

## Corporate Board

10 July 2018

---

## EQUALITIES AND DIVERSITY ANNUAL REPORT AND OBJECTIVES

Report of Senior Management Team

All Wards  
Key Decision = Y

---

### 1.0 Purpose of Report

- 1.1 To request the approval of the Council's annual report including draft objectives and associated action plan for Equalities and Diversity (for 2018/19) for onward consideration at Full Council on 24 July 2018.
- 1.2 To provide an update on activities on equalities and diversity including performance and the action plan for 2017/18.

### 2.0 Decisions Sought

- 2.1 To approve the draft objectives for Equalities and Diversity for adoption by Full Council.
- 2.2 To note the performance of the Council in relation to Equalities and Diversity and make comments/recommendations.

### 3.0 Link to Corporate Priorities

- 3.1 Equalities and Diversity is a key corporate priority that covers all areas of responsibility of the Council.

### 4.0 Introduction & Background

- 4.1 Each year the Council reviews its performance in relation to Equalities and Diversity through the production and approval of an Annual Report. As part of the Annual Report there is a review of achievements relating to the previous year's objectives and approval of objectives for the forthcoming year.
- 4.2 The Council has established an internal Corporate Equalities and Diversity Group that manages and monitors the approach to Equalities and Diversity. This Group has supported the production of the attached Annual Report (see **Appendix 1**).
- 4.3 In addition, there is a wider consultative group that the Council works with to ensure the interests of all groups are taken into account, in particular those with 'protected characteristics' as defined in the Equality Act 2010. The report presented takes into

account feedback received from this group.

- 4.4 Members are requested to comment on the draft Equalities Objectives for 2018/19 as set out in **Annex 5** of the Annual Report (**Appendix 1**).

## **5.0 Consultation with Scrutiny and wider consultation group**

- 5.1 The draft Objectives, annual report and action plans have been circulated to the wider consultation group for feedback with a window of 4 weeks to respond. Only one response was received and the information presented today reflects the comments received.
- 5.2 The draft Objectives, annual report and action plans have been circulated to the Scrutiny Committee on 21 June 2018 for feedback.
- 5.3 Members of the Overview & Scrutiny 1 Committee were supportive of the work done on Equalities & Diversity, including the inclusion of Cllrs Thompson and Glover as members of the Corporate Equalities & Diversity Group.
- 5.4 One recommendation the group made was to include an additional action to the 2017/18 action plan under theme 2, objective 6: *Continue to consult, engage and work with those groups representing the protected characteristics to ensure policies and action plans are effective and appropriately targeted*. It is recommended to include an action at 6.5:- **Work with representatives of The Beacon and Phoenix House, Catterick to establish a direct key contact at the Council to support addressing issues of veterans.**

## **6.0 Equalities performance**

- 6.1 Each year Councils are required to review their performance on Equalities and Diversity by producing an annual report that is approved by Full Council. In 2017 this was approved at the July 2017 Council; as this worked effectively it is replicated for 2018.
- 6.2 Members are asked to note and comment on the Annual Report 2017/18.

## **7.0 Recommendations**

- 7.1 Members are requested to approve the draft objectives for Equalities and Diversity for 2018/19 for adoption by Full Council
- 7.2 Consider the inclusion of the additional action proposed by the Overview and Scrutiny committee as set out at paragraph 5.4 above and;
- 7.3 To note the performance of the Council in relation to Equalities and Diversity as set out in the Annual Report for 2017/18 and make comments/recommendations.

---

## **8.0 Corporate Implications**

Scrutiny Consultation	This report was considered by Scrutiny 1 at their formal meeting on 21 June 2018.
-----------------------	---

Community Engagement	Having met with the Equalities and Diversity Consultative Group in November 2014, the Group agreed they would prefer to operate 'virtually' by corresponding via e-mail. Since then, consultation has taken place using e-mail and comments received from members of the Group have become part of the attached Annual Report.
Environment & Sustainability	None.
Financial Implications and Efficiencies	None.
Legal Implications	The Council has a legal requirement to publish its equalities and diversity objectives at least every four years and to publish an annual performance report. This report ensures compliance with this requirement.
Risk Implications	The Council needs to consider Equalities and Diversity requirements in all its activities. There are significant risk implications if it fails to do this. By setting up a Corporate Equalities Group to deliver both legal and best practice arrangements this will significantly reduce the risk to the organisation.
Human Resource Implications	HR performance issues are contained in the draft objectives and performance report. The HR and Payroll Manager is a key member of the Corporate Equalities and Diversity Group.
Equalities Implications	This report covers equalities and diversity and thus implications are covered in the body of the report.
Health & Safety Implications	Equalities and Diversity is a key health and safety issue, and as the HR and Payroll Manager sits on the Corporate Equalities and Diversity Group, this ensures that Health and Safety implications are addressed.

---

## 9.0 Further Information

9.1 Background Papers – Equality Act 2010

9.2 File Reference – None.

9.3 Appendices - **Appendix 1** – Draft Annual Equalities Report 2017/18 (including Equalities Objectives for 2018/19 at Annex 5)

**Contact Officer:**

Sian Moore

**Email / Extension:**

sian.moore@richmondshire.gov.uk

Tel: 01748 901004

**Spokespersons:**

Councillor Angus Thompson

Councillor Bill Glover

## **Richmondshire District Council**

### **Equalities Report – 2017-18**

---

#### **1.0 Introduction**

1.1 This report sets out how the Council has performed, between April 2017 to March 2018, in delivering its statutory equality duty (Equality Act 2010) for public bodies, which requires it to:

- Have due regard to the need to eliminate discrimination
- Advance equality of opportunity; and
- Foster good relations between different people when carrying out their activities

1.2 We should not treat people unfairly because of their age, gender, disability, race, religion or belief, pregnancy or maternity, marriage or civil partnership, gender reassignment, sexual orientation. The Equality Act defines these as “protected characteristics”.

1.3 The Equalities Act requires the Council to publish a report setting out its local equality objectives and actions to improve its performance. We published our first Equalities Report in April 2014. This latest report is an update on how the Council has equipped itself to deliver the duty, increase its understanding of local people with the Equality Act’s protected characteristics and used this to improve its business. It also set objectives for the coming year to help us improve our performance and, more importantly, continue to promote local equality of opportunity.

#### **2.0 Local Communities**

2.1 Local communities are diverse and reflect many places and many interests across this area. This section summarises the key features of the local population related to Equality Act’s protected characteristics, which are:

- Age
- Sex (gender)
- Disability
- Race
- Religion or belief
- Pregnancy or maternity
- Marriage or civil partnership
- Gender reassignment; and
- Sexual orientation.

## Local Profile

- 2.2 There are two key issues, which demand that Richmondshire's population information is read with care. First, it is one of the most sparsely populated districts in the country. Second, the substantial armed forces population at Catterick Garrison. The military population accounts for around one fifth of the total population, but its complement is difficult to disaggregate from general population statistics. Military personnel skew the overall population by substantially increasing the number of fit young men as well as young families. It also brings with it military recruits from foreign and commonwealth countries and, to a small extent, their dependants. This population is also unusual in that it changes through military policy and recruitment, rather than natural change and migration. **Appendix 1** provides the background information to the comments below.

### Age

- 2.3 As indicated above, the age structure of the local population is skewed in the younger age groups because of the large military presence. How the population is changing is an important consideration for all public bodies. In this, Richmondshire's population is not very different. 2011 Census shows that the local population is broadly similar in structure to the national and regional populations.

The familiar first "baby-boom" spike currently sits at about age 70, although it is a little higher (0.1% of population at this age), than the larger populations. Of equal note is the smaller population of younger adults with a deep trough around age 35. Between 2001 and 2011 the local population has aged as expected suggesting lower levels of movement, which are also observed in local migration statistics.

### Gender

- 2.4 The Richmondshire population had more men than women in 2011 (52.7% compared with 47.3%). This is the reverse of national and regional populations, in which women slightly outnumber men. This is not a surprising result given the large military population and the very high proportion of men in the army. Growth of the military population between 2001 and 2011 has also contributed to an increase in the proportion of men locally.

### Disability

- 2.5 Disability has many dimensions, which means that it needs to be looked at from several angles. There are several models of disability and the most reliable source is the Census, which is based on the medical model of disability. In general, the Census shows that the Richmondshire population appears proportionately healthier than the regional and national populations. It provides information on the self-reported prevalence of limiting illness, general health and the level of unpaid care. Together these suggest a general level of impairment in the local population, which may affect access to and participation in the Council's business. About 8,000 local people considered

their health fair or worse and a similar number reported that their daily activities were limited. It is likely that there is considerable overlap in these groups. The most recent information on NOMIS (November 2016) reports that about 960 people are in receipt of Employment Support Allowance and Incapacity benefit with a further 170 receiving Disability Living Allowance. (NOMIS is a service provided by the Office for National Statistics and provides labour market statistics).

### **Race**

- 2.6 Richmondshire has a proportionately smaller ethnic minority population than the regional and national levels. The number of foreign and commonwealth members of the armed forces and their dependants influences the local population mix. This is important because membership of the armed forces brings with it a higher level of English language competency than might be expected from similar populations elsewhere. Just 278 people indicated, in 2011 Census, that they could not speak English or speak it well. This is small in comparison to the 1,682 people whose first language is not English. Richmondshire's usually resident Nepali community numbered 748 in 2011 Census and, not surprisingly its main second language is Nepalese reflecting serving and veteran Gurkhas and their dependants.
- 2.7 Richmondshire has a very small resident gypsy and traveller population. The Accommodation Assessment carried out in October 2013 identified that there were 22 pitches available on local sites. The caravan count in January 2018 recorded an occupancy rate of 54.5%.

### **Religion or belief**

- 2.8 The religions identified in 2011 Census reflect what would be expected from the mix of the local community, with the higher prevalence of Buddhism (0.7%) again reflecting the Nepali people locally.

### **Pregnancy or maternity**

- 2.9 The birth rate in Richmondshire has remained virtually constant at around 550 births a year since 2004.

### **Marriage or civil partnership**

- 2.10 The proportion of people living as married couples is much higher in Richmondshire than at the regional and national level. As a consequence the proportion of single people is lower in comparison.

### **Gender reassignment and Sexual orientation**

- 2.11 There are no reliable local data on these subjects.

## Key Local Issues

- 2.12 The main local challenge remains the longstanding trend towards an ageing population. This imbalance risks having an older population with increasing needs and reduced numbers of younger people to ensure continuing support. A lack of housing and employment opportunity drives the growing deficit in the younger local population.
- 2.13 Apart from the ageing population, local conditions indicate that the Council is less likely to meet people with the protected characteristics than in the wider national and regional populations. The Council should ensure that it is ready to meet its Equality Duty, but this should be proportionate to local circumstances and backed up by business systems and structures that are alert to these responsibilities.

## 3.0 The Council

- 3.1 Richmondshire District Council has many points of contact with local people, visitors and businesses, through the services it provides. Last year (2017/18) 518,565 people contacted the Council through all of its customer channels (telephone/face to face/post/electronic). The quality of all aspects of service delivery directly affects how the Council meets its general equality duty, because every transaction has the capacity to either discriminate or promote equality at the point of contact and through the service design behind it. During 2017/18 the Council received 59 formal complaints; a review of these showed none were in relation to Equality or Diversity issues.
- 3.2 The Council moved to Mercury House in November 2013. The refurbishment of this building significantly improved the working environment for staff and accessibility for customers. The Council's website is a major point of contact for much of the Council's business, reducing the need to travel to offices during business hours. The new Richmondshire District Council website went live 18 December 2017 with a Sitemorse score of 8.4 out of 10 based on functionality, ease of use, quality of information and accessibility. One of the main aims of the website was to improve the accessibility standards set out in the Web Content Accessibility Guidelines (WCAG 2.0). The new website met these standards. These measures ensure users with visual, auditory, physical, speech, cognitive, language and neurological disabilities, as well as limitations associated with ageing, can access the site with ease.
- 3.3 Services are now organised into three main blocks, each with distinct points of contact with local people:
- Operational Services
  - Strategy & Regulatory
  - Resources

### Operational Services

- 3.4 Operational Services comprises:

- Landlord Services
- Supported Housing and Improvement
- Open Spaces and Amenities
- Waste & Street Scene and Transport

3.5 **Landlord Services** – provides a landlord function to approximately 1,500 homes of which 500 are dedicated accommodation for older people (60 years plus). Around 400 applicants are registered for accommodation in Richmondshire on the North Yorkshire Home Choice, the sub-regional Choice Based Lettings Scheme. We provide advice and assistance to prospective applicants seeking accommodation. Applications are processed in accordance with policy and a band level is awarded (Emergency, Gold, Silver and Bronze) enabling applicants to ‘bid’ on properties advertised for letting. A Housing Management service is provided including rent payment advice, a variety of payment methods/solutions. The Tenancy Relations Service provides advice to tenants regarding their tenancy obligations including upkeep of gardens and accommodation as well as neighbour disputes and tenancy breaches. The Repair and Maintenance Service is responsible for the upkeep of Council properties in respect of our landlord obligations. Support services include:

- Sheltered Housing/Lifeline and Telecare - handbooks for older people looking for sheltered accommodation and/or services to assist them to live independently
- Tenants Hand Book –general tenants guide on a range of services and contacts in the council and partner agencies
- Find a home –guide for customers with Learning Difficulties in pictorial form about living more independently.
- Decorating/paint packs –provided to new customers and existing tenants who qualify for assistance with decorating. All literature is in Arial font and 14 pitch to assist those customers who are visually impaired. Type talk is also available as part of this service. All decorating materials are delivered to customers’ homes.

One of the most significant pieces of work in relation to the Duty was the Council’s role in resettling six Syrian refugee families in the District as part of the wider North Yorkshire programme. Three families were housed in Council-owned houses, two in housing association dwellings while the remaining one was found accommodation in the private sector. The Refugee Council and North Yorkshire County Council (NYCC) (Social and Health care) will provide intense support for a year with additional advice from the Council’s own teams such as Benefits. In later years the Refugee Council will decrease its involvement, balanced by an increasing role for the County Councils Resettlement Team.

The homes were furnished and volunteers provided toys, televisions and any extras, particularly for children that may ease the transition to living in the United Kingdom. Adults within the families have already taken to involving themselves in the local community with four volunteering at venues including the library and CAB.



- 3.6 **Supported Housing and Improvement** provides a range of support services for older and disabled people across all tenures. These monitor wellbeing, provide background support and signposting to other agencies. Visiting and emergency response services, monitoring and responding to alerts from various environmental and personal Telecare equipment (e.g. smoke alarms, fall detectors and bed sensors). Replacement of major components (kitchens, bathrooms, heating systems, doors and windows etc.) within Council properties. Adaptation or conversion of existing rooms and providing specific equipment to meet the needs of disabled people living in Council properties, from wet suites to stair lifts to grab rails.

In previous years the Council has contracted out adaptations through Disabled Facility Grants (DFGs) for the occupants of housing association and privately owned dwellings to various home improvement agencies, however this year it made the decision to provide the service itself from April 2018.

- 3.7 The Council commissioned Richmondshire Community Voluntary Action to conduct a survey of its residential properties to determine what adaptations previously undertaken were still in place and therefore provide an up to date understanding of how the Council is accommodating current accessibility needs of our residents, as well as future needs for prospective tenants once properties become vacant. When these dwellings become available for occupation by a new tenant, they are advertised with details of the adaptation in the hope that those needing such adaptations are made aware of their availability.
- 3.8 **Open Spaces and Amenities** provides public open space / play parks, public conveniences, car park, pest control services and public lighting across the District. An Equalities Impact Assessment has been undertaken to ensure that we endeavour to make our facilities accessible with improved public access to the public open spaces areas / play parks. We have improved the accessibility of the car parks and car park ticket machines, all of the Council's public toilets have accessible facilities and 73 % of the public toilets have baby changing units. Pest Control can provide a bespoke service for our customers.
- 3.9 **Waste, Street Scene and Transport** provides waste and recycling collections, street cleansing and transport services. Additional support is provided through:
- Assisted Collections
  - Bulky collections from inside the property for the elderly and infirm.
  - Special Collections for inaccessible properties
  - Literature available in alternative formats on request
  - Assisted Delivery of sandbags during flooding
  - Gritting of sheltered schemes
  - Provision of larger bins to those meeting the criteria

## Strategy & Regulatory

- 3.10 Strategy & Regulatory comprises:

- Democratic Services and Elections
- Development Management including land charges
- Environmental Health, Licensing and Housing Options
- Community Development (planning policy and strategic housing)
- Business & Community
- Communications

3.11 **Democratic Services and Elections** provide a range of services that enable local people to participate in democratic processes. It ensures polling places are accessible and devices are available to assist voters (large print, tactile templates etc.). Postal and proxy voting is also available, subject to eligibility. All documents, including Committee papers, are available in a range of formats and the website is fully accessible. Meetings in external venues are held in fully accessible venues. Local access groups were consulted as part of the development brief for Mercury House, which now complies with all accessibility requirements. The Council's meeting rooms are fitted with induction loops to assist those with hearing impairments and speech to text services can be provided for Members with specific requirements. Since moving to paperless meetings, reasonable adjustments have been made for Members with medical conditions which prevent the use of electronic devices.

3.12 **Development Management** provides a range of technical services that support the democratic processes to regulate the amount and quality of development in the District outside of the National Park. It deals with the range of applications made under the Town and Country Planning Acts and associated legislation; alleged breaches of planning control, formal enforcement action where necessary and conservation advice. Democratic and communications processes conform to the Council's processes. These promote engagement in our work by providing the necessary access improvements.

3.13 **Environmental Health** provides the following services:

- Food Safety
- Health and Safety
- Infectious Disease Control
- Private Water Supply
- Private Sector Housing
- Environmental Protection
- Licensing

Democratic and communications processes conform to Council processes, which provides for necessary access improvements where necessary.

As of 6 April 2017 taxi and private hire vehicle drivers are obliged by law to:

- transport wheelchair users in their wheelchairs
- provide passengers in wheelchairs with appropriate assistance
- charge wheelchair users the same as non-wheelchair users

The new rules will apply in England, Wales and Scotland affecting vehicles that are designated as wheelchair accessible and will apply to both taxis and private hire vehicles.

In a change to the law, drivers found to be discriminating against wheelchair users face fines of up to £1,000 as part of provisions being enacted from the Equality Act. Drivers may also face having their taxi or private hire vehicle (PHV) licence suspended or revoked by their licencing authority. Drivers unable to provide assistance for medical reasons will be able to apply to their licensing authority for an exemption from the new requirements.

3.14 **Housing Options** provides housing advice, homeless prevention, relief and the main housing duty to people who are or likely to be at risk of homelessness. The most common age group accessing the service is 16-44 years old and most applicants are either lone women with dependants or single men. Housing enquiries and Homeless presentation forms are tailored to capture information on the protected characteristics, which may affect the Council's statutory duty to offer temporary and permanent accommodation to a client. Clients with a disability can be placed in an accessible room in the Council-owned homeless hostel. 16/17-year-old clients are referred to Social Care at NYCC for support due to their age.

3.15 **Community Development** provides the following services:

- Corporate GIS
- Disabled Facilities Grant administration
- Housing Strategy and Rural Housing Enabler
- Policy Development and Implementation
- Street Naming and numbering

External customers are:

- Local population through enquiries –e.g. Street Naming and Numbering,
- consultation – e.g. statutory requirements and access to information – e.g. web pages and publications
- Grant applicants, who are assessed and referred to the Council by NYCC.
- Development Industry
- Strategic partners
- Local representatives

Local people are met through main communication channels (e.g. - enquiries, consultation, publication). They are therefore likely to be representative of the background population and our activities should be subject to corporate standards for these activities

3.16 **Business & Community** facilitates engagement of target community groups through partnership working across the following range of activities:

- Business and Commercial support
- Business and Community Funding
- Community Safety
- Consultation

- Culture and Leisure
- Health
- Partnerships

Specific projects have been designed for older people, people from the Nepali community and people with learning difficulties. Project materials are designed to promote access and engagement.

The Council's Dementia Friendly District Action Plan was submitted to the National Dementia Action Alliance last year and we continue to work towards becoming a Dementia Friendly Council. 76 members of staff have completed Dementia Awareness training and are now 'Dementia Friends'. Signage can now be used describing the Council as 'working towards' becoming dementia friendly.

The team continues to support the work of Richmondshire Dementia Action Alliance Group in creating a Dementia Friendly Community (Richmondshire).

A consortium of 15 partners including Richmondshire DC made a successful bid to the Armed Forces Covenant Fund to promote the emotional and physical health of older veterans (65+). The project is called Healthy Horizons and aims to increase social contact and improve diet and general well-being. Awareness and numbers of referrals to the programme are increasing.

The team continues to work with partners involved in developing specific work with Gurkha and Nepalese communities including NYCC Public Health 'Gurkha Health Needs Assessment'

Richmond swimming pool was one of the first in Yorkshire to become a Dementia Friendly Pool in 2017.

### 3.17 **Communications**

Printed communications – including posters, leaflets, and newsletters – are available in alternative formats, such as large print, if requested. Documents are made available on a range of sites – including the council's fully accessible website (see paras 3.2 and 3.24) and social media accounts and through local media. It is issued to parishes, community groups and councillors to be disseminated to interested parties.

## **Resources**

### 3.18 Resources covers:

- Customer Services
- Business Support
- Revenues & Benefits
- Human Resources and Payroll
- Finance
- Improvement and Procurement
- ICT & Business Change

- 3.19 **Customer Services** delivers services on behalf of all departments in the Council. It does not provide specific services for people with the protected characteristics. All customers are respected exactly the same. Customer services staff make every effort to converse with customers, whether by email, over the phone or face to face. Customers feel welcome and safe in council offices and are treated with the same amount of respect. The team works well to ensure all customers have access to services. All offices are situated in the heart of the community allowing easy access for as many people as possible and are set up to make them accessible for all customers. One to one assistance is available if required. Private interview rooms are available also in most offices. There is quick and easy access to hearing loops, Language Line and Typetalk to allow open discussion.

Following a display of Sign Live, which involves live on-line translations of sign language, the Council is to consider a trial of the system.

- 3.20 **Business Support** delivers services on behalf of all departments in the Council. It does not provide specific services for protected characteristics. Most work is for internal customers and procedures are tailored to meet their needs. Documents are available in different formats should they be required. Language Line, Typetalk and hearing loops are used to allow open discussions with our customers and suppliers.
- 3.21 **Revenues & Benefits** collect local Council Tax and business rates and provide benefits to people who qualify. There are 23,467 Council Tax payers, including 2,014 MoD properties; 2,756 business properties; 1,303 Housing Benefit claimants (a reduction of 425 from last year due to the introduction of universal credit) and 2,258 Council Tax reduction claimants. Specific support services include:

#### Council Tax and Business Rates

- Visiting Officer to assist vulnerable customers in all aspects of Council Tax and Business Rates.
- Produce documentation in large print.
- Language Line (usually activated at first point of call).
- A softer approach to the collection of Council Tax and Business Rates on customers identified as vulnerable.
- Advise customers to claim discounts they have not previously claimed but maybe entitled to.
- Close liaison with Our Enforcements Agents Vulnerable case team.
- Award of 100% Council Tax Reduction to cases identified as Vulnerable through receipt of war pensions
- Provision of exceptional hardship awards where hardship can be proved by an action taken by the Council i.e. Changes to the Council Tax Reduction scheme.

#### Benefits

- Prioritisation of vulnerable cases.
- Assist vulnerable customers to complete Benefit application forms

- Advise customers of any benefits they might be able to claim e.g. PIP, UC, Carers Allowance etc.
- Access to NYCC visiting officers to visit certain vulnerable customers
- Produce documentation in large print.
- Language Line (usually activated at 1st point of call).
- Ensure Armed Forces Covenant operates correctly.
- Provision of Discretionary Housing Payments.

**3.22 Human Resources and Payroll** - The Council operates specific employment policies, procedures and initiatives that support its equality and diversity responsibilities as an employer:

- Recruitment and selection
- Flexible working
- Maternity, paternity, adoption and parental leave
- Sickness management
- Redeployment
- Unlawful discrimination, harassment and victimisation
- Grievance

The small workforce is broadly similar to the local working age population outside of the army. In the period from 1st April 2017 to 31 March 2018, the Council employed 261 people. Of this workforce:

- 78.5% were aged over 40 and 51.7% were aged over 50.
- 60.5% were female
- 3.1% identified themselves as disabled
- 85.8% identified themselves as white British
- 26.8% identified themselves as belonging to a religious group

The Council's Workforce Profile (1 April 2017 – 31 March 2018) is contained within **Appendix 2**.

The Diversity Profile of Job Applications (April 2017 – March 2018) is contained within **Appendix 3**.

There are 34 elected Members of which 23 (67.65%) are male and 11 (32.35%) are female with an average age of 64.22 years.

**3.23 Finance and Improvement** provides management and financial accounts, performance and risk management and procurement services. It does not provide any services specifically for people with protected characteristics, occasionally procurements may be for services that are for people who may have protected characteristics and the impact is considered as part of the procurement process. Changes to payment mechanisms and preferred means of payment may have an impact and will need an Equality Impact Assessment (EIA).

## 3.24 ICT &amp; Business Change

The Council commenced a business change programme, running alongside improvements to ICT systems. The focus of the programme is to improve internal efficiency whilst enabling customers to access the Council's services directly. One of the key projects of the accessible website was an ability for users to self-serve through the website. On go live of the website over 50 new eForms went live. Alongside the website the team increased the use of Social Media tools Facebook and Twitter to reach more people about the services provided plus news and events.

## 4.0 Managing the Duty and Improving Council Action

4.1 The Council Plan 2015 – 2019 is committed to ensure that all aspects of the Council's business respect the Equality Duty:

***“Managing the Council well to deliver high quality, affordable services***  
*We will continue to manage our services so that they deliver the best quality that is affordable to us and our council taxpayer, establishing a culture of openness and transparency in everything the Council does.*

- ***Providing excellent and effective services to our customers*** – *We work hard to deliver customer-focused services at best value. We understand the customer's needs and expectations and will go out of our way to meet these.*
- ***Looking after our staff*** – *We recognise the value of our workforce.*
- ***Mitigating risks to the Council through effective Corporate Governance*** – *We will maintain an environment where risk management is an integral part of the planning and performance management process and the general culture of the Council.*
- ***Putting equalities & diversity first*** - *We will ensure compliance with the General Equality Duty (GED) and report on our performance by July each year”*

4.2 The Council's adopted corporate Equality Policy (Nov 2016) provides headline guidance to Members, staff, partners and contractors about how it expects compliance with the Council's general equality duty. This sets out the requirements for:

- Integration of the duty into ongoing decision making
- Demonstrating informed decision making; and
- Reporting

4.3 It published its first Equalities Report in April 2014 and this report updates on the progress made to embed the Equality Duty into Council business through the implementation of its Equalities Action plans.

4.4 The Chief Executive is responsible for the delivery of the Council's Equalities Action Plans supported by the Council's Corporate Equalities and Diversity

Group (CEDG). Individual service plans implement these headline actions across the Council. Routine service reporting monitors the achievement of these actions and informs the Annual Equalities Report. Routine performance management, through Council and service planning, does not yet provide basic information about how well its business has improved to support people with the specified characteristics.

- 4.5 Equality Impact Assessments (EIA) are prepared for all key changes in the Council's business likely to have an impact on people with the protected characteristics. These help us consider how they may affect different people within the workforce and take action to address any areas that may have an adverse impact.
- 4.6 The Council provides training and support to raise awareness of the equality agenda and the related legislation and their responsibilities to others in this area, e.g. e-learning packages, awareness of bullying and harassment programme for all supervisory staff and welfare mentors programme.
- 4.7 The Council set the following equalities and diversity objectives for 2017/18:
- 1: The Council as an Employer:** Employment policies, procedures, guidance and practice promote an inclusive workforce
- 2: Local Community Engagement:** Community engagement promotes and encourages access to Council services across the District area
- 3: Corporate Management:** The Council collects, retains, monitors, reports and acts on information relating to equalities and diversity to promote service improvement and reduce the potential for discrimination
- The Action Plan which was used to deliver these 2017/18 objectives and monitor progress made against these is reported in **Appendix 4**.
- 4.8 The draft Equality Objectives for 2018/19 are attached at **Appendix 5**.
- 4.9 The proposed Action Plan to deliver the Equalities Objectives for 2018/19 is attached at **Appendix 6**.

### 5.0 Appendices

Appendix 1 - Local Conditions

Appendix 2 – Council Workforce Profile

Appendix 3 – Diversity Profile of Job Applications to the Council

Appendix 4 – Action Plan to deliver the Equalities Objectives for 2017-18 (closed)

Appendix 5 – Draft Equalities Objectives for 2018/19

Appendix 6 – Proposed Action Plan to deliver the Equalities Objectives for 2018-19

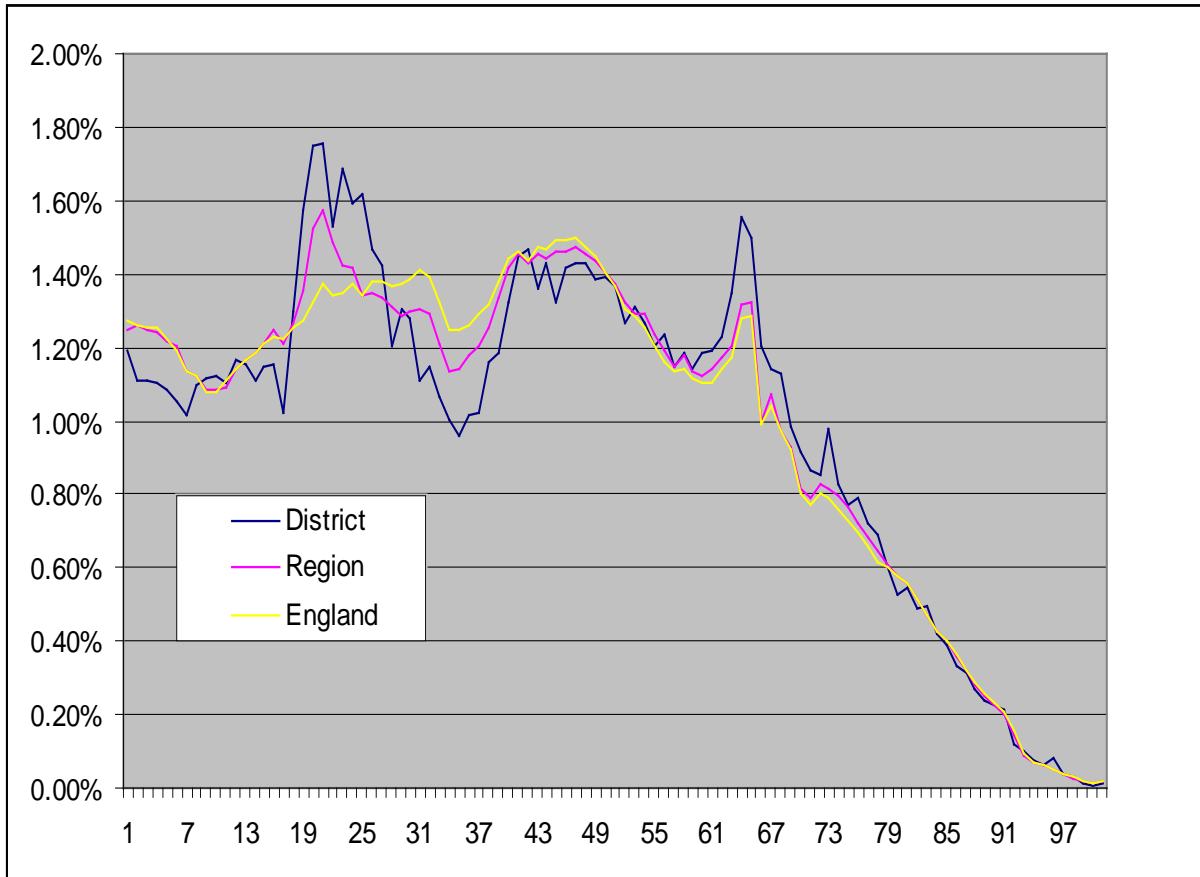


LOCAL CONDITIONS

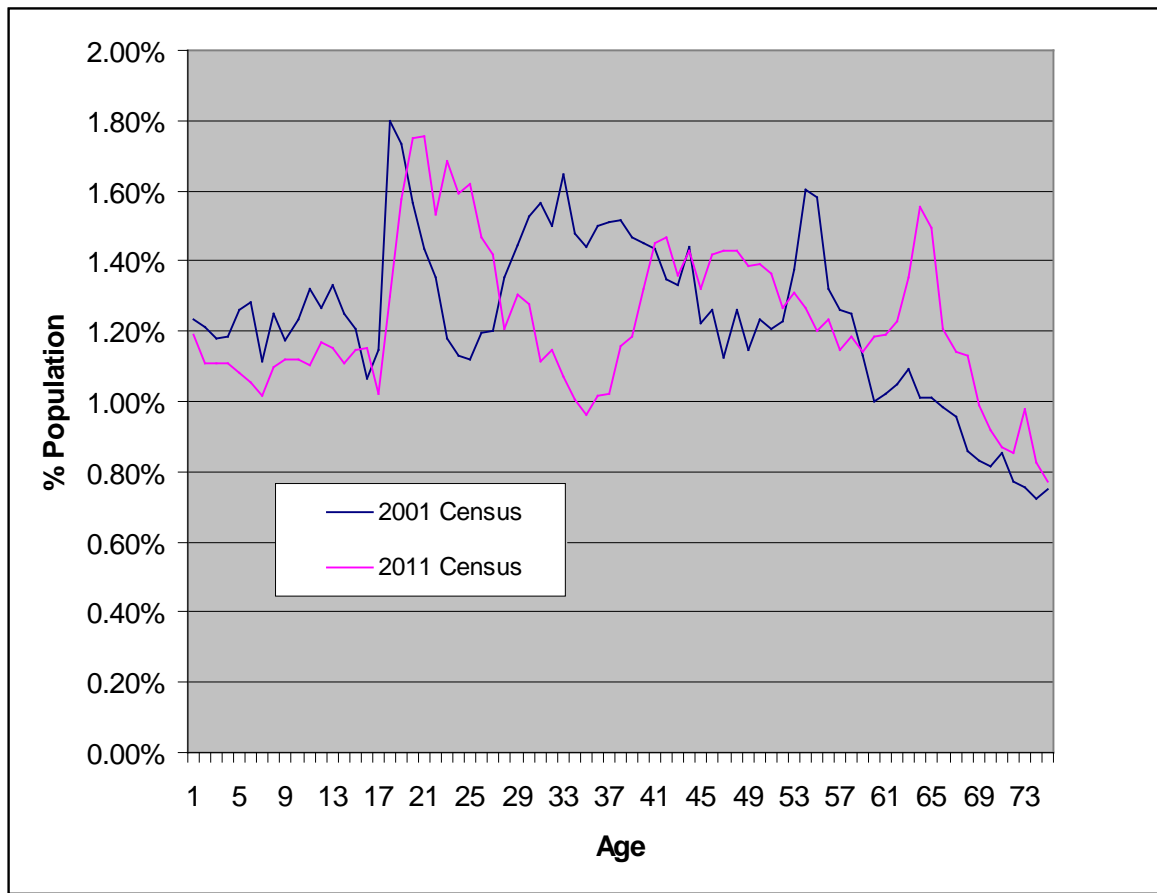
Note: all data sourced from 2001 and 2011 Census except where indicated

**Age**

**Richmondshire Single year Age Structure compared with region and England (2011)**



## Richmondshire Population ageing 2001 - 2011



## Richmondshire population ageing 75+ 2001 - 2011

	2001			2011		
	District	Region	England	District	Region	England
All People	47,010	4,964,833	49,138,831	51,965	5,283,733	53,012,456
75 to 79	2.99%	3.39%	3.35%	3.33%	3.23%	3.15%
80 to 84	2.09%	2.25%	2.25%	2.33%	2.38%	2.37%
85 to 89	1.24%	1.28%	1.30%	1.38%	1.44%	1.46%
90 to 94	0.47%	0.50%	0.51%	0.57%	0.57%	0.59%
95 to 99	0.11%	0.12%	0.12%	0.17%	0.14%	0.15%
100+	0.02%	0.02%	0.02%	0.01%	0.02%	0.02%

## Gender

	2001			2011		
	District	Region	England	District	Region	England
All People	47,010	4,964,833	49,138,831	51,965	5,283,733	53,012,456
Male	51.6%	48.6%	48.7%	52.7%	49.2%	49.2%
Female	48.4%	51.4%	51.3%	47.3%	50.8%	50.8%

## Disability

	District	Region	England
	2001		
All People	47,010	4,964,833	49,138,831
Good Health	73.0%	67.0%	68.8%
Fairly Good Health	20.3%	22.7%	22.2%
Not Good Health	6.7%	10.3%	9.0%
	2011		
All People	51,965	5,283,733	53,012,456
Very Good Health	51.3%	45.6%	47.2%
Good Health	33.5%	34.4%	34.2%
Fair Health	11.5%	14.0%	13.1%
Bad Health	2.9%	4.7%	4.2%
Very Bad Health	0.8%	1.3%	1.2%

	District	Region	England
	2001		
All Usual Residents	47,010	4,964,833	49,138,831
With a Limiting Long-Term Illness	15.0%	19.0%	18.0%
Without a Limiting Long-Term Illness	85.0%	81.0%	82.0%
	2011		
All Usual Residents	51,965	5,283,733	53,012,456
Day-to-Day Activities Limited a Lot	6.3%	9.1%	8.3%
Day-to-Day Activities Limited a Little	9.0%	9.8%	9.3%
Day-to-Day Activities Not Limited	84.8%	81.2%	82.4%

	2001			2011		
	District	Region	England	District	Region	England
All People	47,010	4,964,833	49,138,831	51,965	5,283,733	53,012,456
Provides no care	91.5%	89.6%	90.1%	90.8%	89.6%	89.8%
Provides 1 to 19 hours care a week	6.1%	7.0%	6.8%	6.3%	6.5%	6.5%
Provides 20 to 49 hours care a week	0.9%	1.2%	1.1%	1.1%	1.4%	1.4%
Provides 50 or more hours care a week	1.5%	2.3%	2.0%	1.8%	2.6%	2.4%

## Workforce Disability related benefits (November 2016)

	District		Region	Great Britain
	N	%	%	%
ESA and incapacity	960	2.8	6.6	6.1
Carers	360	1.1	2.0	1.7
Disabled	170	0.5	0.8	0.8

%s are a proportion of working age population

## Race

### Ethnicity

	2001			2011		
	District	Region	England	District	Region	England
All People	47,009	4,964,833	49,138,831	51,965	5,283,733	53,012,456
White	98.2%	93.5%	90.9%	95.4%	88.8%	85.4%
Mixed	0.5%	0.9%	1.3%	1.0%	1.6%	2.3%
Asian / Asian British	0.9%	4.5%	4.6%	2.4%	7.3%	7.8%
Black / Black British	0.1%	0.7%	2.3%	1.0%	1.5%	3.5%
Chinese / Other	0.2%	0.4%	0.9%	0.3%	0.8%	1.0%

Richmondshire has a very small resident gypsy and traveller population. The Accommodation Assessment carried out in June 2014 identified that there were 20 pitches occupied in local sites, representing just 50% of the available capacity.

## Nepali population 2011

Age	Total	M	F
0-14	176	88	88
15-24	230	174	56
25-44	234	122	112
45-64	71	40	31
65-74	45	25	20
75+	2	2	0

Source : 2011 Census Table SP101N

Note : only includes Medium Level Super Output areas where the local specific population is over 200

**Language Capability**

2011	District	Region	England
All Usual Residents Aged 3 and Over	50,193	5,085,191	51,005,610
Main Language is English	48,511	4,783,865	46,936,780
Main Language is Not English (Can Speak English Very Well)	748	104,260	1,689,406
Main Language is Not English Can Speak English Well	676	115,293	1,535,579
Main Language is Not English Cannot Speak English Well	196	67,614	709,862
Main Language is Not English Cannot Speak English	62	14,159	133,983

**Main Language not English**

2011	N
Nepalese	819
Polish	183
Any Oceanic	107
Any East Asia	85
Any African	90
other	398
Total	1,682

**Religion or belief**

	2001			2011		
	District	Region	England	District	Region	England
All People	47,010	4,964,833	49,138,831	51,965	5,283,733	53,012,456
Christian	82.0%	73.1%	71.7%	69.4%	59.5%	59.4%
Buddhist	0.3%	0.1%	0.3%	0.7%	0.3%	0.5%
Hindu	0.7%	0.3%	1.1%	1.0%	0.5%	1.5%
Jewish	0.1%	0.2%	0.5%	0.1%	0.2%	0.5%
Muslim	0.1%	3.8%	3.1%	0.3%	6.2%	5.0%
Sikh	0.0%	0.4%	0.7%	0.0%	0.4%	0.8%
Any other religion	0.1%	0.2%	0.3%	0.3%	0.3%	0.4%
No religion	10.4%	14.1%	14.6%	21.4%	25.9%	24.7%
Religion not stated	6.4%	7.8%	7.7%	6.9%	6.8%	7.2%

**Pregnancy or maternity**

All Live Births	District	Region	England
January 2010 to December 2010	554	66,970	687,006
January 2009 to December 2009	558	66,358	671,058
January 2008 to December 2008	559	66,353	672,809
January 2007 to December 2007	534	64,191	655,357
January 2006 to December 2006	560	62,955	635,748
January 2005 to December 2005	527	60,664	613,028
January 2004 to December 2004	542	60,193	607,185

Source : Office of National Statistics, birth Registration data

**Marriage or civil partnership**

<b>2011</b>	District	Region	England
All Usual Residents Aged 16 and Over in Households	38,205	4,190,549	42,077,356
Living in a Couple; Total	67.5%	59.0%	57.8%
Living in a Couple; Married	57.3%	46.1%	45.7%
Living in a Couple; Cohabiting (Opposite-Sex)	9.4%	12.1%	11.2%
Living in a Couple; In a Registered Same-Sex Civil Partnership or Cohabiting (Same-Sex)	0.7%	0.8%	0.9%
Not Living in a Couple; Total	32.5%	41.0%	42.2%
Not Living in a Couple; Single (Never Married or Never Registered a Same-Sex Civil Partnership)	16.8%	24.5%	25.8%
Not Living in a Couple; Married or in a Registered Same-Sex Civil Partnership	1.4%	1.3%	1.5%
Not Living in a Couple; Separated (but Still Legally Married or Still Legally in a Same-Sex Civil Partnership)	1.9%	2.1%	2.1%
Not Living in a Couple; Divorced or Formerly in a Same-Sex Civil Partnership which is Now Legally Dissolved	5.9%	6.6%	6.5%
Not Living in a Couple; Widowed or Surviving Partner from a Same-Sex Civil Partnership	6.4%	6.5%	6.3%

## **Gender reassignment**

No reliable local data has been identified, although some national data is available, accessible through [www.lgbt.co.uk](http://www.lgbt.co.uk).

## **Sexual orientation.**

No reliable local data has been identified. The Integrated Household Survey April 2011 to March 2012 estimated that,

- 1.5 per cent of adults in the UK identified themselves as Gay, Lesbian or Bisexual. Other sources suggest a higher percentage, although none of the alternative surveys are considered an adequate basis to confirm the true size of the Gay/Lesbian/Bisexual population.
- 2.7 per cent of 16 to 24 year olds in the UK identified themselves as Gay, Lesbian or Bisexual compared with 0.4 per cent of 65 year olds and over.

It is recognised, however, that the smaller the numbers, the more social and health inequality can result.

# Appendix 1

## Annex 2

### THE COUNCIL'S WORKFORCE PROFILE (1<sup>st</sup> APRIL 2017- 31 MARCH 2018)

Gender	Female	Male	Totals
Numbers	158	103	261
% of Workforce	60.54%	39.46%	100.00%

Age Groups	Under 20	20-29	30-39	40-49	50-59	60-65	65+	Totals
Numbers	1	13	42	70	92	35	8	261
% of Workforce	0.38%	4.98%	16.09%	26.82%	35.25%	13.41%	3.07%	100.00%

Disability	Blank Record	Declined to specify	Disabled	Not disabled	Not known	Totals
Numbers	39	11	8	198	5	261
% of Workforce	14.94%	4.21%	3.07%	75.86%	1.92%	100.00%

Sexual Orientation	Blank Record	Declined to specify	Heterosexual	Other	Totals
Number	161	18	81	1	261
% of Workforce	61.69%	6.90%	31.03%	0.38%	100.00%

Religion	Agnostic	Atheist	Blank Record	Christian	Judaism	Other	Totals
Number	6	8	177	65	1	4	261
% of Workforce	2.3%	3.1%	67.8%	24.9%	0.4%	1.5%	100.00%

Ethnic Origin	White British	Any other White background	Black / Black British	Not Stated	Totals
Numbers	224	4	2	31	261
% of Workforce	85.8	1.5	0.8	11.9	100.00%

Marital Status	Blank Record	Divorced	Married	Not Specified	Partner	Single	Widowed	Totals
Number	52	26	121	8	21	32	1	261
% of Workforce	19.92%	9.96%	46.36%	3.07%	8.05%	12.26%	0.38%	100



**DIVERSITY PROFILE OF JOB APPLICATIONS; April 2017- March 2018**

Details provided where equality monitoring return was provided; blank/ non-specified returns for each characteristic have been disregarded, hence differing numbers.

<b>Gender</b>					
<b>Applications</b>		<b>Female</b>		<b>Male</b>	
	<b>N</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Total	193	89	46.1	101	52.3
Shortlisted	105	46	43.8	57	54.3
Appointed	44	16	36.4	26	59.1

<b>Age</b>									
<b>Applications</b>		<b>16-24</b>		<b>25-34</b>		<b>35-49</b>		<b>50+</b>	
	<b>N</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Total	193	19	9.8	30	15.5	75	38.9	64	33.2
Shortlisted	105	8	7.6	15	14.3	44	41.9	34	32.4
Appointed	44	3	6.8	8	18.2	21	47.7	10	22.7

**Disability**

		<b>Registered</b>		<b>Not Registered</b>		<b>No</b>	
	<b>N</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Total	193	2	1.0	10	5.3	161	83.4
Shortlisted	105	0	0	4	3.8	92	87.6
Appointed	44	0	0	1	2.3	39	88.6

<b>Ethnic Origin</b>									
<b>Applications</b>		<b>White British</b>		<b>Other White</b>		<b>Asian or Asian British</b>		<b>Black or Black British</b>	
	<b>N</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Total	193	175	90.7	7	3.6	2	1.0	3	1.6
Shortlisted	105	99	94.3	4	3.8	0	0	0	0
Appointed	44	43	97.7	0	0	0	0	0	0

Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18**

*Theme 1: The Council as an Employer*

**Objective 1: Review information available on our workforce and job applications and continue to collect, report and interpret this, following up any Equality and Diversity concerns.**

Action		Progress	Owner	Target date	Complete
1.1	HR to provide 'end of year' analysis for 2016/17 for workforce and job applicants, for Corporate Equalities & Diversity Group (CE&DG) to consider.  To also provide 2015/16 data for comparative purposes.	Information provided and discussed at CE&DG on 23 May 2017	HR & Payroll Manager	May 2017	Yes
1.2	CE&DG to review findings of 2016/17 report and identify any actions.	CE&DG considered findings at its meeting on 23 May 2017 and agreed actions (see below).	CE&DG	May 2017	Yes
		HR to request staff to refresh / complete their personal E&D profiles to allow for more accurate recording, as part of analysis of workforce.	HR & Payroll Manager	June 2017	Yes See 3.1
1.3	HR to provide six monthly analysis for workforce and job applicants.	Provided for CE&DG meeting (workforce only - job applicants analysis to be provided at end of year)	HR & Payroll Manager	November 2017	Yes
1.4	CE&DG to review and identify any actions (from 1.3) needed to	See 3.1 for actions			

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18**

Action		Progress	Owner	Target date	Complete
	address representation of District and follow up as agreed.				
1.5	Deliver the relevant actions from the action plan produced in response to the Staff Survey 2016	Overall action plan produced and issued to staff in January 2017. Updates to be provided to staff on a regular basis.  Monitoring of action plan by SMT / HR completed and issued to staff November 2017.	Chief Executive	October 2017	Yes
		HR actions in response to bullying and harassment concerns to be delivered in line with agreed timescales.	HR & Payroll Manager	June 2017	Yes

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18***Theme 1: The Council as an Employer*

**Objective 2: Deliver the Council's Workforce Strategy; developing and implementing actions to promote and continue to train, a workforce reflective of the community we serve.**

Action		Progress	Owner	Target date	Complete
2.1	Relevant E&D actions from the Workforce Strategy to be implemented in line with agreed timescales. (see 10.2)	To include apprenticeships, and succession planning.  Actions being progressed; to continue to run for the term of the Council Plan.	HR & Payroll Manager	May 2017	Yes
2.2	Staff induction process to incorporate E&D e-learning.		HR & Payroll Manager	Ongoing	Ongoing
2.3	E-learning to be undertaken every 3 years	Included in staff induction training	HR & Payroll Manager		Yes
		Refresher training for all staff to be rolled out. SMT agreed timetable – next training due April 2019. Preparation Jan – Mar 2019		April 2019	Carry forward to 2018/19
2.4	Continue to deliver an Equalities & Diversity training package for operational staff	'Toolbox' training package shared with operational managers. Regular updates to be undertaken to ensure package is up to date.	HR & Payroll Manager	May 2017	Ongoing
2.5	Operational staff to receive training (as identified in 2.4)	All operational staff without access to a PC to receive refresher training by September.	Operational Managers	September 2017	Yes

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18**

Action		Progress	Owner	Target date	Complete
2.6	Deliver training to managers/supervisors on dealing with Bullying and Harassment issues.	ACAS commissioned to provide training. Invitations sent to all managers / supervisors for July 2017.	HR & Payroll Manager	July 2017	Yes

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18***Theme 1: The Council as an Employer***Objective 3: Measure the effectiveness of these workforce actions and report through performance measures and monitoring.**

Action		Progress	Owner	Target date	Complete
3.1	CE&DG to review six monthly analysis of workforce and job applicants and identify any areas of development, including representation of the District.	See 1.4 CE&DG reviewed in May and November.	CE&DG	November 2017	Yes
3.2	End of year review of analysis, identify and implement any areas of development.	CE&DG considered findings and analysis at its meeting on 23 May 2017.	CE&DG	May 2017	Yes

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18***Theme 2: Local Community Engagement***Objective 4: Continue to measure, report and interpret information on protected characteristics across the District.**

Action		Progress	Owner	Target date	Complete
4.1	Confirm the Community Engagement Strategy as a means of liaising with the community.	Strategy ready for issuing to external consultation in May/June 2017	Corporate Director (S&R)	May 2017	Yes
4.2	Amend methods of consultation / engagement as required by the Community Engagement Strategy.	Action covered at 5.3 and 6.3.	Chief Executive		
4.3	Equality Impact Assessments for Service Plans to be updated to reflect latest service provision.	Managers received guidance and links to EIA / service plans – to be completed by 31/3/17	All Managers	April 2017	Yes
4.4	Identify improvements needed to fully embed E&D across the Council.	Links to service plan improvement work. All staff encouraged to engage in E&D performance as part of the 2017/18 service plan.			Yes
		EIAs reviewed for completeness. SMT considered comparison list in May.	Corporate Director (Resources)	May 2017	Yes
		Follow up on outstanding EIAs – defer until launch of new form in Spring 2018.	Corporate Director (Resources)	<del>Nov 2017</del>	Carry forward to 2018/19
		Proposed approach to new EIA pro-forma agreed at CE&DG 13/02/18	HR Manager	February 2018	Yes

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18**

Action		Progress	Owner	Target date	Complete
		Produce / Issue new (initial assessment) EIA pro-forma.		Spring 2018	Yes
4.5	Review service plans on six monthly basis to monitor effectiveness of E&D training / awareness	Directors / Service managers following up.	F&I Manager	May 2017	Yes
		SMT to monitor on 6 monthly basis (deferred until after SMT planning meeting 08/03/18).	Corporate Director (Resources)	<del>March</del> 2018	Carry forward to 18/19
4.6	Build improvements into the Equalities Objectives for 2017/18	Objectives finalised.	Corporate Director (Resources)	May 2017	Yes
4.7	Consult on Equalities Objectives (internally and externally) for 2017/18 and amend if required.	Amended after internal consultation. No amendments required after external consultation. Now form part of Annual Report for Member approval.	Corporate Director (Resources)	May 2017	Yes
4.8	Equalities Objectives for 2017/18 to be approved / published	For consideration at Council on 25 July.	Council	July 2017	Yes
		To be published on Council website.	Corporate Director (Resources)	July 2017	



## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18***Theme 2: Local Community Engagement*

**Objective 5: Deliver the Community Engagement Strategy and associated action plan(s); measure its effectiveness in consultation with all representatives of the community.**

Action		Progress	Owner	Target date	Complete
5.1	Consultation (internal and external) on Community Engagement Strategy	Issue for consultation in June.	Corporate Director (S&R)	June 2017	Yes
		Issue to wider groups (including E&D Consultative Group)			
		Consultation period [ends 14 July]			
		Amend Strategy as required	Corporate Director (S&R)	July / August 2017	Yes
5.2	Obtain approval for Community Engagement Strategy	Approved at Corporate Board on 10 October.	Corporate Director (S&R)	September 2017	Yes
5.3	Action Plan to be produced to deliver the Community Engagement Strategy. <i>(see 10.1)</i>	Action Plan produced.	Corporate Director (S&R)	June 2017	Yes
		To be issued to CE&DG for comments as part of consultation.		June 2017	Yes
		Final action plan to CE&DG 'for info'		n/a	

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18**

Action		Progress	Owner	Target date	Complete
		Action plan is an internal document for Business & Community Team, monitored by the Director (S&R).			
		Tasks from CE Strategy Action Plan relevant to E&D to be included in this E&D Action Plan where relevant (cross-referenced below) <ul style="list-style-type: none"> <li>- See action 6.3</li> <li>- Insert further action numbers as relevant</li> </ul>	Corporate Director (Resources)	July 2017	Yes
5.4	<u>Member training:</u> On how the Council can engage with the public, and how public can participate in Council initiatives better. <i>(links to the Equality Framework for Local Government, theme 14)</i>	Identified at the EFLG self-assessment session by CE&DG.  Ongoing via the Democratic Services Team	Corporate Director (S&R)	September 2017	Yes (ongoing)

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18***Theme 2: Local Community Engagement*

**Objective 6: Continue to consult, engage and work with those groups representing the protected characteristics to ensure policies and action plans are effective and appropriately targeted.**

Action		Progress	Owner	Target date	Complete
6.1	Ensure list of contacts representing the community is reviewed every six months to ensure inclusivity.	To be considered at CE&DG.	Corporate Director (Resources)	July 2017	Yes
		In line with annual review of Terms of Reference (see 9.6).  Updates agreed at CE&DG 07/11/17. Contact list revised.		November 2017	Yes
6.2	Ensure key information is shared with community representatives / consulted with as appropriate.	Consultation on Draft Equalities Objectives 2017/18.	Corporate Director (Resources)	April 2017	Yes
		Consultation (internal & external) to take place on Draft Equalities Annual Report 2016/17, and amendments made as required. (see 8.1)	Corporate Director (Resources) / C&D Team Manager	June 2017	Yes
		Progress on actions for 2016/17 to be shared, as part of Equalities Annual Report.	Corporate Director (Resources)	June 2017	Yes
6.3	Implement identified actions from the Community Engagement Strategy as they relate to community representatives.	See action 5.3	Corporate Director (S&R)		

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18**

Action		Progress	Owner	Target date	Complete
6.4	Analyse data on representation of area and ensure issues relating to groups representing protected characteristics are addressed.	External customer profiles completed January 2017. Analysis work undertaken, and reviewed for necessary actions – as part of preparation for Annual Report.	Corporate Director (Resources)	May 2017	Yes
6.5	CE&DG to invite community representatives (from the external consultees list) to future meetings.	Proposed programme of attendance for 2018/19 produced and considered at CE&DG 13/02/18. Invitations will be sent nearer each meeting date.	Chief Executive (PA)	January 2018	Yes

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18***Theme 3: Corporate Management*

**Objective 7: Continue to review the Council's policies and procedures across all services in line with agreed timescales, publishing these on the Council's website where relevant.**

Action		Progress	Owner	Target date	Complete
7.1	Maintain an up to date list of corporate policies, review dates and compliance.	The PA team regularly review and revise these lists for each Directorate. Monitored by SMT (see 7.2).	All Corporate Directors	Ongoing	Yes
7.2	Regularly report on progress against the list of corporate policies.	On SMT Forward Plan. Considered in May 2017.	Corporate Director (Resources) / SMT	May 2017	Yes
		SMT to identify / challenge policies for E&D consultation – reviewed by SMT 30/11		November 2017	
		Corporate Directors to review individually.		December 2017	

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18***Theme 3: Corporate Management*

**Objective 8: Improve collection of data on demographic information, issues and practices, as part of the corporate performance management framework; analyse this information and identify lessons learned and areas of good practice.**

Action		Progress	Owner	Target date	Complete
8.1	Prepare and consult on the Equalities Annual Report for 2016/17.	Community & Development Team produced draft Equalities Annual Report 2016/17. Team Manager provided first draft for CE&DG meeting on 23 May.	C&D Team Manager	May 2017	Yes See 6.2
		CE&DG reviewed draft report at meeting on 23 May (see 6.2) and comments provided. Approval given for wider consultation.	CE&DG	May 2017	Yes See 6.2
		Wider E&D Group to be consulted (see 6.2).	Corporate Director (Resources)	May / June 2017	Yes
		Update report as required (see 6.2).	Corporate Director (Resources) / C&D Team Manager	June 2017	Yes
8.2	Obtain approval for Equalities Annual Report 2016/17	To be considered at Council on 25 July. See 4.8	Corporate Director (Resources)	July 2017	Yes

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18**

Action		Progress	Owner	Target date	Complete
8.3	Publish Equalities Annual Report 2016/17	To be published on the Council website. See 4.8	Corporate Director (Resources)	July 2017	Yes
8.4	Data on demographic information to be collected	Service areas to collect as part of service delivery – see 8.5 below	Service Managers	Jan 2018	
		Consider use of surveys on service use on new website for collecting data on protected characteristics (e.g. anonymised questionnaire). Agreed to be deferred until resources confirmed and a suitable timeframe available.	CA&H Project	<del>TBC</del> <del>(Website go live Dec 2017)</del>	Carry forward to 2018/19
		Post implementation review of website – Agreed to defer until resources confirmed and a suitable timeframe available.	CA&H Project	<del>March-May 2018</del>	Carry forward to 2018/19
		Research available statistics produced by North Yorkshire County Council to feed into data collection & seek feedback on information sharing. Findings reported to CE&DG 07/11/17.	Corporate Director (Resources)	November 2017	Yes
8.5	Review service level demographic information and identify any areas for development	Analysis of customer profiles (completed by managers in January 2017) for inclusion in Equalities Annual report 2016/17. See 6.4	Corporate Director (R) / C&D Team Manager	May 2017	Yes
		Issue customer profiles pro-forma to service managers. Results due by end of February.	Corporate Director (Resources)	January 2018	Yes

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18**

	Action	Progress	Owner	Target date	Complete
		Consider / compare results of annual external customer profile review. (to include as part of Equalities Annual Report 2017/18 – draft to May meeting)	Corporate Director (Resources) & Principal Policy Officer	March 2018	Yes



## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18***Theme 3: Corporate Management*

**Objective 9: Self-assess the Council's performance on Equality and Diversity against the Equality Framework for Local Government (EFLG); implement agreed actions arising as a result.**

Action		Progress	Owner	Target date	Complete
9.1	Complete annual self-assessment against the Equality Framework for Local Government	To be undertaken at CE&DG meeting on 1 August.	C&D Team Manager	August 2017	Yes
9.2	Include any areas for development on E&D Action Plan (this document) – see below.		Corporate Director (Resources)	September 2017	Yes
<b>Identified actions from self-assessment under this Objective (carried forward from 2016/17):</b>					
9.3	Members to be reminded to complete e-learning package for Equalities & Diversity	Democratic Services continue to encourage Member completion	Chief Executive	June 2017 (ongoing)	Yes
		Report & monitor Members' completion rate for e-learning. Update at CE&DG February 2018 (62% completed had E&D learning package; 50% had completed all 4 e-learning packages). In-house training to be considered at time of planning next Council term's Members training programme (May 2019).		Quarterly	Yes
9.4	Review internal resources for ongoing support to E&D	Considered annually	CE&DG	February 2018	Carry forward to 2018/19

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18**

Action	Progress	Owner	Target date	Complete
<b>New actions identified at annual self-assessment (for 2017/18)</b>				
	<u>Collecting information:</u> <ul style="list-style-type: none"> <li>Follow up EIAs</li> <li>Research NYCC statistics</li> <li>Consider use of new website</li> <li>Annual review of external customer profiles</li> </ul>			See <ul style="list-style-type: none"> <li>4.4</li> <li>8.4</li> <li>8.4</li> <li>8.4</li> </ul>
	<u>Analysing and using information:</u> <ul style="list-style-type: none"> <li>Consider results of external customer profiles following annual review</li> </ul>			See 8.5
	<u>Sharing information between partners:</u> <ul style="list-style-type: none"> <li>Seek feedback from North Yorkshire County Council</li> </ul>			See 8.4
	<u>Leadership:</u> <ul style="list-style-type: none"> <li>Continue emphasis on Members completing e-learning</li> </ul>			See 9.3
9.5	<u>Effective communication</u> <ul style="list-style-type: none"> <li>Post-implementation review of new website</li> </ul>	CA&H Project	March – May 2018	See 8.4 c/f to 18/19
9.6	<u>Fostering good relations:</u> <ul style="list-style-type: none"> <li>Consider CE&amp;DG membership and external consultees at annual review of Terms of Reference (November)</li> </ul>	CE&DG	November 2017	Yes
	<u>Integration into business planning and delivery:</u> <ul style="list-style-type: none"> <li>E-learning refresher training for all staff to be rolled out</li> </ul>			See 2.3 c/f to 19/20
9.7	<u>Accessible Services:</u> <ul style="list-style-type: none"> <li>Continue to monitor based on ongoing lessons learned.</li> </ul>	CE&DG	Quarterly meetings	Ongoing
	<u>Human Rights:</u> <ul style="list-style-type: none"> <li>E-learning refresher training for all staff to be rolled out</li> </ul>			See 2.3 c/f to 19/20
	<u>Harassment and Bullying:</u> <ul style="list-style-type: none"> <li>New 'Welfare Monitors' to review / contribute to procedures</li> </ul>			See 1.5

## Appendix 4

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2017/18***Theme 3: Corporate Management***Objective 10: To promote the Council's commitment to addressing issues of discrimination.**

Action		Progress	Owner	Target date	Complete
10.1	Senior Management Team to identify any specific actions needed to include in the Community Engagement <b>action plan.</b> (see 5.3)	The Action Plan to be circulated with minutes from CE&DG meeting on 23 May 2017.	Chief Executive's PA	May 2017	Yes
		CE&DG and SMT comments / feedback.	SMT CE&DG	June 2017	
10.2	Utilising the data produced on job applicants and the Council workforce, include relevant actions in the HR workforce strategy. (see 2.1)		HR & Payroll Manager	September 2017	Yes
10.3	Ensure mechanism exists to identify areas of potential discrimination across the Council – including regular review of corporate policies	Ongoing work – covered by other actions.	SMT	July 2017	Yes
10.4	Address areas of potential discrimination on an individual basis.	No issues to report (CE&DG Feb 2018)	SMT / Managers	Ongoing	

**Richmondshire District Council**  
**DRAFT Equalities Objectives 2018-19**

**Theme 1: The Council as an Employer**

**Objective:** Employment policies, procedures, guidance and practice promote an inclusive workforce

**We will:**

1. Implement the Council's Workforce Strategy, developing and implementing actions to promote, and continue to train, a workforce reflective of the community we serve.
2. Through the Workforce Strategy, prioritise succession planning and the use of apprenticeships, ensuring a suitable mix across the protected characteristics.

**Theme 2: Local Community Engagement**

**Objective:** Community engagement through promoting and encouraging access to Council services across the District area

**We will:**

3. Continue to consult, engage and work with those groups representing the protected characteristics to ensure policies and action plans are effective and appropriately targeted.
4. Work with specific groups who are encouraging those with protected characteristics to become involved and lead across the community. Examples include The Beacon, The Veterans' Lifestyle Programme, and public health projects such as Step Up, Step Down.

**Theme 3: Governance**

**Objective:** The Council collects, monitors, reports and acts on information relating to equalities and diversity to promote service improvement and reduce the potential for discrimination

**We will:**

5. Improve reporting and follow up action on protected characteristics across staff and the community.
  6. Continue to review the Council's policies and procedures across all services in line with agreed timescales, publishing where relevant.
-

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2018/19***Theme 1: The Council as an Employer***Objective: Employment policies, procedures, guidance and practice promote an inclusive workforce**

<b>1. Implement the Council's Workforce Strategy, developing and implementing actions to promote, and continue to train, a workforce reflective of the community we serve.</b>					
<b>Action</b>		<b>Progress</b>	<b>Owner</b>	<b>Target date</b>	<b>Complete</b>
1.1	Workforce Strategy to be updated to reflect progress to date and actions needed for 2018/19.		Senior Management Team / HR & Payroll Manager	June 2018	
1.2	Staff induction process to be updated to ensure encouragement provided to those with protected characteristics.		HR & Payroll Manager	TBC	
1.3	Six monthly sessions to be held (for new staff and as refresher training) and refresh of e-learning to be undertaken		HR & Payroll Manager	March 2019	
1.4					
1.5					

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2018/19***Theme 1: The Council as an Employer***Objective: Community engagement through promoting and encouraging access to Council services across the District area****2. Through the Workforce Strategy, prioritise succession planning and the use of apprenticeships, ensuring a suitable mix across the protected characteristics.**

Action		Progress	Owner	Target date	Complete
2.1	Identify key posts required for future training / development and produce plan to recruit into.		HR & Payroll Manager	Ongoing March 2019	
2.2	Develop suitable recruitment processes that encourage an appropriate mix of people with all protected characteristics to apply.		HR & Payroll Manager	Ongoing March 2019	
2.3	Train and develop all staff, particularly apprentices, to retain a balanced workforce for the longer term.		HR & Payroll Manager / All Managers	Ongoing March 2019	
2.4					
2.5					

## Richmondshire District Council

Action Plan to meet the Equalities Objectives – 2018/19Theme 2: Local Community Engagement

**Objective: Community engagement through promoting and encouraging access to Council services across the District area**

<b>3. Continue to consult, engage and work with those groups representing the protected characteristics to ensure policies and action plans are effective and appropriately targeted.</b>					
<b>Action</b>		<b>Progress</b>	<b>Owner</b>	<b>Target date</b>	<b>Complete</b>
3.1	Review list of contacts, confirming coverage of protected characteristics and willingness of participation.		Corporate Director (Resources)	July 2018	
3.2	Consult an appropriateness of objectives, action plan and Annual Report, taking into account relevant feedback.		Corporate Director (Resources)	July 2018	
3.3	Follow up any identified actions in line with timescales set out.		Corporate Equalities & Diversity Group	March 2019	

## Richmondshire District Council

Action Plan to meet the Equalities Objectives – 2018/19Theme 2: Local Community Engagement

**Objective: Community engagement through promoting and encouraging access to Council services across the District area**

<b>4. Work with specific groups who are encouraging those with protected characteristics to become involved and lead across the community. Examples include The Veterans' project and public health projects such as Step Up, Step Down.</b>					
<b>Action</b>		<b>Progress</b>	<b>Owner</b>	<b>Target date</b>	<b>Complete</b>
4.1	<u>General</u> We will continue to support organisations including North Yorkshire Sport, Richmond School.  North Yorkshire County Council is establishing ongoing sports groups, first aid and community safety support across the area.		Business & Community Manager	Ongoing March 2019	
4.2	<u>Veterans project</u> Work in partnership to deliver the Healthy Horizons project aimed at improving mental and physical health and wellbeing for aged veterans.		Business & Community Manager	Ongoing March 2019	
4.3	<u>Health related projects:</u> Work with partners (e.g. NYCC Public Health; Hambleton, Richmondshire and Whitby Clinical		Business & Community Manager	Ongoing March 2019	



## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2018/19**

<b>4. Work with specific groups who are encouraging those with protected characteristics to become involved and lead across the community. Examples include The Veterans' project and public health projects such as Step Up, Step Down.</b>					
<b>Action</b>		<b>Progress</b>	<b>Owner</b>	<b>Target date</b>	<b>Complete</b>
	Commissioning Group; North Yorkshire Fire and Rescue Service) on projects in Richmondshire, including: <ul style="list-style-type: none"> <li>• Gurkha health needs</li> <li>• Dales pilot working group with Fire and Rescue Service</li> <li>• Warm and Well initiative</li> <li>• Healthy Weight, Healthy Lives initiative</li> </ul>				
4.4	<u>Refugees</u> Continue to support and assist refugee families – through drop in sessions and dedicated support workers / liaison with other partner organisations.		Landlord Services Manager	Ongoing March 2019	
4.5	<u>Dementia</u> As a key member of the Richmondshire Dementia Alliance Steering Group, continue to work towards a dementia friendly community. This is supported by Cllr Grose being the Council's dementia champion.		Business & Community Manager	Ongoing March 2019	

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2018/19***Theme 3: Governance*

**Objective: The Council collects, monitors, reports and acts on information relating to equalities and diversity to promote service improvement and reduce the potential for discrimination**

<b>5. Improve reporting and follow up action on protected characteristics across staff and the community</b>					
<b>Action</b>		<b>Progress</b>	<b>Owner</b>	<b>Target date</b>	<b>Complete</b>
5.1	Collect and report up to date information as part of annual report and quarterly Corporate Equalities and Diversity Group meetings (both internal and working with partners).		Corporate Equalities & Diversity Group	July 2018 Quarterly Aug / Nov / Feb / May	
5.2	Undertake staff survey to identify any equality and diversity issues that need addressing.		Corporate Director (Resources) / HR & Payroll Manager	TBC	
5.3	Identify and undertake actions needed to address issues in information requested, e.g. reduced performance.		Corporate Equalities & Diversity Group	Ongoing	
5.4	Ensure Equality Impact Assessments continue to be undertaken for proposed major changes; any key actions to be added to service plans and flagged to Corporate Equalities & Diversity Group as relevant.		Corporate Equalities & Diversity Group	Ongoing	

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2018/19**

<b>5. Improve reporting and follow up action on protected characteristics across staff and the community</b>					
<b>Action</b>		<b>Progress</b>	<b>Owner</b>	<b>Target date</b>	<b>Complete</b>
5.5	Continue to review Equality and Diversity objectives and report progress on an annual basis.		Corporate Director (Resources) / Principal Policy Officer	July 2018	
5.6	Post-implementation review of Council website.	Carried forward from 2017/18 – awaiting confirmed resources and suitable timeframe	CA&H Team	TBC	
5.7	Review internal resources for ongoing support to E&D.	Carried forward from 2017/18. On CE&DG agenda 1/5/18	CE&DG	May 2018	
5.8					

## Richmondshire District Council

**Action Plan to meet the Equalities Objectives – 2018/19***Theme 3: Governance*

**Objective: The Council collects, monitors, reports and acts on information relating to equalities and diversity to promote service improvement and reduce the potential for discrimination**

<b>6. Continue to review the Council's policies and procedures across all services in line with agreed timescales, publishing where relevant.</b>					
<b>Action</b>		<b>Progress</b>	<b>Owner</b>	<b>Target date</b>	<b>Complete</b>
6.1	Ensure Policies and Procedures schedule is reviewed six monthly and necessary actions taken to amend as needed.		Corporate Director (Resources) / PA to Senior Team	June 2018	
				December 2018	
6.2	Publish external revised policies and procedures in line with agreed timelines.		All Managers	Ongoing	
6.3					
6.4					