

EAST RIDING OF YORKSHIRE COUNCIL

Report to: The Cabinet
15 October 2019

Wards: All

Annual Progress towards meeting the Equality Duty and the Corporate Equality Objectives 2018-2019

Report of the Director of Adults, Health and Customer Services

A. Executive Summary

The Equality Act 2010 and the Public Sector Equality Duty (PSED) places a number of requirements on the Council, including publishing information to show compliance with the 'equality duty' and to update on progress towards achieving the Corporate Equality Objectives. Both of these requirements should be carried out on an annual basis and therefore, this report provides an update on the work that has been undertaken during 2018-2019.

B. Corporate Priorities

Helping Children and Young People Achieve
Protecting the Vulnerable

C. Portfolio

Deputy Leader
Adult and Carer Services
Children, Young People and Education
Community Involvement and Council Corporate Services

D. Recommendation and Reason for Recommendation

It is recommended that The Cabinet notes the progress made

E. Equality Implications

There are no equality implications

1. Background

- 1.1 As set out within the Public Sector Equality Duty (PSED), all public sector bodies are subject to the three aims of the 'general' equality duty when exercising their functions, and must have due regard to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act;
- Advance equality of opportunity between people who share a protected characteristic and those who do not; the Act further explains that this involves:
 - Removing or minimising disadvantages suffered by people due to their protected characteristics.
 - Taking steps to meet the needs of people from protected groups where these are different from the needs of other people
 - Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.
- Foster good relations between people who share a protected characteristic and those who do not.

1.2 Further to the general duties of the PSED, as above, public authorities are subject to ‘specific duties’, one of which, is to publish information to show compliance with the Equality Duty and how the three aims of the general equality duty have been considered as part of the decision-making process. This may include information relating to employees who share a protected characteristic and information relating to people who are affected by the public body’s policies and practices who share a protected characteristic. The other ‘specific’ duty is to develop and publish measurable equality objectives that are needed to further the aims of the ‘general’ equality duty and to publish an update on progress towards these on an annual basis.

1.3 The following equality objectives were adopted by the Council in April 2016 for the period 2016-2020:

- The Council seeks to provide services which are accessible, wherever possible and appropriate to users;
- Communications with residents are provided, wherever possible, in clear and easily understood formats;
- Our knowledge of residents’ needs is used to inform service provision;
- Equality and diversity training is reviewed and revised and made available to staff and elected members as appropriate.

2. Considerations including Options

2.1 Compliance with the Equality Duty

2.1.1 The Council’s Equality Analysis process is designed to identify any potential negative impacts on protected characteristic groups due to a proposed change to policy, practice or service. It also considers the three general aims of the equality duty within our decision making process. A number of equality screening forms – stage 1 have been completed over the year and all equality analyses – stage 2 are published annually on the Council’s website <http://www2.eastriding.gov.uk/council/plans-and-policies/other-plans-and-policies-information/equalities-and-diversity/>.

2.1.2 An ‘Equalities Workforce Information Report’ is produced annually, which includes various employment information regarding Council employees, relating to all of the protected characteristics. The most recent report for 2017-2018 has been published on the Council website <http://www2.eastriding.gov.uk/council/plans-and-policies/other-plans-and-policies-information/equalities-and-diversity/>.

- 2.1.3 Under the Equalities Act 2010 (Specific Duties and Public Authorities) Regulations 2017, employers with 250 or more employees are required to publish statutory gender pay gap calculations on an annual basis with effect from April 2018. The gender pay gap for East Riding of Yorkshire Council employees for 2018-2019 has therefore, been calculated, reported to government and published on the Council website <http://www2.eastriding.gov.uk/council/governance-and-spending/gender-pay-gap/>. The Council's pay gap of 9.1% is positive when viewed in the context of the current national average pay gap of 17.1% and has decreased since the previous year by 1%. However, work is underway to close the gap further.
- 2.1.4 Over the last financial year, services have been encouraged to include standard equality monitoring questions in any public consultations and surveys, where appropriate, to help inform service provision. This will help services to consider the number of people with different characteristics who access and use their services in different ways.
- 2.1.5 Service user equality information has also been collected within the Council's new customer relationship management system (Contact 360), where appropriate, and where service users wish to share it. This information will be used to identify any potential areas of inequality and to inform practice, policy and procedure. Many Council services already collect their own equality monitoring data which is used to help inform service provision.
- 2.1.6 Complaints relating to any of the protected characteristics, as well as any claims of discrimination, are closely monitored and used to identify any key equality issues, identify service needs and inform service provision.

2.2 Progress towards the Equality Objectives

- 2.2.1 Various work has taken place during 2018-2019, in order to progress the delivery of the corporate equality objectives and which also, further supports the three overall aims of the equality duty. This information has been gathered from a range of services and the key actions are set out below in more detail:
- 2.2.2 **The Council seeks to provide services which are accessible, wherever possible and appropriate to users:**
- 2.2.3 Nearly 8,000 assisted refuse bin collections were carried out.
- 2.2.4 The revised Financial Inclusion Strategy has been developed for people in the East Riding who are more vulnerable to poverty and financial exclusion (such as the older generation and people with a disability). The aim of the strategy is to help individuals to better access financial services and products, and to provide assistance to people so they can access digital services and online offers, for example.
- 2.2.5 The East Riding Library Service have worked in partnership with certain banks that no longer offer their service within a dedicated premise. In locations such as Hornsea, the library provides residents, such as those who perhaps are elderly, vulnerable, or cannot travel, with access to a limited bank service at prearranged times within the library environment.
- 2.2.6 The Library service has provided services for the community such as, NHS Health Checks, reminiscence sessions, chatter and natter tables and board games. Due to the widespread library locations and the mobile library service, these activities/services can reach many residents and those who again, are elderly, isolated, vulnerable or cannot travel.

- 2.2.7 South Cliff Holiday Park's caravan hire fleet now includes a fully accessible unit, which allows the park to accept guests who are wheelchair users.
- 2.2.8 South Cliff park and ride operates a lowered floor bus service and all buses have an area for wheelchairs. The land train service is also wheelchair accessible.
- 2.2.9 Sewerby Hall and Gardens continues to be fully accessible, including disabled parking bays and a 'Changing Places' facility.
- 2.2.10 Sewerby Hall and Gardens have also launched a Memory Walk, working closely with Dementia Friends East Riding, and the Museum Service provide bespoke engagement activities on site with targeted groups, such as, the refugee community, travelling community and young people, through the Bridlington Children's Centre.
- 2.2.11 The Countryside service has been working towards ensuring that nature reserves and disused railway lines meet the nationally recognized Fieldfare Trust accessibility standards.
- 2.2.12 The Rights of Way team has been working towards ensuring that 95% of routes are free from stiles (the 2018/19 figure was 93%) and improving path surfaces on priority routes.
- 2.2.13 The Foreshores service has made a number of changes to improve accessibility. These include expanding the fleet of beach wheelchairs to three (in order to allow access to the sand and water), each land train has been fitted with a tail lift to ensure manual wheelchair users can ride along the promenade and also, an access ramp has been retrofitted to the new Foreshores Office, for ease of access for visitors.
- 2.2.14 The East Riding Leisure Centre in Beverley has made a number of improvements in and around the centre such as, increasing the number of disabled parking bays, improving pedestrian access and fitting new accessible automatic doors to the gym, swimming pool and sports hall. The centre has also purchased new pool hoist equipment to make it easier for customers in wheelchairs to transfer into the pool hoist and be lifted into the pool.
- 2.2.15 Bridlington Spa continues to feature superb facilities for wheelchair users, including, accessible toilets, wide doors, lifts to all floors, wheelchair accessible and dedicated seating, and self-propelled wheelchairs for users that may need to transfer from a motorised device. This has also included offering continued priority access to disabled customers, to ensure a seat at standing concerts.
- 2.2.16 The Spa has also offered British Sign Language interpreted performances through its links with the organisation Signed Performance in Theatre (SPiT) and relaxed performances, for shows such as, pantomime and certain musical theatre events.
- 2.2.17 Matinee movies have been presented in Bridlington Spa's theatre on Friday afternoons at no charge to customers and in an attempt to encourage older socially isolated people to meet people and form friendships.
- 2.2.18 Bridlington Spa assists in the delivery of theatre for disabled people and also, theatre for children; ensuring that everyone has access to the benefits of performance theatre which includes confidence-building, team-working and gaining a sense of belonging.
- 2.2.19 Supplies have been working with the Digital Services Team to ensure that their new website will comply with accessibility requirements and to ensure that all customers are able to take advantage of digital ordering.

- 2.2.20 Public Health commissioned services such as the East Riding Stop Smoking, Health Trainer and NHS Health Checks Services have extended opening hours to include evenings and weekends to ensure that the services are open at more accessible times for the range of service users who are targeted through these services.
- 2.2.21 The Flood Risk team have ensured that all events have been held in accessible venues with disabled parking provision and that the venues have also been reachable by public transport.
- 2.2.22 The Building Community Health grant was set up in 2018 to provide funding to support community-led solutions to improve the health and wellbeing of adults.
- 2.2.23 In Construction Management Services, all construction procurement includes questions on 'Equal opportunity and diversity policy and capability' and a question on meeting the requirements of the Modern Slavery Act.
- 2.2.24 The Building Design team have engaged with service users and stakeholders on the design of St Anne's school. Also, corporate building projects such as Hedon Library and The Point at County Hall have been developed to provide accessible space for service users. The Point (formerly K Block) was inaccessible for certain individuals.
- 2.2.25 Building Facilities have continued to implement a programme of improvements to ERYC schools to assist children with a wide range of special needs. Also the team have incorporated a round of access improvements into a large number of the schemes that are carried out on corporate buildings ensuring compliance with Part M of the Building Regulations.
- 2.2.26 **Communications with residents are provided, wherever possible, in clear and easily understood formats:**
- 2.2.27 Monthly Information Group meetings consisting of representatives from the East Yorkshire Parent Carer Forum (EYPCF) and other parent carers of children and young people with Special Educational Needs and/or Disabilities (SEND), work in co-production with service areas (including Health) to ensure information (letters, forms, guidance, website, events) is accessible, user friendly and easily understood.
- 2.2.28 The Young Leaders of East Riding (TYLER) is a group of 14 - 25 year olds with SEND who work co-productively with professionals about service developments, producing written materials and feeding back themes and areas for development.
- 2.2.29 A SEND Information and Access Subgroup has a remit of bringing together multi-agency professionals and practitioners to ensure that information and communications relating to SEND are accessible, understood and contributing towards improved outcomes for children and young people with SEND.
- 2.2.30 The Council's translation and interpretation service provider has continued to meet the communication needs of the families that are part of the Syrian Resettlement Programme.
- 2.2.31 The Libraries, Archive and Museums service area has developed and implemented a new website, which has been designed to improve residents' accessibility to information, is clearly formatted, easily navigated and has also been positively received by customers.
- 2.2.32 Via the Health Improvement team, new service videos have been created for the East Riding Stop Smoking Service in an easy-to-read format. These have been shared across social media and

are being played on screens in Hospitals, GP Surgeries and Health Clinic settings across the East Riding.

- 2.2.33 The Revenue and Benefits Visiting team have continued to deliver advice and support to vulnerable customers, in line with quality mark Advice Quality Standard.
- 2.2.34 The Flood Risk team have continued to connect with residents in person, by telephone and by various written formats. They have also provided information in a pictorial or diagram form and used technology to assist with communication, for example, demonstrating how the construction of a major flood scheme was progressing by showing video footage taken by specially commissioned drones.
- 2.2.35 Recently the Flood Risk team has posted updates on Twitter to allow those who are not able to visit exhibitions or consultation events to view the information.
- 2.2.36 The Carers Support Service and the Carers Advisory Group (CAG) continue to meet regularly to ensure that information provided to carers and their families is accessible and easily understood. This includes offering various literature/communications and newsletters in alternative formats.
- 2.2.37 The Carers Support Service, in partnership with Hull City Council and the NHS Hull CCG, held a 'Differently Abled Event' to raise awareness and provide information on the services which are available in the public, voluntary and community sector.
- 2.2.38 **Our knowledge of residents' needs is used to inform service provision:**
- 2.2.39 An LGBT Strategic needs assessment was undertaken and the findings have been considered in relation to future strategy and service provision. The assessment has been shared with partners and published on the Council website.
- 2.2.40 The Children's Commissioning and Quality Monitoring team and the Business Transformation and Improvement team have worked collaboratively with parents/carers and children and young people, to undertake a needs analysis and consultation on short breaks provision for children with Special Educational Needs and Disabilities. This was in order to inform the development of a tiered framework of provision to flexibly meet the range of needs for children, young people and their families.
- 2.2.41 The Council's proposed budget savings, ahead of setting the 2019-20 budget, were screened for any equality implications as part of the equality analysis process.
- 2.2.42 Finance undertook consultation with residents on the proposed Council Tax Support Scheme, prior to its approval for 2019-20.
- 2.2.43 All programmes in Sports, Play and Arts are designed to be fully inclusive however, the service has also delivered sessions that focus on supporting specific needs such as, the Long Term Conditions Activity Groups, All Ride (adapted cycles for people with a wide range of disabilities), Rise (increasing skills and confidence for young people with additional needs) and Us Girls (supporting teenage girls and young women to make positive lifestyle choices). As well as, other programmes which consider specific needs such as visual impairments, dementia, mobility issues, balance and co-ordination challenges, mental health problems and carer needs.
- 2.2.44 East Riding Leisure have introduced exclusive swimming sessions for cancer patients at three centres.

- 2.2.45 Following public consultation led by North Ferriby Parish Council, the Sports, Play and Arts service allocated over £16,000 of commuted sums to purchase various inclusive equipment and an accessible path and entrance for the play area in the village, to ensure the area was suitable for the families with disabled children. These works have proved popular and have attracted new users.
- 2.2.46 Full needs assessments have been undertaken prior to the commissioning of Public Health services to ensure that services meet the needs of the residents' who use them. The needs assessment process is an ongoing process so that services are continually developed to meet the changing needs of the population.
- 2.2.47 Consultation with residents was carried out prior to the temporary closure of Hornsea Leisure Centre. Feedback from the public was considered and as a result, various alternative exercise classes were introduced in the town to mitigate the impacts of the closure and in order to continue with service provision.
- 2.2.48 Revenues and Benefits staff have continued to link in with the Employment and Skills team, to assist customers (such as, the elderly and vulnerable) with improving their digital and money management skills.
- 2.2.49 The Public Health Intelligence team have been working with the Director of Public Health and the ERY Clinical Commissioning Group to produce a health inequalities report to address any inequalities across the East Riding. This report highlights inequalities by deprivation, age, gender, location, disease prevalence's hospital admissions and mortality and will be used to develop an inequalities reduction plan.
- 2.2.50 The Public Health Intelligence team and the Policy & Performance team have jointly developed a health impact assessment tool to help to identify any potential negative health impacts for residents (including those with a protected characteristic), when making changes to policies, practices or services.
- 2.2.51 After a detailed consultation with stakeholders, including local elected representatives and groups representing those with mobility issues, the Transport Policy team has developed Local Cycling and Walking Infrastructure Plans (LCWIPs) for each of our main settlements. Each LCWIP includes a three year programme of projects aimed at improving accessibility for pedestrians and cyclists and inclusive mobility enhancements. For example, each programme includes funding for the installation of dropped kerbs and tactile paving to assist wheelchair users and those with visual impairment.
- 2.2.52 The Carers Support group continues to work in partnership with the Carers Advisory Group to shape the core offer to all registered carers.
- 2.2.53 Adult Services consulted with the Carers Advisory Group on the development of the revised community equipment service and the new proposed blue badge application process.
- 2.2.54 Adult Social Care, service users, carers and stakeholders have been involved in consultation events in the development of key strategies such as, the Learning Disability strategy, Carers strategy, the Workforce strategies and the Autism strategy, to ensure these services are planned and designed to meet all needs.
- 2.2.55 Information gathered over the last year from adult social care service user annual reviews has been used to inform future service planning and priorities, in partnership with the Business Management and Commissioning Service.

- 2.2.56 Civil Engineering has continued to send plans of proposals that could potentially impact people with a disability, to the Disability Advisory Group for their comments and feedback.
- 2.2.57 The Lollipop Group, (Lesbian, Gay, Bisexual, Transgender, Questioning (LGBTQ) support group for young people) has continued to offer advice and support, in recognition of the increase of youth transgender and sexuality referrals in the East Riding. The LOOK group has continued to operate, targeting parents/carers of LGBTQ young people, who need support around sexuality and identity.
- 2.2.58 **Equality and diversity training is reviewed and revised and made available to staff and Elected Members as appropriate.**
- 2.2.59 The Policy team, in partnership with the Learning and Development team, created a new equality and diversity e-learning package for all staff to complete on a three yearly cycle. A paper-based version has been developed for staff who cannot access a computer and also for the Adult Provider Services, which encompasses the corporate requirements and extends the details to meet the specific requirements for Social Care.
- 2.2.60 Elected Members have access to the new equality and diversity e-learning package, and are also offered the opportunity to attend training sessions periodically. In addition to this, Members are kept up to date on any equality and diversity issues/updates through their consideration of relevant reports at the various Committees they attend.
- 2.2.61 All staff in the Children Families and Schools Specialist Service team undertake mandatory Special Educational Needs e-learning training. This training is available for all staff members across the Council, can also be accessed through the local offer enabling partner professionals, and residents can access the training easily and free of charge.
- 2.2.62 Staff at three of the East Riding Leisure Centres have received awareness training to support cancer patients.
- 2.2.63 All staff within the Revenue and Benefits service received Dementia Awareness training.
- 2.2.64 The Carers Advisory Group Chair and the Manager of the Carer Support Service have delivered a tailored 'carers awareness' session for students, covering specific health and social care courses, to inform their understanding about carers and their needs.
- 2.2.65 The Principal Architect within Building Design attended an accessibility assessor course to improve on the knowledge and specialism within the service.
- 2.3 **Other equality related work and projects which have taken place across the East Riding and have helped to support the three general aims of the equality duty include:**
- 2.3.1 The Rainbow flag was flown above County Hall to support Hull Pride and the LGBT+ community in July 2018.
- 2.3.2 All services across the Council have continued to access translation and interpretation for various communication needs. The service provider offer translations and interpreters for over 400 languages, including British Sign Language, braille and audio transcriptions.
- 2.3.3 There has been continued joint working with Humberside Police to raise awareness of Hate Incidents and Crimes and how to report them.

- 2.3.4 South Cliff Caravan Park provides two static caravans for use by the East Riding of Yorkshire Council Carers department, to allow carers a respite break.
- 2.3.5 The Council Tax and Rents teams provide support to customers through discretionary council tax reductions and payments to help tenants pay their rent. They also work closely with internal and external partners to provide training for staff in dealing with customers who are vulnerable, who have mental health issues and have created a Safeguarding Adults eLearning package to address and support these issues.
- 2.3.6 Adult Services have maintained performance against the Adult Social Care Outcome Framework (ASCOF) metrics (measuring how well care and support services achieve the outcomes that matter most to people). These results place the East Riding within the top three Councils in the Yorkshire and Humber region.

3. Conclusion

- 3.1 There has been significant progress towards the corporate equality objectives in 2018-2019 and many of the above mentioned developments also support the three general aims of the Equality Duty to eliminate discrimination, harassment and victimisation, advance equality of opportunity and to foster good relations. The required equality related information to comply with the equality duty has been published on the Council's website, including information such as gender pay gap, workforce information and completed equality analyses.
- 3.2 Existing practices and equality related work will continue over 2019-2020. The equality objectives will be reviewed and refreshed for 2020 to 2024 and all services will continue to be supported. Arrangements for the Safe Place Scheme in the East Riding will also be revisited.

John Skidmore
Director of Adults, Health and Customer Services

Contact Officer: Simon Lowe
Interim Corporate Strategy & Performance Manager

Telephone Number: 01482 391422

Email: simon.lowe@eastriding.gov.uk

Background Papers None