and contrasts to the regional average which stands at 4.1%. The figures are also much lower than the national average which stands at 3.2%, showing York to be outperforming other cities regionally and nationally.
65. JSA claimants broken down by ethnicity at April 2013 is at 0.88% and has remained stable since November 2012, falling from 1% August 2012.
66. The proportion of Workless Households in York is at its lowest point since 2005, at 13.2%. This compares well to the much higher regional figure of 19.2% and the national figure of 18.1%.
67. Long term youth unemployment (16-24 year olds) has now levelled off locally and has remained stable at 0.3% (Sept 13) well below the national and regional figures (currently 0.9% and 1.4%).
68. The % of care leavers in employment, education and training (Qtr 3 13/14 is 80% an increase on the year end figure which was 71%.
69. The Council's Learning York team in partnership with Jobcentre plus offer 'Head Start' training – intensive two-week courses to help unemployed 18-24 year olds get into work or apprenticeship placements. Funded by the Department for Work and Pensions until March 2014, sessions cover creating a professional CV, application techniques, covering letters and interview preparation plus support with job searching. Participants also have an English and Maths assessment and are referred onto the appropriate course if required.
70. IFS Families meeting the Troubled Families criteria for being out of work have action plans supporting them to make progress into work. Six families have achieved this since the service was launched in January; a number of others are well on the way to being employed.

## **Apprenticeships**

71. 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. The Council has also revised its strategy for apprenticeships to provide a clearer career pathway for apprentices at the Council. Apprenticeships are offered for a fixed term and apprenticeships are considered for vacancies allowing career progression.
72. 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).

## **NEETS**

73. 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 SEND. Participation of 16 year olds following the September Guarantee monitoring period was 95.2%, a new record high figure.
74. The % of Young People NEET reduced from 5.7% Nov 11 to 4.9% Nov 12 (Awaiting Nov 13 figures).

## **Internships**

75. Working in partnership with Higher Education in York internship and mentoring programmes have been established for undergraduates with 7 undergraduates receiving placements January 2013.

## **Supported Employment**

76. Yorkcraft supported employment services provide 35 full time supported employment placements for adults with a disability and/or mental health, under DWP's Work Choice Programme.
77. Café West located in Council offices at West Offices is run by the charity United Response which is a training centre for adults with learning disabilities, providing on the job training that teaches different skills and expertise needed in the service sector. The trainees are involved in most areas of the café, from working in the kitchen preparing food, running the coffee machine and operating the till.

78. Work continues to improve the apprenticeship offer for young people with learning difficulties. Work is underway in partnership with Blueberry Academy who provides specialist support for people with learning difficulties and the Council to provide work experience opportunities and links to pre apprenticeship programmes.
79. Adults with Learning Disabilities in employment for 2012/13 was 38.58% a significant increase on 10.26% figure for 2011/12.

### **Mental Health Issues**

80. Work has been taken to develop progress pathways into employment for those recovering from mental health problems. 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 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.

### **Gypsy and Traveller**

81. Training courses are continuing for Traveller women in conjunction with the Travellers Trust, to develop 'employability' skills in literacy, self confidence and communication skills. The Traveller Literacy group in St Lawrence's children centre was very well attended and women gained qualifications at the end of last year and are continuing to attend. Over the last 18 months 26 Gypsy and Traveller Women have gained employment, 16 of these since March 2013.

### **Priorities/Actions**

82. Recent data suggests that public sector cuts are beginning to bite in York. The city is highlighted in new ONS data as the most affected local authority in the region for the percentage loss in public sector employment. This was anticipated, given York's high public sector workforce and will continue to be a challenge for the city. The Council's focus on bringing more jobs to the city is therefore crucial to offset this ongoing reduction.

83. Youth unemployment and longer term claimants remain an issue, although this is a national trend and not unique to York. Locally, the longer term outlook is moving in the right direction with youth unemployment decreasing by 230 in the year to September 2013 and longer term claimants reducing by 205 from 1 year ago.
84. Increasing the number of people in Education, Training and Employment will remain a key priority for York's Community of Identify in York's Equality Scheme.
85. Work will also focus on Apprenticeship starts amongst those aged 25+ as this is anticipated to slow down both locally and nationally with the introduction of Adult Advance Learning Loans and the requirement for increased employer contributions.
86. York's apprenticeship hub funded through the Leeds City Region Partnership who secured £4.6m in government funding to support proposals to boost apprenticeships in the area will seek to increase 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.
87. Work will also focus on increasing the % of care leavers in employment, education and training to address the decrease in performance. Year end performance was 70.59% compared to 73.7% at 11/12.
88. 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, meaning 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.
89. 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.

## Child Care Provision

90. Key priorities for the Equality Scheme are to:

- Implement the Early Year delivery plan to increase the number of additional free childcare places by 1000 for 2 year olds by 2014.
- 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.
- Develop protocols in conjunction with the planning department and Ofsted for new settings

### **What have we done?**

91. 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 a 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. Protocols for new childcare settings have been developed with the planning department and Ofsted.
92. Number of settings receiving good and better Ofsted judgments has increased from 80% to 88%. Childminders receiving good and better Ofsted judgments increased from 73% to 74%. Number of out of school clubs achieving good or better went from 63% to 65%.
93. City of York Council has also been chosen to help develop childcare across the country because of its expertise in the area. The Council's Childcare Service will take part in a two-year government trial to help other areas develop childcare hubs. York was chosen because of the success of its award-winning 'Shared Foundation Partnerships' - childcare networks across the city made up of schools, childminders, private nurseries and playgroups – which have been running for a number of years and are similar to the childcare hubs the government is encouraging authorities to set up.

## **Priorities/Actions**

94. Work to deliver the Early Years Delivery Plan will remain a key focus of York's Equality Scheme.
95. The Poverty Strategy agreed to look at affordable childcare provision in the city as a key long term priority to deliver a poverty-free city.

## **Educational Attainment**

96. The overall aim within York's Equality Scheme is to 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.

### **What we have done**

97. Educational attainment results show significant and tangible improvement over the previous year putting York in a strong position regionally and nationally. Overall York's children are achieving good and improving results but there remains work to do in some of York's schools. York has achieved its best GCSE results with 67% of pupils achieving 5+A\*-C including English and mathematics. This places York as one of the top (16th out of 152) Local Authorities in England

### **Free School Meal Pupils**

98. Work has taken place with schools to develop targeted strategies to accelerate progress of FSM pupils in English and Maths. It has been an encouraging year in terms of educational attainment.
99. The difference in % points between pupils eligible for FSM and those who are not, achieving Level 4+ in Reading, Writing and Maths at Key Stage 2 is 25% (2012/13). Narrowed by 11 over 3 years.
100. % of FSM pupils achieving Level 4+ in Reading, Writing and Maths at Key Stage 2 is 54% (2012/13). 16 %pt improvement over 3 years

101. Difference in % points between pupils eligible for FSM and those who are not, achieving 5+A\*-C (Inc E&M) at KS4 is 29.40% (2012/13). This compares to 28.9% for the previous year.

102. % of pupils eligible for FSM achieving 5+ A\*-C (Inc E&M) at KS4 was 39% (2012/13) and increase on the previous figure which was 36.2%.

### **Looked after children**

103. Previous figures have shown a positive trend for the % of children in care reaching Level 4 in Maths at KS2 has increased to 69% from 56%. The latest figures are still awaited.

### **SEN Pupils**

104. In order to drive up educational attainment of SEN pupils the School Improvement Service have worked with external consultants who are registered Ofsted inspectors to provide training sessions for school leaders and governors which has developed their understanding of their responsibilities towards closing the gap between SEN and their peers.

105. This training has been followed up with bespoke in-school support provided by the secondary and primary SEN consultants. This work has involved work with SENCOs and senior leaders to ensure that SEN has been correctly identified in school tracking data, the training of teaching assistants to deliver specific interventions to raise attainment in English and Maths. This work is continuing with identified schools where there is a wide gap in attainment and progress between SEN and their peers.

106. % of SEN (non-statemented) pupils achieving Level 4+ in Reading, Writing and Maths at Key Stage 2 is 18%. There has been no variance over three years. The % of SEN children (non-statemented) achieving 5+ A\*-Cs GCSE (or equivalent) including English & Maths at Key Stage 4 was 23% compared to 20% for the previous year.

107. Educational attainment of SEN pupils will remain a priority. SEN consultants are producing a strategic plan for 2013-14. A strategic group has been formed to look at developing a BESD strategy.

## **Gypsy and Travellers**

108. In order to promote education and training opportunities for Gypsy and Traveller Children to increase educational attainment in schools and community centres intervention programmes with a vulnerable group of Y6 traveller pupils has achieved measured improvements in attendance and achievements.
109. Work has also been undertaken with children centres and voluntary sector partners to support the engagement of the traveller community in children centres. This work has resulted in Children Centres having:
- Registered and reached 100% of Traveller children aged 0-4 and engaged with 69% within this age group
  - Reached 915 of Traveller families
  - 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. September 2012 showed 0% NEET for Y11 Travellers and EAL school leavers.
110. Research will take place early in the New Year, with input from York University, to investigate reasons behind increasing Gypsy and Traveller families opting for home education, at a time when uptake of post 16 courses and adult learning opportunities is increasing.

## **Priorities/Actions**

111. Raising the educational attainment for Community of Identity children will remain a key focus of the Equality scheme. However particular focus will be given to raising educational attainment of Looked after Children.
112. The % of children in care reaching level 4 in English KS2 has reduced to 54% from 67%. There has also been a reduction in the % of children in care achieving 5 A\*-C GCSEs (or equivalent) at KS4 (incl English & Maths) has decreased from 23.5% to 7%. To improve educational attainment of these cohort individuals will receive timely Personal Educational Plans developed with the involvement of social care professionals focusing on the young persons educational needs to drive up standards. A review of Pupil Premium will be undertaken to ensure that it is being used effectively to raise the attainment of Looked after Children.

113. Educational attainment despite successes with Yr6 pupils will also be a key focus (cohorts too small to report on) as educational attainment at all levels needs to improve.

### **Meeting Housing Need and decency and tackling homelessness**

114. Key priorities for York's Equality scheme in relation to meeting housing need and tackling homelessness for communities of identity focuses on:

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

#### **What have we done?**

115. 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 just short of the target of 126. This was due to the delayed Hungate development.

116. Progress is being made with a £2m scheme to build 18 affordable homes in Elvington currently being developed by York Housing Association. This will be for people with a local connection and in housing need and is due for completion August 2014. Plans to build between 50 and 70 new homes as part of a first phase of new Council housing are progressing.

117. The completion of 124 new student homes on Brownfield sites on Hull Road in September 2012 has had a significant positive effect on both the net additional homes and the proportion on previously developed land.

118. Birch Park Extra Care Scheme for people with Learning Disabilities opened. The scheme has 12 apartments benefiting 14 individuals.

119. A £800k project to refurbish 84 post-war non-traditional Orlit Council properties including re-roofing, loft insulation, double-glazing and structural repairs was undertaken.
120. 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.
121. The policy on Direct Exchanges and transfer concerning rent arrears has been relaxed - tenants with low level arrears can now exchange if they are affected by the spare room subsidy providing they demonstrate a commitment to reducing their debt. This has resulted in Completed Direct exchanges increasing by 70% on the same point last year, making best use of housing assets.
122. A Landlord accreditation scheme was agreed and is being developed to improve housing conditions in the private sector.
123. 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.
124. Council tenants have been actively encouraged to downsize through the Councils 'Homeswapper' scheme which allows the system to match those under occupying with tenants who are overcrowded and wishing to move. An incentive scheme that provides tenants with financial assistance to downsize up to £2,500 has been introduced.
125. The policy on Direct Exchanges and transfer concerning rent arrears has been relaxed. If tenants' have low level arrears they will be considered for a move if they are affected by the bedroom tax providing they demonstrate a commitment to reducing their debt. With any new build scheme opportunities to promote downsizing particularly those affected by the bedroom tax are considered as a priority.
126. An initiative to tackle housing fraud has been launched by Veritau which is jointly owned by City of York Council and North Yorkshire County Council.

Veritau have joined forces with eight other housing providers within North Yorkshire to create an anti-housing fraud alliance. The initiative will focus on identifying and prosecuting people who lie about their circumstances in order to obtain a property; tenants who unlawfully sublet their property; tenants who stop living at their property and people who provide false information to gain a property through succession rights.

### **Supporting Independent Living**

127. The Council have invested £1.2m over a five year period to increase telecare provision enabling more people to live independently in their own homes for as long as possible. There are 4 dedicated Telecare Technicians providing assessment, advice and installation for all telecare customers.
128. 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. Taking this on board 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 provided opportunities for people to view the latest equipment and how it worked.
129. At year end the total number of customers benefiting from warden call and telecare was 3,131, an increase of 360 customers for the previous year 11/12.
130. People with learning difficulties in North Yorkshire are now able to get support and training to help them move into adult hood without them having to go out of the county. The Dentdale independent living facility joint funded by the College and the Department for Education as part of a bid secured by City of York Council is used to provide independent living and work training for students aged 16-24 with severe learning difficulties and disabilities.
131. Latest figures show that the % of care leavers in settled accommodation is 100%.

132. A Supported Housing Strategy has been developed which focuses on providing supported housing for older people, those people with mental ill health, learning disabilities, young people, offenders and ex offenders and people with substance misuse issues.

## Homelessness

133. Following several stakeholder consultation events, the new Homelessness Strategy 2013-18 was agreed by Cabinet March 13. In addition £279k CLG funds were 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 January 13. 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.
134. 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.
135. A new specialist service to help York's homeless young people into work and prepare them for independent living opened. An existing hostel in Acomb has been adapted by Housing and Children's Social Care Services to provide expert support for young people aged 16-21 who are vulnerable and homeless so they can begin to build their lives and find work as well as manage a home of their own. The service incorporates a wide-ranging educational programme, concentrating on helping prepare them to take on and maintain their own tenancy. Training helps the young people develop independent living skills, such as cooking and budgeting, and help them apply and prepare for work. They also can get advice on sexual health and personal relationships. Staffing is around the clock and the Council's Pathway Team has re-located to the building. Other Council services also use the refurbished centre to run advice sessions and York College runs a foundation educational programme from the hostel to encourage service users back into education and training.
136. 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.

137. The number of homeless households in temporary accommodation has reduced from 99 at year end (and at the same point last year) to 92 at Qtr1, which is a significant achievement, especially in relation to a 9% increase in this measure nationally.
138. Welfare reform continues to contribute to a challenging context nationally with the number of homelessness decisions and acceptances increasing by 5% compared to the same point last year. In York, we are seeing an increase in numbers approaching us for assistance and advice, but the number formally presenting for decisions has decreased significantly (by 32%). This is due to the very proactive prevention work which is taking place, including the implementation of a dedicated Housing Options worker in the customer centre, who is able to deal with a significant proportion of customers without the need for a formal presentation. Customers are also helped into accommodation in the private rented sector through YorHome, and through North Yorkshire Home Choice for social housing.

### **Priorities/ Actions**

139. Meeting housing need and tackling homelessness will continue to be a priority for York's Single Equality scheme.
140. 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.
141. To meet future housing challenges the Council has made a commitment to invest £7m in the Get York Building initiative to expand York's 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. 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.

142. 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.
143. The Two new care home facilities are being proposed in the East and West of York; at Burnholme and Lowfield, Acomb respectively. The care home at Lowfield will be part of a wider Community Village for Older People that includes a Community Hub and other housing accommodation that will provide a 'care pathway' from independent living right through to end-of-life care. Based upon examples of innovative care in the UK and Europe, the new 'Household Model' of residential care proposed for the two homes looks to replicate a comfortable 'home within a home' environment for residents. Each self-contained household within the home will accommodate a maximum of 12 residents with similar care needs, with private en-suite bedrooms, a shared kitchen, and open plan indoor and outdoor spaces for social living. Subject to planning permission, building will start during 2015 and the homes will open in 2016.
144. Year end performance has shown that the number of people with a learning disability and mental health needs living in settled accommodation has decreased from 73.1% to 63.19%. Work is to taking place in the development of the Mental Health action plan with commissioners to develop supported living options.
145. 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.

## **Transport**

146. A key focus for the Equality Scheme is to 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).
147. The Council has instigated a huge and diverse range of projects and initiatives under its Get York Moving programme, including:
- Improving bus services – the Council secured £2.9m in

Government funding after successfully bidding to the DfT's Better Bus Area Fund. With contributions from local bus operators and £1.6m from the Council's Economic Infrastructure Fund, the £6m programme is strengthening agreements between the Council and all bus operators in York to ensure local bus services are consistently delivered to a high standard, and that pricing is competitive and road layouts and facilities are improved.

- Launch of the All York ticket last year, the first time that a single ticket could be used on all the city's local bus services.
- Funding has been obtained from the DfT for the Council's Access York initiative with two new Park & Ride sites scheduled for completion in 2014.
- The Council is forging stronger sub-regional partnerships with the Leeds City region to release transportation investment for York.
- The Council has been lobbying for HS2 to join up with the East Coast main line to maintain its strong rail links.
- Radical proposals are being considered to promote a more pedestrian friendly city centre and the Council will be trialling restrictions to cars and motorbikes across a major bridge this summer.
- The city is continuing to expand its network of cycle routes as part of its iTravel scheme which promotes and supports sustainable transport and seeks to influence resident's and businesses travelling behaviour.

148. York Youth Council has worked in partnership with CYC and the bus operators to increase understanding of young peoples' views concerning various elements of the bus network. Representatives of the Youth Council have attended meetings of York's 'Quality Bus Partnership' and have raised their concerns about the price of bus travel for young people. Backed by York's Youth Council York's Quality Bus Partnership offered 11 to 18 year olds cheaper bus fares throughout August. More young people are able to get discounted travel, the Yozone card which acts as a proof of age card, already give 11 to 16 year olds discounted fares from transport operators, but following requests from parents, schools and young people, the Council has launched a separate 16-18 year

old card. The scheme supports the Council's aim to increase bus usage in York by young people.

149. The Council's scheme that promotes travel independence for young people with disabilities has won a second prestigious national award. The York Independent Living Travel Scheme (YILTS) enables people with special educational needs to travel independently to school and college using public transport, or by walking or cycling. The scheme won a Guardian Public Services Award in 2010 in the Transport and Mobility category and was awarded its second award September 2013 by the Association for Public Service Excellence (APSE).

## **Improving Health and Wellbeing**

150. The areas of focus for York's Equality scheme around health and wellbeing is to:

- 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.

### **What we have done**

151. In the last year the Health and Wellbeing Board has been established and the Health and Wellbeing Strategy is being implemented.

## **Young People**

152. Youth Support Services were awarded one of 12 Youth Innovation Zone grants to establish a new Youth Sector Partnership in the City. The Partnership will bring together youth work providers from the statutory, voluntary, community, uniformed and faith sectors to:  
Explore new ways of working together across sector boundaries;  
Establish clear communication systems across the sector; Provide opportunities and systems for sharing practice, knowledge expertise and resources to best meet the needs of young people in the City;  
Ensure the provision of a Youth Offer that meets the needs of all young people in the City; Co-ordinate training opportunities to ensure that best use is made of available opportunities; Develop an online resource and network to support the youth work sector in the city; Work together to respond to issues raised by the sector
153. Progress on the Healthy schools programme has been undertaken. York has 100% of Schools with Healthy Schools Status and two schools with Enhanced status.
154. The Council joined forces with national charity Relate to give additional support to parents of teenagers in York. The move follows an increase in requests for information to the Council's Family Information Service from parents with issues relating specifically around teenagers. As a result, the Children's Trust Unit has commissioned five 'Riding the Storm' courses for the coming year. Delivered by Relate, Riding the Storm is designed to help mums, dads and carers develop a better relationship with their teenagers by improving how they communicate.
155. The Romance Academy a new project was launched in Clifton earlier this year. The Academy gives young people a chance to talk openly about relationships and sex, and consider questions like 'what is love. There are plans to extend the programme to venues across the city, starting with the Acomb and Hull Road Area later in the year.
156. Workshops on preventative measures to reduce teenage pregnancy were undertaken at the 'No wrong door' conference. This is a conference for the children and young people's workforce from partners across York. Key features of these events are presentations and films delivered by young people and parents.

157. Teenage conception rates are continuing on a downward trend. Teenage Pregnancy conception data received in February 2013, referring to 2011 data, indicates a continuing decline in teenage conceptions in the city, the 2011 rate being 25.3 per thousand females aged 15-17. This is currently below both the England and Regional rates.

158. The Smoking in pregnancy advisor delivered training to five participants. Bespoke sessions now incorporated into Babes in Arms Parents group and Howe Hill for young people. Preparatory work under way for forming the Tobacco Alliance. PSH Meetings arranged to ascertain sharing data on 'smoking in pregnancy and following childbirth'. The latest quarterly figures (Q4 2012/13) show that the percentage of women giving birth in York hospital who were known to be smokers at the time of delivery was 13.0%. The national average is 12.8% and the regional average is 17.1%. The trend for smoking at time of delivery in York is downwards.

### **Young People with Autism**

159. York's Autism Strategy was launched in February 2013 at a highly successful conference attended by 250 delegates. Work has been undertaken to support the increased numbers of children and young people with autism in mainstream schools. Specialist teaching assistance work with children and young people and their families and schools to promote increased understanding and skill in supporting children with autism.

### **Disabled Young People**

160. The City of York via the YorOK Partnership have signed up to the 7 principles in the Disabled Young People Charter to improve the healthy and wellbeing of young disabled people.

### **Looked After Children and Care Leavers**

161. The Council's Keeping Families Together initiative is continuing to deliver an overall reduction in the number of children in public care. This initiative seeks to safely support more children at home in the care of their parents or extended family members. It also helps those children who are already looked after to move more quickly on to alternative permanent care. To support these arrangements, the Council has developed a 'new deal' for local foster carers to ensure that there is a sufficient supply of high quality local placements available for those children who do need to become looked after.

162. The above arrangements have delivered a sustained month on month reduction in the overall number of children who are looked after. Looked After Children numbers have reduced from 243 at the 1st April to 223 at the 20th October.
163. The Council launched its Springboard Project to recruit volunteer mentors to support young people aged 16 and over who are leaving or have left care. Funded by the Big Lottery Fund and run with the support of a range of partners. Springboard helps young people with a range of issues such as raising self esteem, employability and independent living. Recent figures show that 20 mentors have signed up to this project and 16 young people have been linked up with a mentor.
164. 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 been overseen by a transitions worker situated in Atlas the young peoples service.
165. The Council's Keeping Families Together – Keeping Children Safe programme introduced a suite of developments to keep children safe, prevent escalating problems and improve the quality of care for looked after young people. These include:
- A new referral route / process for all concerns about children / young people
  - Implementing an Integrated Family Service (Incorporating York's Troubled Families response)
  - Re-configured and strengthened children's social care arrangements
  - A new deal for foster carers
  - Strengthened Independent Review of Practice
  - Creation of separate Adoption and Fostering Services
  - Implementing a Looked After Children's Support Service
  - Reviewing and re-procuring York's children's home provision.

### **Carers**

166. A specific family and carer service has also been commissioned from the generic carer's service provider and is delivered alongside the generic substance misuse services.

167. Following consultation with the Carers Strategy Group a new process has been established to ensure that Carers who are in receipt of means tested benefits will be given priority for the receipt of the Flexible Carers Grant. The impact of this will be reviewed in the New Year. Timeliness of social care assessment and timeliness of social care packages continues to increase.
168. The Council has helped develop a national toolkit to support health and social care professionals plan services for carers. The Carers' Hub Toolkit for Commissioners was designed by the national charity Carers Trust working with local authorities - of which York was one - and other health and social care partners. Its aim is to give providers an overview of the services for carers in their local area helping them to address gaps in provision, pinpoint which groups and communities are being served and improve communication between carers, service commissioners and providers. The city's Health and Wellbeing Board has also adopted the national Carers' Charter with a commitment to empower and support carers and has invited a number of carers to share their experiences with the Board.

### **Alcohol, Smoking and substance misuse**

169. 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.
170. YACRO have purchased a 4 bed house specifically for people in drug and alcohol recovery & have committed to develop this self-funding model of sober-living accommodation over the next 5 years.
171. 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.

## **Gypsy and Travellers**

172. 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.

## **LGBT**

173. Work is taking place with the LGBT forum who are developing a Health and Wellbeing document. The strategy is based on a four year plan and outlines the needs of York's LGBT population and the actions considered necessary to lead to equality. It makes suggestions for research and identifies organisations which could help achieve the goals. The work will be led by sub-groups within the LGBT Forum.

## **Dementia**

174. To meet the forecast predications for the increase in the number of people who are/will be suffering from dementia 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. The Council has launched itself as a local action alliance.
175. York has registered as an early adopter for the national recognition process and has made links with colleagues in Bruges who are also working to become a Dementia Friendly City. York's library service is working with Dementia Forward on awareness raising, dementia related reading lists and appropriate books for the library. Sport and Active Leisure have continued to recognise and respond to the needs of those with Dementia in their programme of leisure activities and have worked with Sports UK to develop a Dementia Awareness course for coaches, instructors and providers of sports clubs across the city. A project has also been undertaken.
176. All customer centre staff have received dementia awareness training and is part of their ongoing training programme. Dementia Forward have worked with retailers raising awareness with staff in a number of staff and Visit York staff have also undertaken this training.

## **Activity for people with medical conditions**

177. City of York Council's HEAL (Health, Activity, Exercise and Lifestyle) Programme has recently been expanded to enable more people with medical conditions to live a more active lifestyle. The exercise referral scheme has been extended to a further venue. A cancer specific exercise class has also been introduced and a fully trained instructor with specialist cancer qualifications gives patients who are having, or who have had, cancer treatment a personal screening assessment. Based on this a personal exercise programme is developed which includes aerobic, functional and resistance exercises. The classes aim to reduce the side effects of treatment, improve recovery and help minimise symptoms of the condition such as fatigue. Referrals to this class are made from the Cancer Care Centre in York, through specialist clinical nurses as well as from the majority of GP Practices in York.

## **Priorities/ Actions**

178. Performance for ensuring carers receive a needs assessment or review and a specific carer's service or advice and information has declined from 23.95% (11/12) to 22.16% (12/13). A plan has been developed to reduce the current waiting list for Carers Assessment of Need and implementation is underway by operational services. Work will also focus on identifying the number of carers from BME communities in York to plan appropriate action to enable access to services and support.
179. The number of people with a long term limiting disability taking part in sport and active leisure declined to 9.3% from 15.4%. The Council successfully secured £252,705 of National Lottery funding from Sport England's Inclusive Sport fund 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. The strategy to increase the access of disabled young people to positive activities and volunteering through extended services and in youth clubs is also progressing.
180. Results from the national child measurement programme for childhood obesity shows the percentage of reception children recorded as being obese has increased marginally to 8.53% from 7.5%. The percentage of children in year 6 recorded as being obese has also increased to 16.13% from 14.7%.

New initiatives are currently being considered to assess what further options families have to help reduce the number of overweight children in York.

181. Discharges from hospital continue to be a challenge with a continuing increase in the number of referrals from hospital. Neighbourhood care teams are to be established to support people in their transition from hospital to home. Regular case reviews will be undertaken for those people who have been in hospital over 100 days
182. Improving mental health and raising awareness of mental health issues remains a key priority. A mental health toolkit is to be developed to engender a better understanding of mental health. Work is to be undertaken with the Youth Council to include training and curriculum support for schools.
183. Work to support the number of people presenting with Autism will continue and proposals for developing a hub for Autism/complex need day activity facility are being explored.

### **Access to Information and Services**

184. In terms of improving access to information and services York's Equality scheme focuses on the following priorities:
  - 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.

### **What we have done**

185. Early in 2013 the Council completed the successful move to West Offices, rationalising its city centre office space and offering an improved service for customers with the opening of a new Customer Centre. A major benefit to the customer is being able to offer customers a joined up service in the customer centre from the Council, Citizens Advice Bureau and Credit Union. This presents a first class service and will build on the Customer Service Excellence award achieved by phone and face to face teams in October 2012.

186. Work is underway toward making high quality internet access available in all York communities by 2015. Private sector investment led initiatives are progressing for both business and residential communities within CYC's boundaries. This includes but is not restricted to the upgrade of existing exchange and street side infrastructure and the deployment of new infrastructure that is required to establish and sustain the delivery of super and ultra fast access to the internet. Awareness raising and demand stimulation campaigns are underway.

187. The Council also achieved funding for enhanced broadband coverage and Wi-Fi through the Super Connected Cities bid and development of the York Core network with City Fibre Holdings. The Council made £79k available from the Council's Delivery and Innovation fund to provide WFI in York's parks.

188. The refreshed City of York Council website was launched January 2013 providing a much more interactive and informative experience for users.

189. A new website for 11-18 year olds in the city was launched March-13. [Yor-zone.org.uk](http://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's a one-stop shop for information about activities and events around the city.

190. A new website *My Life My Choice* has been developed to make it easier for vulnerable people to find out about the support that is available to them. Information is available on how to:

- Find local groups and activities
- Manage your personal budget if you have one
- Receive and share help and advice
- Find out how to make a support plan

191. A new, free, What's On listing for people with special needs has been welcomed as an extra social resource to strengthen York's communities. Learning disability charity Netbuddy has launched the nation's first listing of events and activities for parents and carers with children or family and friends with special needs at [www.netbuddy.org.uk/events](http://www.netbuddy.org.uk/events) through its website and social media sites, Netbuddy crowd-sources practical information for the special needs community.

Local communities, groups and clubs can upload inclusive events for free. The site complements the Council's own information scheme which allows parents or carers of disabled children and young people to register for local updates and also receive a free Max Card which gives them discounted access to a huge range of activities across the UK.

192. As part of the Council's commitment in its Customer Strategy 2012-15, to improve and provide greater choice to residents in how they can access the Council's services, the Council have worked with the committee for Foxwood Community Centre and with their support, we will be providing dedicated direct phone access to our housing and Council tax benefits service at this Community Centre.
193. Three downloadable bus apps have been launched. In addition to the P&R app, 'YorkLIVE' provides live traffic and travel information, including where road works and road closures are, how many available spaces there are in Council car parks and live rail arrival and departure times. 'BusYork' helps bus users choose when and where to get their local bus service from, live departure times, route maps, specific bus information and service times, plus live Twitter feeds for the latest traffic and travel information. A public transport information centre has opened at York railway station.
194. Smarter York launched with Smarter Charter developed in March 2013. Twenty four hour 'Smarter York' hotline and app set up. A smartphone application commissioned by the Council which uses holograms of York's historic characters is being launched to boost people's knowledge and enjoyment of the city's rich history. The app uses cutting edge technology called UltraReality to bring the past to life right in front of the user's eyes - when they point their mobile at key points of interest around the city speaking holographic characters pop out to tell their stories. This is the first time the application has been used for a citywide environment. Revenue from advertising retailers and attractions will be divided between the developers and the Council providing the city with an innovative and additional income stream.
195. Work is ongoing on introducing a ground breaking app for member information Membersphere and a unique collaboration with the University will shortly allow for accredited training to be a key element of the member development provision.

Membersphere will provide Members with a single view of corporate communications and access to key member-supporting information, on a lightweight, easy-to-use platform to drive collaboration and group discussion. The Members portal will facilitate elected members to raise issues and queries on behalf of the citizen. They will be able to see the status of these cases through self service allowing members to support the transition to more cost effective and efficient self service functions.

196. Do It Online will continue to be developed for the customer and in time will become a seamless reporting facility for elected members and customers.

197. Improved use of social media has led to nearly 7000 followers with daily updates on Council services.

198. The Council has introduced webcasting for Cabinet meetings. The Council is continuing to work to enable public meetings to be viewed live as well as offering online archive where recording of meeting have already taken place. The webcasts are making an important contribution in promoting local democracy and increasing community engagement by enabling more residents to have greater involvement in the democratic process.

### **Priorities/Actions**

199. Improving access to information and services will remain a key priority for York's Equality scheme.

### **Respecting and celebrating diversity and tackling hate crime.**

200. To respect and celebrate diversity over the past year a number of initiatives have been undertaken to take forward key priorities:

- 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.
- City of York to achieve Sanctuary status.
- City of York to become the first Human Rights City in the UK.

## **What we have done**

201. The Community Safety Plan has been refreshed and a Hate Crime Strategy agreed. The hate crime figures for qtr1 are forecast to be 84 by the end of the financial year. This compares to 95 for 12/13 and 106 for 11/12.
202. Work has taken place with libraries Yorkshire MESMAC a charity set up to support the LGBT community and children centres who have agreed to become Hate crime reporting centres this will bring the total number of centres to 31 by December 2013.
203. The Council has been supporting the work of York's LGBT forum. The forum has a link to the SYP hate crime page.
204. York is still one of the safest cities in which to live, with overall crime figures predicted to reduce again, by 5% on last year. This aspect of York is well recognised by those who reside here; with the 2013 Big York Survey showing the percentage of residents who feel York is a safe place to live as increasing and the percentage of residents who think their local area is safe being stable.
205. The numbers for all violent crime continue to reduce as do those for Hate Crime incidents, reducing for the fifth consecutive years. Hate Crime incidents have continued to reduce since 2009/10 from 169 to 95 in 2012/13. Of these 81 were racial incidents, 5 were homophobic incidents, 5 concerned sexual orientation. For 13/14 the forecast is 84 hate related incidents. For the first quarter of 13/14 there have been 21 recorded incidents 19 in respect of race (10 for the same quarter 12/13) and 2 concerning sexual orientation (0 for the same quarter in 12/13).
206. A number of high profile events have taken place to celebrate diversity including: York's International Festival a celebration of faith and culture, Holocaust Memorial day , International Women's Week, Black History month, Domestic Abuse awareness week and York's Lesbian Arts Festival.
207. During the spring term of 2013, members of the school improvement team have been working with North Yorkshire Police Youth Officers, to plan and deliver sessions for PCSOs who work in schools. To date, 65 PCSOs have received training on how to deliver lessons on anti bullying, e-safety and risky behaviours. All evaluations were outstanding, with requests for this training to be part of PCSO induction in the future.

A working party has been set up with 6 PCSOs from all areas in York along with advisers in the school improvement team to produce a bank of teaching materials for PCSOs to use in schools.

208. The Customer Panel established in ACE were involved in the establishment of the 'buddy' service called 'Through the gate' for offenders which will escort/assist people leaving prison to their support scheme.

209. The Police and Crime Commissioner for North Yorkshire and North Yorkshire Police have announced a £228,000 investment to establish a new 'Multi-agency Safeguarding Hub' and Central Referral Unit to be located with the Council offices and West Office. The unit will see joint teams from the City of York Council, North Yorkshire County Council and the police work together to prevent and deal with serious crimes of abuse such as child sexual exploitation and serious domestic violence

210. 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.

211. A new student plan and guide developed with City of York Council are being put into action. York's students' unions Student Strategy and Student Community Guide have been launched to build on and better relationships between students and neighbours in the city. Already work has begun helping students settle into their new responsibilities as York residents, with the Council sharing advice on acceptable noise levels and on waste collection as part of the Smarter York scheme. The guide advises students on good neighbourliness, suggesting that they introduce themselves to local people and be especially careful with noise around homes with young children and shift workers. Student representatives have also joined ward teams to work with Councillors, partners and residents to contribute to Community Contracts.

### **Priorities/Actions**

212. Based on the first 6 months of this year criminal and environmental Anti Social Behaviour incidents are slightly up on last year.

To improve the way Anti Social Behaviour is dealt with the Council is working in partnership with the police to explore the possibility of establishing a multi agency Anti Social Behaviour Hub at West Offices.

213. So far this year the number of domestic violence cases is 5% up on last year and the percentage of repeat victims is also higher. However improved recording has contributed to this increase. The Council is adopting a stronger early intervention and prevention approach across services to ensure intelligence is more widely shared and early action taken.
214. 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 and the number of support units available has been increased by 10 units.
215. 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.
216. 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. An alcohol and substance misuse strategy is currently in development.
217. 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.

## Community Engagement

218. Like local authorities across the country, the Council needs to forge stronger relationships at community level in order to deliver sustainable and innovative services which can meet the city's changing needs and priorities. With reductions in public funding, the part communities have to play in defining and delivering the services they need will certainly increase.

219. We're committed to transforming the way that we deliver services at City of York Council, to ensure that residents and businesses get the best possible services at the best possible price. That means taking a fresh look at how, why and when we provide services, recognizing that a 'one size fits all approach' no longer fulfils the diverse needs of our communities.

### **What we have done**

220. In 2011, the Council joined the Cooperative Councils network. The Co-operative Councils Network is a group of local authorities connected by their common commitment to implementing co-operative policies and ways of providing services. In so doing they give communities power and a real say over the ways they are run.

221. The Council has sought to create opportunities for residents and stakeholders to co-design and co-produce services, debate issues and present their proposals for resolving them. In addition grow volunteering opportunities.

222. The Council is supporting the creation of social enterprises to deliver key services, such as the libraries and archives service and the Community Equipment Loan and Warden Call/ Telecare Service.

223. A corporate consultation and engagement group was established in late 2012 to coordinate and plan consultation and engagement more effectively throughout the Council to make best use of skills and resources, avoid duplication and provide a greater range of opportunities for residents and communities to be involved and influence decision making.

The group is currently working on bringing together good practice from across the authority and is developing an engagement portal on the Council's internal communications website so staff can access engagement tools and find out what activity is going on.

224. Consultation has been undertaken with the Gypsy and Traveller Community to develop the recently launched Gypsy and Traveller Strategy.
225. Tenant Inspectors and a Tenant Scrutiny panel have been established to scrutinise and influence housing policy and performance.
226. To ensure the widest possible involvement of residents including those from Community of Identity the Neighbourhood Working Model has been revised. The ethos of neighbourhood working means working alongside residents as equal partners to shape their own areas and neighbourhoods by developing local solutions for the things that matter most to them.
227. New Resident Forum meetings and Community Contracts at Ward level have been revised. New local Community Information Hubs in York's libraries to secure the active involvement of residents and partners, including community groups, to identify and address ward priorities have been established in addition Community of Identify Plans are underway and discussion are taking place with the LGBT community.
228. Neighbourhood working works alongside resident associations to empower them to improve their local area. A number of resident associations are starting to make a real difference in their local areas.
229. Tang Hall Resident's Association secured £1m over the next 10years for its residents to decide on and invest in projects and schemes that will enhance the local area and their quality of life. The area has been selected as a Big Local Area by the Big Lottery Fund's Big Local Programme funding to help urban and rural communities across England to make their areas even better places to live. Funding has been used to provide a new weekly advice session in the Tang Hall Community Centre to support local residents. The session is designed to give free, independent advice and support to residents irrespective of their tenure and will provide advice on money, employment and housing services.

Housing, the Citizens Advice Bureau, Credit Union, York Housing Association, Homelessness Prevention and Future Prospects will be working in close partnership with the Heworth Children's Centre. Additional services will be provided by the York Older Persons Advocacy Service and Babock Enterprise, which supports young people back into employment.

230. Muncaster Resident Association lobbied the Council to undertake substantial refurbishment to their home over and above the planned window replacement. 84 properties benefited not only from new windows but also structural repairs, new roofing and painting of exteriors.
231. Acomb's newest Residents' Association, Cornlands Road RA, is taking action on a disused piece of land and has plans to transform it into a new community play area. The group, which was elected to represent their area in March 2012, has secured £19,000 worth of funding to make improvements to the land near Cornlands Road. Before the plans were in place, the land had become a dumping ground for litter and a hot spot for antisocial behaviour. The funding will be used for improving the overall look and feel of the site, making it a safer place for children to play.
232. The Heworth and Tang Hall Residents' Association is working with CYC on plans to redevelop Hull Road Park, in a bid to improve and ultimately achieve Green Flag status for the Park. Among the investment plans, £15,000 has been earmarked for renovating the park's pavilion. Other suggestions for improvement include making use of the redundant bowling greens, clearing the beck and the possibility of introducing a cycle path. The RA has set aside funding to upgrade the pavilion into a café or usable space for community groups.
233. The Council has issued a 'Smarter Charter' underpinning our commitment to working alongside residents, business and community organisations to create attractive neighbourhoods. Smarter York will help to maintain a clean, safe and green environment for York. The initiative encourages and works with residents to create attractive neighbourhoods with a real sense of community and to tackle the things that can spoil our neighbourhoods for example littering, graffiti or dog fouling.

Examples of smarter ways of working include Snow Wardens, encouraging the sign up of Street Buddies, Resident Recycling Champions, support of Friends of Groups and continued working with Community Payback.

234. A key component of neighbourhood working is to encourage communities to get involved in solving local problems through volunteering. As part of the Council's commitment to volunteering the Council has:

- signed up to the York Compact and the York Volunteering Charter
- developed a Volunteering Strategy
- developed a Staff Volunteering Policy

235. 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.

236. 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.

237. A lot 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's a one-stop shop for information about activities and events around the city.

238. 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 YSJ International Discussions covered some of the issues facing international students in the city.
239. The Council has announced that York will be the first UK city outside London to throw its hat into the ring to help shape a Nesta community initiative based on the successful US Cities of Service movement, which was launched in New York by Mayor Bloomberg and has since spread to 169 cities across the United States.
240. The Cities of Service movement is a city by city initiative providing a new standard for how cities can tap the power of their people to tackle their most pressing challenges. It aims to make it easier for residents to play a more active role in designing and delivering services, encouraging communities to become a 'core service' for the city.
241. Nesta, working with Bloomberg Philanthropies and the Cabinet Office, has announced its intention to adapt the Cities of Service model for the UK context and has asked for a small number of cities to work with them to develop and test the model in the UK.

### **Priorities/Actions**

242. As part of the Council's ethos of continuous improvement a Peer review has recently been completed. Part of the review looked at how the Council engaged with its communities
243. More needs to be done to increase public participation and engagement at community level. Community Engagement is still 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 and respond to the findings of the peer review.

244. The Council is seeking to become a more Co-operative Council and work with customers and partners to redesign services, which are co-owned and delivered together. It is actively looking at new delivery mechanisms, including co-operatives and mutuals.

### **Responsive Services and Customer Care**

245. In taking forward the 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.

246. 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.

247. 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.

248. 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 found evidence that during 2011 –2012 there would be considerable progress.

#### **What we have done**

249. In taking forward the equalities improvement agenda a number of achievements have been made:

- A Procurement Strategy has been developed as is being implemented.
- A Procurement Equality Charter has been agreed and contractors are 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 service and Warden and Telecare services.

### **Priority/Actions**

250. Whilst progress has been made progress in implementing improvement actions 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.
251. The new procurement arrangements currently being implemented will take forward the equality improvement actions.

### **A modern and diverse workforce**

252. 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.
253. We also need to demonstrate that Councillors understand the importance of equality when making decisions and in how they use resources and that services are provided by knowledgeable and well trained staff who are equipped to meet the diverse needs of local communities.

### **What we have done**

254. Listed below are achievements that have taken place over the last year:
- a. The Workforce Development Strategy is being implemented which identifies equality outcomes for the workforce that are to be achieved. A review of the current strategy in June 2013 helped identify Change Management, Behaviours and Skills and Performance Management as three key areas for future development.

- b. An Equal Pay audit was completed in March 2013, and revealed no anomalies.
- c. CYC Introduced 'Living Wage' for CYC staff in April 2013 and became an accredited Living Wage Employer in November 2013.
- d. The Council launched an apprenticeship programme in 2011, and has created 69 placements since then providing fixed term employment opportunities.

255. From September 2013, the Council's apprenticeship strategy has also been to develop a career pathway for apprentices, by converting existing posts to apprenticeships in line with business need. The Council now adopts a vacancy management approach to posts suitable for apprentices and offers a number of supernumerary posts.

256. From April 2013, the Strategy has also included an increase in pay rates for apprentices to £4.98 rising to £6.19 after 12 months.

257. Following the results of 2011 staff survey the Council launched a Dignity at Work policy to address issues of bullying and harassment and re-launched the First Contact Network, which is a network of staff volunteers who support other staff who have brought an allegation of bullying or harassment. Results from the 2013 survey show a decline in the number of reported incidences of bullying at work and a decline in the number of staff who reported they are "always" bullied.

258. A further staff survey was undertaken during June and July 2013. Despite the amount of upheaval the Council has had in the last two years, the results show that improvements have been made for Control, Peer Support, Relationships and Management Support. Results for Role and Demands have declined very slightly, and results for Change have remained the same.

	CYC Overall 2011	CYC Overall 2013
Number completed	1473	1428
Bullied	139	130
Demands	3.08	3.06
Control	3.61	3.7
Managers Support	3.53	3.54
Peer Support	3.87	3.89
Relationships	3.92	3.94
Role	4.16	4.14
Change	3.05	3.05

259. The survey asked a number of supplementary questions. Results for a limited number of questions can be compared:

- a. Staff who would speak positively about the organisation has increased from 51% to 59%.
- b. Recent incidents at work being a source of pressure have reduced from 73% to 60%.
- c. Staff experiencing verbal and physical abuse from the public whilst doing their job has reduced from 37% to 30%
- d. Staff feeling their contribution is valued has decreased from 53% to 42%.
- e. The staff stating that the pace of change is a source of pressure has increased from 39% to 45%.
- f. Staff feeling they are fairly paid has decreased from 45% to 37%.
- g. Staff feeling they have a good work life balance has remained relatively static, in 2011 it was 57% and now is 56%.

260. A review of key HR policies including a review and strengthening of the flexible working arrangements has taken place allowing more of a work life balance. The Council introduced term time and compressed hours working from early 2013, and core hours of work have been extended so that staff can now work any time between 7am and 7pm.

261. The Learning and Development Offer has been strengthened through the Team York staff development programme. Initiatives include Service to City Leadership programme and Women in Leadership both of which are aimed at Heads of Service.

In addition nearly 700 courses have run and a new funding and delivery model for all Council learning and development has been developed and will be in place from April 2014.

262. Following on from the Women in Leadership programme the Council have launched its Springboard Women's development Programme which is a personal and professional development programme designed by women for women to enable them to achieve their full potential. 13 women are on the current programme which we are running in partnership with the Food Environmental Research Agency (FERA).
263. YOR Wellbeing (an interactive health & wellbeing portal for City of York Council staff and their families) was launched in March 2013 and has been very favourably received by staff who have accessed it.
264. The workplace health resource pack has been completed and is part of the workplace Health Project and pilot activities are underway with local businesses and the Council. And the Council hosted a well attended Wellbeing week in October 2013 for staff.
265. 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.

### **Priorities/Action**

266. 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 ongoing area for concern because so little recruitment is taking place.
267. However proactive work has taken place in the recruitment of apprentices with a number of initiatives being undertaken to recruit under-represented groups.
268. 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.
269. To address the areas of concern :

- A target marketing campaign for the 2013/14 apprenticeship programme is to be undertaken focusing on under represented groups.
- A Succession policy is to be developed as part of our overall approach to managing talent in the workforce.
- 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 in December 2013.

### **Monitoring and analysis of employment data at a corporate and service level**

270. The iTrent HR system has been phased in. Information at a corporate and some departmental level is available. A comprehensive cleansing programme is underway and full Directorate data should be available by December 2013.

### **PDR's Priorities/Action**

271. 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. PDR's should include equalities objectives but there is no mechanism for checking if this happens'.

272. 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 this module will now be fully operational from April 2014. However the Council has in the meantime developed a Behavioural Competency Framework which embeds equality objectives within it. The framework is being rolled out and training sessions have been arranged with 300 managers to date.

273. 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.

## **Training Priorities/Action**

274. Funding for equality training for staff training expired in November 2012 and no equality training was undertaken for Councillors during 2012/13.

275. To address issues around training:

- A review of equality training was undertaken, a new course piloted and a new programme is now in place across the Council.
- Proposals for Member training were considered by FlaG at their meeting in November 2013.