

Appendix 1: Single Equality Scheme Highlights and Priorities

Access to Advice and Services

1. Actions within the Single Equality Scheme focused on operating a customer centre from West Offices, redeveloping the web and investing in various apps , websites, and digital technology to make it easier for customers to access council services and whilst doing so ensuring that they are treated fairly and with respect.

Highlights

- CYC opened its customer service centre at West Offices in 2012 and rationalised the number of offices.
- CYC's website has been redeveloped making it more accessible.
- Various apps and websites have been developed enabling easier access to council services including The My Life, My Choice website makes it easier for vulnerable people to find out about support available to them. Yor-zone.org.uk, a new website for 11-18 year olds.
- York is the only local authority to receive CLG funding (£47k) to become one of 15 national partners to work with First Stop Advice offering housing advice and information to older people
- To improve and increase access for disabled children to Out of School Clubs (OOSC), the Childcare Strategy Service has been delivering their Disabled Children's Access to Childcare programme and has supported the OOSC sector to enhance and develop skills around working and caring for disabled children and young people.
- High quality internet access is being installed in York and will be available to all York communities by 2015.
- York has been chosen as the first UK location to get a state of the art, city-wide, pure fibre-to-the-premise (FTTP) network to deliver superfast broadband services. This will make York the first UK city to be connected with such high speeds on a city-wide basis.
- To support members of the public to 'Get on Line' York Explore is a Champion Centre for UK Online and provides free help to anyone wanting to get online through a network of cascade centre libraries

Priorities

- Work to have one single number to call when accessing council services will continue
- There a low levels of customer satisfaction with service users thinking they have been treated fairly and with respect. Only 52% of respondents to the Big York Survey 2013 thought this was the case. When analysing results for York's Community of Identity Carers at 49% and people living in York's deprived neighbourhoods at 45% where least satisfied.

Affordable Childcare

2. The Single Equality Scheme for Affordable Childcare focused on increasing the number of good quality flexible child care provision.

Highlights

- A quality assurance and improvement framework for all private and voluntary sector organisations including childminders has been implemented as has protocols for new settings
- The % of Good or Outstanding Childcare settings continues to increase and at year end stood at 81%.
- The Council's Childcare Service will take part in a two-year government trial to help other areas develop childcare hubs.

Priorities

- The target to increase affordable childcare places by 300 in 2013/14 is short at 279. This is a two year programme with an overall target of 1000.

Community Engagement

3. The aim of Community Engagement Actions was to increase satisfaction of York residents in their ability to engage and influence council decisions. In particular to strengthen engagement mechanisms with Communities of Identify particularly with the Gypsy and Traveller Community and the LGBT Community.

Highlights

- As part of our Neighbourhood Working model, Residents' Forums have been established in every ward comprising elected members, groups, organisations and other partners active in the ward. They have developed improvement action plans informed by ward profiles and local intelligence to tackle local issues.
- A programme of Community Conversations is underway. The sessions offer residents, community groups and local traders a chance to find out more about what's going on in their ward and the city, and put their questions and comments to the Leader of the Council.
- Engagement mechanisms with Gypsy and Travellers and the LGBT community have been strengthened. Gypsy and Traveller engagement has led to the production of the Gypsy and Traveller Strategy. Gypsy and Travellers are represented on the Gypsy, Roma and Traveller Strategic Board who oversee delivery of the strategy.
- The Council has embarked on its Transformational Programme 'Rewiring Public Services' the aim is to enable residents to help themselves and helping those that need help to have a better quality of life. The Customer Service and Resident Engagement programme is working to better engage and unlock the resource and potential within neighbourhoods.

Priorities

- Overall customer satisfaction with engagement and the ability to influence decisions is low. Results of the Big York Survey 2013 show that satisfaction with the ability to influence decisions affecting your local area is 24% reducing from 29% in 11/12. Analysis of Community of Identity highlights that satisfaction is low across the board particularly with those living in deprived areas at 19%. The highest satisfaction levels (although still low) is 33% for 65-74 year olds at 33% and BaME at 31%.

Educational Attainment

4. The Single Equality Scheme focused on improving educational attainment for children on free school meals, children with special educational needs, children who are looked after and for children from the Gypsy and Traveller Community.

Highlights

- 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.
- Work has taken place with schools to develop targeted strategies to accelerate progress of Free School Meal pupils in English and Maths. It has been an encouraging year in terms of educational attainment with an increasing trend of children eligible for FSM achieving 5+ A*-Cs GCSE (or equivalent) including English & Maths at Key Stage 4.
- 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. Latest figures show that SEN pupils without a statement achieving 5+ A*-C including English and Maths has continued to increase at 23.2% and those with a statement increased to 9.8%.
- Latest figures show that the % of Looked after Children achieving 5+ A*-C has increased from the previous year at 13% to 21.7%.

Priorities

- Whilst attainment of children eligible for free school meals and SEN pupils has increased performance is below that achieved nationally. Improving educational attainment of FSM pupils, Looked after Children and those with SEN will remain a priority.

Employment, Unemployment, Apprenticeships

5. The Single Equality Scheme focused on providing opportunities for people to gain access to employment and training especially for people from the Black, Asian and Minority Ethnic communities, women, lone parents, young people, young disabled people including those with learning difficulties, and people suffering from mental health issues.

Highlights

- To better connect York residents to economic opportunity 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 has been created. This has helped support job Fairs in the City attracting over 1800 attendees.
- Work has been undertaken with the Gypsy and Traveller Community. 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.
- Working in partnership with Higher Education in York internship and mentoring programmes have been established for undergraduates.
- Progress pathways into employment for those recovering from mental health problems have been developed. 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.
- Youth Unemployment (Job Seekers Allowance Claimants aged 18-24) has significantly decreased over the last year reducing from 2.6% to 1.6% . Whilst nationally the figure is 4.9% and regionally 6.3%.
- 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.
- 53 young people high level SEND are participating at York College and Askham Bryan College in facilities supported by funding bid. This is up by 22 participants

- 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.
- The latest figure Dec – Jan 2013 shows that the employment rates of females have increased to 70.9%.
- The average earnings of residents are above the national and regional average.
- % of Care leavers in employment education or training at 19 has increased from 74% to 79%
- The number of the working age population 16-64 claiming Job Seekers Allowance has decreased. There has also been a reduction in young people 16-24, females, and BaMe applicants claiming.

Priorities

- The % of part time working for both males and females has increased. Whilst the % of males in full time employment has decreased. Work will continue to improve access to better quality full-time, well paid jobs.
- The number of Apprenticeship starts has decreased with lower levels for those aged between 19-24
- % of Year 12-14 age young people who are not in education, employment or training (NEET) who are LDD (self-defined LDD, school action, school action + or statement) did not reach its target of 33% and achieved 26.7%
- % of young people ending their YOT supervised order who are NEET has increased from 27% to 28%
- The proportion of adults with learning disabilities in paid employment has reduced from 8.4% to 7.9%.
- Adults with learning difficulties in supported employment has decreased from 38.5% to 28.5%
- Disabled benefit claimants have increased from 0.7% to 0.8% since November 2010. Although it's below both the National and Regional figures at 1.2%.

Income Inequality

6. The Single Equality Scheme focused on reducing income inequalities across the city and minimising the impact of the Welfare Reform Act 2012.

Highlights

- City of York Council has introduced the 'Living Wage' and a number of private sector organisations have also done so.
- A welfare reform working group is taking proactive measures to mitigate the impacts of welfare reform. Housing Services have created two Money and Employment Advisors posts who have visited over 800 affected tenants providing advice to secure their financial stability.

Priorities

- The gross weekly pay for females residence based has decreased by £17.60 from £462.80 to £445.2
- The gender pay gap residence based has increased by £19 from £77.9 to £96.9
- Number of adults and older people and carers receiving self directed support and those receiving this via direct payment needs to improve.
- Despite two Money and Employment Advisors to support council house tenants and help mitigate the impact of Welfare reform the % of council tenant rent arrears has increased and the % of council rent collected has reduced

Poverty

7. The Single Equality Scheme focused on reducing child poverty and fuel poverty.

Highlights

- York has lower proportions of workless households and children in poverty than the regional and national averages. However it remains a significant issue in the city as some areas of the city are above regional and national averages. Partnership work is underway to tackle poverty in the city. The council together with Joseph Rowntree Foundation, York Press, York CAB, South Yorkshire Credit Union, the

York Economic Partnership and the York Community chaplaincy have formed the Poverty Action Steering group and are implementing the poverty action plan.

- 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.
- Localities with the greatest poverty are targeted through the Citizens Advice Bureau 'Small Change Project' on family budgeting.
- A new integrated family support service (IFS) has been established and also the Troubled Families Partnership Board. During 12/13, 112 newly identified families engaged with support and for the first three quarters of 2013/14 this has increased to 309 families.
- The % of lone parents out of work has decreased.
- The council received funding to pilot an innovative community energy switching scheme.
- A new Home Energy Support Coordinator is now in place to offer practical, simple advice on fuel and money saving actions.

Priorities

- The number of pupils eligible for free school meals and claiming them will remain a priority. The % of Primary School children claiming has reduced from 11.5% to 11.1% whilst Secondary School children has remained stable at 8.5%
- Excess winter deaths for those aged 85+ has increased from 27.6% to 29.6% (latest figure 12/13)
- Whilst there is no data available it has been reported that the number of people suffering food poverty accessing food banks is increasing.

Health and Wellbeing

8. The Single Equality Scheme focused on improving the health outcomes for people with mental health issues, looked after children, young people leaving care, the BAME community and the Gypsy and Traveller Community. Improving the Health and Wellbeing amongst young people, pregnant women and manual workers by reducing smoking. Reducing the reliance on drugs and alcohol especially for

ex-offenders, young people, young parents and those living in care and for people suffering from mental health problems. Increasing support for carers so they can continue in their caring role and also maintain employment.

Highlights

- Overall life expectancy in York has increased for both men and women and is higher than both the national and regional average.
- Smoking prevalence in York is lower than the national average.
- The number of Looked after Children has decreased. Specialist services are helping to safely reduce the number of children who are looked after, which at the end of March 2014 had fallen to 222, the lowest since 2009.
- 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 in Glasgow, the Wired into Recovery charity trains people who are successfully recovering from addiction to support others going through the recovery process
- To meet the forecast predictions 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. 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.
- 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.
- Progress on the Healthy schools programme has been undertaken. York has 100% of Schools with Healthy Schools Status and two schools with Enhanced status.

- 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. Teenage pregnancy in York continues to reduce.
- The Youth Offending Team received a good design award from the Youth Justice Board for its Child and Adolescent Mental Health service model outlining how they and partners can assess and support high risk young people with complex mental health needs.
- 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. A separate Adoption and Fostering Service has been created.
- 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. 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.
- Targeting of bespoke work for substance misuse to care leavers and the development of care packages to ensure safe transition to adult services is now being overseen by a transitions worker situated in Atlas the young peoples service.
- York's Family Information Service has been awarded the National Association of Families Information Services (NAFIS) Family First Award for quality. York Family Information Service is a key service for mums, dads and carers of 0-19 year olds (or up to 25 years for disabled children and young people). The award credits the quality of practice provided by the team.
- A Carers Strategy is being implemented
- We work closely 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. The work will be led by sub-groups within the LGBT Forum.

Priorities

- Health is substantially worse in York's deprived area men will die on average 9.9 years earlier than their least deprived counterparts. Similarly, women in the most deprived communities in York will die on average 3.6 years earlier than those in the least deprived communities.
- Smoking by manual workers has increased
- Alcohol consumption continues to present a challenge with 29.7% of adults (over 18) drinking at increasing and at risk levels. York differs from England's worst authority by only 1%. The best LA is 15.7%, regionally the level is 24.5% (nationally it is 22.3%)
- People suffering from dementia is increasing
- Social isolations of adults who use social care services have increased.
- The % of adults and carers receiving self directed support has increased slightly to 33.8% .However the figures are still low
- The % of adults and carers receiving self directed support via direct payments has decreased from 12.4% to 9.39%
- Continue to reduce the number of looked after children
- Childhood Obesity is increasing
- A recent study of the Gypsy and Traveller Community has revealed that the health and wellbeing of this community needs to be improved.
- Continue working with the LGBT community to improve equality outcomes.
- There has been a decline in the % of people with a long term disability participating in sport.

- Young people presenting with autism has been increasing. York's Autism Strategy was launched in February 2013 at a highly successful conference attended by 250 delegates.

Housing, Independent Living and Homelessness

9. The Single Equality Scheme focused on increasing the number of new homes being built (particularly affordable homes) and increasing the housing provision for young parents, people with learning difficulties, those with mental health issues and people suffering from dementia. Finding ways for older and disabled people to remain in their homes for as long as possible. Improving housing conditions in the private sector. Meeting the housing need of Black, Asian and Minority Ethnic communities including Gypsy and Traveller Communities.

Highlights

- To increase the number of homes in York particularly affordable homes and to reduce numbers on the housing register the council has committed £7m to its Get York Building initiative. 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.
- To make best use of existing council housing stock Council tenants have been actively encouraged to downsize through the Councils 'Homeswapper' scheme.
- An incentive scheme that provides tenants with financial assistance to downsize up to £2,500 has been introduced.
- 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. The number of direct exchanges has increased.
- Numbers on the council housing waiting list have reduced including applicants aged between 16-24.
- 82.6% of adults with learning disabilities know to social care services were supported to live independently. To support independent living and increase housing provision for those with learning difficulties and disabilities 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.

- Birch Park Extra Care Scheme for people with Learning Disabilities also opened. The scheme has 12 apartments benefiting 14 individuals.
- To improve housing accommodation for those people with dementia , as part of the Council's care home modernisation programme, two modern, built for purpose care home facilities providing specialist residential care for people with dementia care and high dependency care needs is underway.
- A priority has been to improve the housing conditions of the Gypsy and Traveller community. The Travellers' Choice programme is being implemented to improve site conditions. Funding has also been awarded by the Homes and Communities Agency to provide an additional six pitches to the Osbaldwick site

Priorities

- Increasing the number of homes built in York especially affordable housing will remain a priority
- The numbers on the council housing waiting list of disabled applicants and BaME applicants has increased. Increasing access to housing for Communities of Identity will remain a priority.
- The % of people with a physical disability accepted as homeless has increased from 12% to 16% and those suffering from a mental illness have increased from 8% to 17%.
- Raise standards in the private rented sector. The target to sign up Landlords to the Landlord Accreditation Scheme has not been achieved. Increasing private sector landlords to the Landlord accreditation with remain a priority.

Procurement

10. The Single Equality Scheme focused on promoting equality and diversity through our procurement and commissioning activity and opening up market opportunities to the voluntary and community sector for delivery of inclusive services.

Highlights

- The council's Procurement Management Strategy provides a consistent and corporate approach to commissioning and procurement. The strategy is supported by the procurement team's use of standard documents and the council's terms & conditions which are issued with every purchase order.
- A procurement toolkit has been developed which provides guidance and templates for officers to run their own small procurements compliant with public sector procurement rules, the council's contract procedure rules and financial regulations. The toolkit incorporates the council's equality requirements thereby ensuring all contractors abide by these requirements when undertaking work on behalf of CYC.
- All contractors who are successful in obtaining work from the council are asked to sign up to the principles in CYC's Procurement Equality Charter.
- York has worked hard to include living wage provisions into all new contracts, where appropriate, in order to ensure a fair wage for lower paid workers.
- The procurement team to encourage more SMEs to bid for council work have undertaken a number of 'meet the bidder' events to demystify the process. Focus group sessions with existing contractors and SMEs have been held to establish how the contracting procedures have been improved to enable more employment opportunities for vulnerable people.
- The procurement team have been working with officers in the libraries and archives service and warden and Telecare service to develop social enterprise models (SME).

Respecting and Celebrating Diversity and Community Safety

11. The Single Equality Scheme focused on respecting and celebrating diversity and tackling hate crime.

Highlights

- A programme of high profile events takes place to celebrate diversity.

- Work is underway for York to become a Human Rights City. York's Human Rights City Project held its first Open day festival for social justice and human rights organizations in York
- Results of the Big York Survey 2014 show that although satisfaction with York as a place to live has gone down from 92% to 89% satisfaction remains high.
- York is a safe City with overall crime figures are reducing. 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.
- Overall ASB recorded by North Yorkshire Police has reduced by 3,591 cases since last year from 13,012 to 9,421
- The numbers of Young People recorded as causing ASB has decreased by 3,591 since 2009/10 from 13,012 to 9,421.
- To further deal with ASB, working together, the council, NYP and the Police and Crime Commissioner have agreed a ground-breaking approach to tackling ASB and nuisance in the city. Through the creation of an ASB Hub, resources, powers and expertise from NYP and CYC will be merged, bringing a more efficient, timely and appropriate response to ASB in the city.
- Hate Crime has reduced by 71 cases since 2009/10 from 169 to 98. There are now 31 Hate Crime reporting centres
- Although the number of incidents of domestic violence have increased from 2,476 to 2,823 the percentage of repeat incidents of Domestic Violence has decreased by 2% from 34% to 32%. York has recently received White Ribbon Status for dealing with Domestic Violence.

Priorities

- There are low levels of satisfaction that the council treat people fairly and with respect. Results of the Big York Survey 2013 show low levels of satisfaction with respondents agreeing that they have been treated fairly and with respect at 52%. People living in deprived wards are least satisfied at 49%
- There are low levels of satisfaction by York residents with local areas as a place to live. Big York Survey 2013 results have gone down by

8% from 91% to 83% with Carers being the least satisfied at 74%, then people living in deprived wards at 77% followed by people with disabilities at 78%.

- Respondents to the Big York Survey 2013 show that in general people do not feel part of their local community. Whilst people feel it's important to belong to their local community just over half at 54% agree that they belong. 18-24 year olds are least likely to agree at 29%, those living in deprived area at 39%, people from BaME communities at 43% and those aged 25-34 at 45%
- Improve satisfaction with people living in deprived areas, young people, BaME and carers that people from different backgrounds get on well together.
- There are lower levels of satisfaction with disabled people and Carers agreeing that York is a safe City relatively free from crime. Results from the Big York Survey 2013 show that the % of people who think York is a safe City relatively free from Crime has increased form 74% to 80%. However disabled people are less likely to agree at 69% and Carers at 72%.
- Anti Social Behaviour is seen as a greater problem by certain Community of Identity than others. In particular only 49% of respondents living in deprived wards agreed that Anti Social Behaviour is not a problem, also only 53% of Carers and 56% of disabled people compared to the overall response of 62%.
- Whilst hate crime has been reducing the number of recorded racial incidents is the highest cause of this crime with 82 cases recorded 2013/14 and increase of 1 on last years figures.
- The number of domestic violence cases has increased on last year. The % of repeat incidents of domestic violence has decreased.

Transport

12. The Single Equality Scheme focused on providing more affordable and flexible transport opportunities so that disabled people and young people in particular can travel across the city to health appointments, training, employment, and social activities.

Highlights

- The Youth Council have worked with the council and the Quality Bus Partnership lobbying for discounted travel for young people. Discounted travel already available to 11 to 16 years olds has been extended now covering 11 to 18 year olds
- 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).

Workforce

13. The Single Equality Scheme focused on diversifying the council workforce and enabling Communities of Identity to access council employment opportunities.

Highlights

- More staff would speak positively about working for the council. Results of the staff Health and Wellbeing survey 2013 show an increase from 59% to 54%.
- An Equal Pay Audit has been undertaken. It shows that pay is generally equally and fairly spread across the key characteristics of gender, disability, ethnicity and age within the evaluated posts. There are no immediately serious issues that need to be addressed.
- There were no significant pay gaps between men and women in any of the grades. November 2012 Office for National Statistics data showed a gender pay gap of 19.7% for all employees nationally. At 13.2%, the gap for CYC employees is well below the national figure.
- The Council's Bullying and Harassment Policy has been replaced by the Dignity at Work Policy.
- Overall the % of staff who feel that they receive the respect they deserve from work colleagues has increased from 67% to 69% (Health and Wellbeing Results)

- The numbers of people subjected to bullying has decreased from 139(11/12) to 130 (13/14)

Priorities

- Although low percentages the results of the staff Health and Wellbeing Survey 2013 show that Carers (25%) White Irish (25%) White Other (22%) and Disabled staff (21%) have experienced verbal/physical abuse/bullying from work colleagues compared to the overall % at 17% for all respondents.
- There are a larger number of women at 72.6% compared to males at 27.4% who work for the council.
- The % of females working full time has reduced whilst the numbers working part time have increased (male full time and part time working has remained stable).
- To reflect York's working age population CYC need to employ more men, disabled people, and people from BaME communities and young people.
- The % of CYC workforce providing sensitive information needs to improve
- Satisfaction with engagement whilst good when compared with other organisations in percentage terms it is relatively low at 31% (Health and Wellbeing staff survey results 2013). However White Irish are least satisfied at 8%, White Other at 25%, Disabled staff at 25% and LGBT staff at 27%.