



<b>PART A:</b>	<b>MATTERS DEALT WITH UNDER DELEGATED POWERS</b>
<b>REPORT TO:</b>	<b>OVERVIEW AND SCRUTINY</b>
<b>DATE:</b>	<b>30 SEPTEMBER 2021</b>
<b>REPORT OF THE:</b>	<b>HEAD OF COMMUNICATIONS, TECHNOLOGIES AND BUSINESS TRANSFORMATION LOUISE WOOD</b>
<b>TITLE OF REPORT:</b>	<b>EQUALITIES ACTION PLAN</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

---

## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

- 1.1 The purpose of this report is to ensure that the Overview and Scrutiny Committee is sighted on the action plan to deliver the organisation's equality objectives, and to request the Committee's agreement for regular (six monthly) reports to come to the Committee in order that progress against the plan may be monitored.

### **2.0 RECOMMENDATIONS**

- 2.1 It is recommended

- (i) That the action plan be noted as an operational document to assist officers in the delivery of equality actions
- (ii) That the Committee agrees that overview of progress against the action plan will be maintained through a six monthly report to the Overview and Scrutiny Committee.

### **3.0 REASON FOR RECOMMENDATIONS**

- 3.1 Ryedale District Council's equality scheme has been updated in light of the Local Government Association's Equalities Framework and the Public Sector Equality Duty. The new Equality Scheme comprises three elements: policy statement and objectives; an action plan (an operational document for officers, to drive progress against the objectives), and appendices pertinent to the scheme.

- 3.2 The policy and objectives constitutes the policy element of the Equality Scheme, and in consequence, this will be put forward for consideration by the Policy and Resources Committee in September 2021 as a Part B item, which will subsequently go to Full Council.
- 3.3 The subsequent monitoring of the Council's activities to deliver objectives would fall within the remit of the Overview and Scrutiny Committee, hence the proposal is for six monthly reports to come to this Committee in order that Elected Members may be sighted on progress, and may raise any matters connected with the timely delivery of the equality action plan as appropriate.

#### **4.0 SIGNIFICANT RISKS**

- 4.1 There are no significant risks associated with adopting the recommendations set out in this paper.

#### **5.0 POLICY CONTEXT AND CONSULTATION**

- 5.1 The Council's Equality Scheme, of which the action plan is a part, has been developed to meet the requirements of the Equality Act 2010 and the Public Sector Equality Duty.
- 5.2 The Equality Scheme, including the action plan, draws significantly upon the Local Government Equality Framework 2020, which sets out a structure for local authorities to assess and enhance their equalities position.
- 5.3 The findings of the Equalities Task Group, a sub-group of the Overview and Scrutiny Committee, have been fully taken into account in the drafting of the new Equality Scheme of which the action plan is a key part.
- 5.4 Staff views have also been taken into consideration in the preparation of the action plan.

### **REPORT**

#### **6.0 REPORT DETAILS**

- 6.1 The Council's Equality Scheme required significant revision to update the scheme and align activity with the Local Government Association Equality Framework and the Council's legal duties under the Public Sector Equality Duty. This was recognised by the Scrutiny Committee Equalities Task Group in its interim report.
- 6.2 This work has been carried out and the resulting Equality Scheme comprises three elements: a policy statement and objectives; an action plan, and appendices pertinent to the scheme. The first (policy) element will be considered by the Policy and Resources Committee. The latter two elements are operational documents to be used by officers to enact the objectives and support progress on the equality, diversity and inclusion agenda.

- 6.3 The Council is committed to continuous improvement on the equality, diversity and inclusion agenda, and to making progress against its objectives. It is therefore important that objectives are “operationalized” (which is the purpose of the action plan element of the Equality Scheme) and that this progress is reported regularly and transparently.
- 6.4 For this reason, it is requested that the Overview and Scrutiny Committee agree to accept six monthly reports on the Equality Scheme, in order that this important agenda be kept under review by Elected Members.

## **7.0 IMPLICATIONS**

7.1 The following implications have been identified:

- a) Financial  
There is no direct financial implication from the adoption of the recommendation that Overview and Scrutiny Committee keep the action plan under review. Any resource requirement associated with the delivery of the action plan will be incorporated within the organisation’s Financial Strategy.
- b) Legal  
Adoption and publication of the Equality Scheme, and annual progress against it, will bring Ryedale District Council into alignment with its legal responsibilities under the Public Sector Duty.
- c) Other  
The purpose of the Equality Scheme is to enhance the Council’s position and activity around the equality, diversity and inclusion agenda. Reporting regularly on progress made will help to demonstrate the Council’s commitment in this area – which is a factor within the Local Government Association’s Equality Framework.

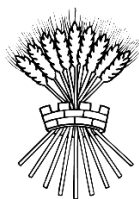
**Author:** Louise Wood  
Head of Communications, Technologies and Business Transformation  
**Telephone:** 01653 600666 ext: 43223  
**Email:** [Louise.Wood@ryedale.gov.uk](mailto:Louise.Wood@ryedale.gov.uk)

### **Background Papers:**

The policy and objectives element of the Equalities Scheme will be published as part of the Agenda Pack for the Policy and Resources Committee meeting of 23 September 2021.

The LGA Equality Framework 2020 (current) version is available at:  
<https://www.local.gov.uk/our-support/guidance-and-resources/equality-frameworks/equality-framework-local-government>

The interim report of the Scrutiny Committee Equalities Task Group is available at:  
<https://democracy.ryedale.gov.uk/documents/b6974/Late%20papers%2003rd-Oct-2019%2018.30%20Overview%20and%20Scrutiny%20Committee.pdf?T=9> pp9-10



## Equality action plan for 2021-2023 with appendices

<b>Author</b>	Head of Communications, Technologies and Business Transformation
<b>SMB owner</b>	Head of Communications, Technologies and Business Transformation
<b>Version</b>	1.0
<b>Status</b>	<p>This document forms part of Ryedale District Council's overall Equality Scheme</p> <p>It is an operational document provided to Overview and Scrutiny Committee for information to give assurance that the equality, diversity and inclusion agenda is being operationalized in line with the Local Government Association Equalities Framework and the Public Sector Equality Duty</p>

# Action plan

## Understanding and working with our communities

Objective 1: We will improve our understanding of our communities by gathering, analysing and sharing profile data, which can be used for evidence-based decision-making

### Where we are now

- Community profile information has been gathered for five community areas of Helmsey, Kirkbymoorside, Pickering, Malton and Norton. The information includes: population by sex, vulnerability, benefits, housing type, energy rating, vehicle ownership, community actions, employment occupation types
- Co-location arrangements are in place with DWP and North Yorkshire Police to facilitate joint-working on community issues (eg hate crime and anti-social behaviour)
- Community Connect Partnership in place to facilitate information-sharing about community need across the partnership
- Parish Council meeting in place to facilitate information-sharing on community issues
- Community Link Team attends parish meetings to gather intelligence of community sentiment and issues
- Information governance arrangements in place, including policies and data sharing agreements with North Yorkshire County Council and North Yorkshire Police  
Joint working in various fora, and with a range of partners, to share information and address matters of adult and child safeguarding, public health and public safety

### Development action plan

Activity	Timing	Measure
Establish platform for publication of stage 1 community profile and equality information	2021	Platform available; basic demographic information published
Establish log-ons and promote use of platform amongst service leads internally to aid in decision-making	2021/2	All service managers able to access; publicity issued; BOB page available
Review data-sharing agreements amongst key partners and gaps addressed	2021/2	Report provided to SMB setting out data-sharing agreements in place

Establish permissions and access to platform for partners and promote use	2021/2	DPIA/data sharing arrangements in place as required. Key partners defined and log-ons provided. Comms materials issued.
Community Safety Hub in place at Ryedale House; information sharing arrangements fully in place	2021/2	Hub operating
Build on joint data platform with appropriate partners to extend community insight	2022/3	Plan in place for data development
	2022/3	Delivery of data development plan

**Objective 2: Working with partners, we will gather information about community needs and aspirations, and give communities a role in decision-making**

**Where we are now**

- Commitment to Place Standard technique for gathering community data about community aspirations as described at <https://www.ryedale.gov.uk/information/community/making-great-neighbourhoods/>
- Pickering Place Standard has run and initial data gathered

**Development action plan**

Activity	Timing	Measure
Review/revise place standard questionnaire to ensure equality issues are fully represented	2021/2	Revised questionnaire in place
Develop/embed mechanisms for front-line community data to be collected and shared	2021/2	Feed-in mechanism in place
Refresh Pickering data to verify any changes to community aspirations post COVID and gain partnership buy-in on action plan	2021	Plan in operating and actions being tracked
Roll-out place standard event in Helmsley and gain partnership buy-in on action plan	2021	Plan in operation and actions being tracked
Roll-out place standard events in Malton, Norton and Kirkbymoorside and gain partnership buy-in on action plan	2022/3	Plan in operation and actions being tracked

**Objective 3: We will foster good community relations by increasing our active participation in EDI awareness days and partnership campaigns, and championing inclusion in democratic structures**

**Where we are now**

- Community Safety Partnership in place as the structure for understanding community cohesiveness, relationships and tensions
- Partnership working between the Community Link Team and partners on the ground eg: speed awareness events with North Yorkshire Police, attendance in the Citizen’s Advice van as part of Community Connect
- Link to North Yorkshire County Council Stronger Communities
- Some engagement on specific partner-led campaigns eg: safeguarding week, hate crime
- Support messages and Rainbow Flag flown in Pride Month

**Development action plan**

Activity	Timing	Measure
Develop more detailed understanding of hate crime incidence through data link with North Yorkshire Police	2021/2 and ongoing	Hate crime incidence incorporated into data-sharing
Deliver a calendar of awareness days linked to protected characteristics and promote appropriate messages via social messages and intranet	2021/2	Calendar in place for remainder of 2021 and social media activity programmed
	2022/3	Calendar in place for 2022 and social media activity programmed
Review/refresh materials carried by Citizen’s Advice van from an equalities perspective	2022/3	Material produced and in place
Develop RDC’s active participation in Hate Crime Week	2021/2	Plan in place for October week and delivered
	2022/3	Plan in place for October week and delivered
Develop RDC’s active participation in Safeguarding Week by	2022/3	Plan in place for June week and delivered
Ensure EDI messages form part of the publicity around any local election run by RDC	2021 and 2022	Publicity delivered and equality measure in place



Reinforce the requirement to map the participation in public life by different communities/protected characteristics in emerging local government reorganisation structures	2021/2	Mapping undertaken by NYCC
Work with the police to incorporate community cohesiveness into the local Community Safety Strategy	2021/2 and ongoing	Community cohesiveness issues identified and incorporated into strategy

# Action plan

## Leadership and organisational commitment

Objective 4: We will signal the Council’s commitment to reducing inequality by publishing our equality policy statement

### Where we are now

- Equality statement published in the Single Equality Scheme 2010-2013
- Working approach on equality published on Ryedale District Council intranet
- An HR policy on equality in employment is in place and published
- The Council’s zero tolerance and speak out policies are in place and published

### Development action plan

Activity	Timing	Measure
Refresh the equality statement, and approve through committee	2021	Statement agreed
Continue to mandate the reading of the equality statement for all staff and utilize functionality of new Sharepoint website to provide real-time tracking	2021	Statement on new Sharepoint intranet with sign tracker in place. All staff report as read.
Socialize understanding of the equality statement to staff internally via intranet, managers’ meeting and staff meeting cascade as part of enhanced training offer (see later section)	2021	Materials available and awareness covered on agendas
Publish the equality statement on the Ryedale District Council website	2021	Statement on website
Publicize the signing of the statement via media/social media channels, using as an opportunity to reinforce Council commitment to equality	2021	Media statement issued; social media publicity issued <sup>1</sup>
Address gendered language in all Council publications, communications and processes	2021	All official documents meet non-gendered language test

**Objective 5: We will reach out to partners in the voluntary and community sector and wider community to build relationships, and provide an opportunity for key issues to be raised**

**Where we are now**

- Links in place with the voluntary and community sector via direct relationships, Community Connect and liaison through North Yorkshire County Council Stronger Communities

**Development action plan**

Activity	Timing	Measure
As part of the annual service survey, conduct structured service issue conversation using direct links with Ryedale protected characteristic groups and key community influencers (eg: Yorkshire East and Ryedale Disability Forum; Scarborough, Whitby and Ryedale Local Area Group of North Yorkshire Learning Disability Partnership Board; Ryedale Special Families, Malton Pride)	2021/2	Meetings held; service issues relevant to protected characteristics identified and communicated to service leads
Invite public comment on the Equality Statement and Action Plan with reach-out to protected groups	2021	Communications issued; comments incorporated as relevant

## Objective 6: We will strengthen our processes to ensure that equality issues are considered in decision-making

### Where we are now

- Equality considerations are a part of the committee/Council report template
- An equality impact assessment template is available to all staff on the intranet
- Gendered language is still used within the constitution and at Committee and Council meetings

### Development action plan

Activity	Timing	Measure
The equality impact assessment template is reviewed and refreshed	2021/2	New template in place
Guidance is produced for managers on when an equality impact assessment is expected and publicized via training and intranet	2021/2	Guidance in place
HoG ensures that all papers coming forward for decision assess whether an equality impact assessment is required and to push back on any papers submitted that do not have sufficient equality data	Ongoing	Annual equality report includes figure on number of policies/strategies for which an EIA was produced
Completed equality impact assessments are made publicly available on the Ryedale District Council website	Ongoing	Assessments published

## Objective 7: We will report on, and publicize, progress against our objectives and equality action plan

### Where we are now

- Equality objectives are available as part of the 2010-2013 Equality Scheme, but these do not reflect the Public Sector Equality Duty
- The performance framework against the 2020/2024 Council Plan does not include reporting on equality objectives, but are being further developed.

### Development action plan

Activity	Timing	Measure
Equality objectives as set out in this Action Plan are agreed	2021	Committee agreement in place
Activities, measures and milestones as set out in this Action Plan are adopted and picked up by Leads in their performance tracking, and subsequently in the quarterly performance report to committee	2021	Quarterly performance report picks up relevant measures
The Equality Scheme 2021/23 is published on Ryedale District Council's website	2021	Publication in place
An annual report on equality progress is published at the end of the 2021/22 financial year	2021/3	Report published
An annual report on equality progress is published at the end of the 2022/23 financial year	2022/3	Report published

# Action plan

## Responsive services and customer care

Objective 8: We will refresh our procurement and commissioning processes to take account of the diverse needs of clients, and ensure that provides understand the requirements of the public sector equality duty.

### Where we are now

- The organisation’s Procurement Plan 2021/23 was recently refreshed to reference the Public Sector Equality Duty
- Procurement Plan 2021/23 references social value as a KPI

### Development action plan

Activity	Timing	Measure
Procurement Action Plan is amended to require an equality impact assessment to be produced for all tenders of £25k or greater	2021/2	Action Plan amended.
	Ongoing	No of EIAs reported in quarterly procurement report
Procurement Team to produce guidance for all tenderers to ensure public sector equality duty is understood at point of tendering	2021/2	Guidance available and part of tender process
Procurement Team to report on social value for all contracts awarded for £25k or greater in quarterly procurement performance report	2021/2 and ongoing	Social value reported and evidence of improvement over time

## Objective 9: We will embed equality into service planning

### Where we are now

- Equality objectives are incorporated and tracked in our corporate programme
- Equality issues must be considered as part of the committee/Council decision-making template
- Full equality impact assessments are minimally used
- Intranet sets out some general guidance around equality impact assessments and template for conducting an equality impact assessment

### Development action plan

Activity	Timing	Measure
Satisfaction questions on core citizen-facing services are incorporated into an annual citizen survey (an expansion of the current budget survey) to include demographic/equality data	2021/2	Satisfaction questions agreed and incorporated; benchmarked into annual performance report
Citizen-facing services are required to take account of the survey feedback in service planning, and demonstrate this to senior managers in their elements of the corporate programme	2021/2	Relevant areas of corporate programme includes at least one equality objective
The complaints procedure is adapted to collect equality data	2022/3	Equality data being collected
The equality aspect of complaints is reported as part of the annual equality performance report	2021/2	Report figures available and socialised to aid service improvement
	2022/3	Report figures available and socialised to aid service improvement
Guidance on setting of equality measures and objectives is incorporated into instructions for additions to the corporate programme	2021/2	Guidance provided

## Objective 10: We will increase and improve our systems for gathering customer feedback and measuring satisfaction with our services

### Where we are now

- Annual budget survey includes some customer feedback and satisfaction data, but is limited
- Some consultations undertaken in relation to specific services but not available centrally
- Some customer feedback activity undertaken, but not a coordinated approach

### Development action plan

Activity	Timing	Measure
We will develop the annual citizen survey to meet broader organisational needs	2021/2	Citizen survey includes broader range of questions to aid service development
We will extend publicity around the annual citizen survey (longer period, plus use of paid-for channels) in order to increase response rates	2021/2	Campaign plan developed and delivered. Response rates measured and show improvement on previous year.
We will review current customer feedback activity across core services to evaluate its effectiveness, frequency and adoption as part of service improvement	2021/3	Report presented to SMB
We will clarify our approach to customer engagement through an engagement statement, publicized via the intranet and staff meeting cascade	2021/3	Engagement approach in place and cascaded.
Ryedale District Council adopts digital scanning techniques to collect customer feedback on key topics	2021/3	Tool in place and delivering dashboard insights to SMB
Ryedale District Council adopts instant customer satisfaction feedback mechanisms (effectiveness, courtesy) on core citizen-facing services	2021/2	Housing, benefits and customer service utilizing quick feedback tools
	2022/3	Satisfaction measures reported as part of quarterly performance report



Public consultations and their results to be centrally logged with results reported annually as part of the report against the equality action plan	2021/2	Consultations included in annual performance report
	2022/3	
Public consultation results publicized under publications scheme on Ryedale District Council website	Ongoing	Results publically available

## Objective 11: We will improve our ability to communicate with members of the community who have special communications needs

### Where we are now

- The organisation has adopted the Sunflower Scheme which supports people with hidden disabilities, and most customer service assistants have been trained in the implementation of the scheme
- Ryedale District Council has renewed its website to take account of accessibility legislation and to meet AA accessibility standards
- Digitally-hosted materials produced since January 2021 are accessibility compliant and can be utilized with adaptive technology

### Development action plan

Activity	Timing	Measure
We will publicize our approach to availability of digital documents in alternative formats via our engagement statement, on our website, and to staff	2021/2	Guidance available and socialized
We will define and adopt a corporate position on translation availability across frontline services	2022/3	Translation approach in place and understood. Use of translation services measured annually in performance report
We will work with an appropriate partner (eg autism society) to introduce appropriate visual support materials to help customers with autism and learning difficulties in interview situations	2022/3	Visual materials available in reception and meeting rooms
We will become a Dementia Friendly organisation by adopting this training across frontline teams	2022/3	Training delivered. Measure of number of dementia-friendly staff incorporated in annual report
We will extend awareness of the Sunflower scheme and introduce sunflower branding in the reception area to signify our involvement	2021/2	Sunflower scheme evident in reception areas
We will define and develop our approach to supporting people with hearing difficulties and deafness	2022/3	Frontline staff trained on support offered to people with hearing difficulties
We will ensure adaptive technology is available on our reception computers for public use	2021/2	Browse aloud available

## Action plan

### Diverse and engaged workforce

Objective 12: We will improve our understanding of our recruitment and workforce demographics against protected characteristics, and seek to encourage successful applications from under-represented groups

#### Where we are now

- There is functionality in the My View online HR system that we use (provided by North Yorkshire County Council) to record limited workforce equality data, but completion rate is low and the diversity picture is only partial
- We have conducted a staff equality survey in 2021 to gather baseline data, but results are still partial
- A recently refreshed equality in employment policy is in place setting out the processes to be followed for fair and objective recruitment
- Family-friendly policies are in place to support employees requiring flexible working patterns for child-care, caring or other family responsibilities
- The recruitment service records equality recruitment data on a rolling six monthly basis but this incorporated into reporting or planning
- A workspace DSE assessment is mandatory for all members of staff, with a self-report questionnaire to highlight any special requirements or adjustments that need to be made

#### Development action plan

Activity	Timing	Measure
We will launch an internal campaign to encourage self-reporting on My View with the objective of boosting completion	2021/2	% of staff who have completed, reported in annual performance report and showing improvement on current
We will report on recruitment equality data as part of the quarterly performance report	2021/2 and ongoing	Recruitment equality statistics included in report
We will include equalities statement in all recruitment advertising	ongoing	Standard advertising template includes equality statement
We will train all recruiting managers in unconscious bias	ongoing	Number of trained staff reported in annual performance report

We will measure gender equality across different grades	2021/2 2022/3	Numbers tracked in annual equality report, issues identified and resulting actions identified
We will report annually on the gender pay gap	2021/2	Report produced and issues identified
DSE completions and adjustments will be reported in to the Corporate Health, Safety and Well-being Group, in order to have oversight and flag potential disability issues	2021/2 and ongoing	Adjustments reported and matters escalated as required

Objective 13: We will develop and deliver a broader training offer for our workforce to ensure that equality, diversity and inclusion, and its practical application, is understood

**What happens now**

- Online equality and diversity training is mandatory for all levels of staff and compliance is very high
- Equality training is included in the Member Support programme for Elected Members (attendance is less than 100%)
- The intranet includes information and materials to promote equality awareness and understanding, including unconscious bias

**Development action plan**

Activity	Timing	Measure
Develop training plan relevant to different functions within the council	2021/2	Training plan agreed
Deliver training plan	Ongoing	Attendance/knowledge test figures reported as part of annual performance reports
Ensure Elected Members have opportunity to train in equalities as relevant to their role, and follow up on those who have not yet participated	Ongoing	All EMs have trained

## Objective 14: We will raise awareness of our mechanism to support employee health and well-being issues

### What happens now

- The Council has a zero tolerance policy which is publicized on the intranet and on posters throughout the offices premises
- The Council has a 24/7 telephone employee assistance service for confidential counselling, which is publicized via the intranet and all-staff emails, and at specific times
- The Council has an occupational health service which is publicized via the intranet
- The Council has an employee recognition tool that recognises positive work and demonstration of corporate behaviours, as well as providing a mechanism for staff to share ideas for business improvements
- The Council has a well-being group which runs campaigns for employee well-being
- The Council has RDC Connected, a closed social media channel just for staff for well-being information
- The Council has a staff handbook to support staff who are home working
- The Council has a digital pledge to encourage positive behaviours around working digitally
- The Council runs pulse surveys to increase understanding of well-being issues

### Development action plan

Activity	Timing	Measure
We will regularly raise awareness of zero tolerance and reporting mechanisms, health assured and occupational health offers, and the digital pledge with quarterly messages through the intranet and weekly staff newsletter	2021	Comms messages distributed on BOB and staff newsletter at least once a quarter
	2021	
	2022	
	2022	
	2022	
	2022	
We will actively participate in “people” workstream developments in local government reorganisation structures	To end March 2023	Staff feel informed and supported on LGR, measured through pulse surveys
We will support staff networks and groups such as the Well-being Group and any others that might form around protected characteristics	ongoing	Groups are recognised by management, receive support in terms of time to attend meetings and requests from groups are considered in the appropriate fora

# Appendix 1

## Engagement statement

### **Why public information and engagement is important**

Ryedale District Council exists to serve its citizens, and to provide services and initiatives that meet the needs of individuals and communities across the district.

- We are accountable to you, so it is important that we provide you with information about what we are doing on your behalf, so that you can form a view on what is happening, and challenge it if needed
- We believe that you are best-placed to tell us what works best for you, and that you have a key role to play in helping us to shape our services and how they are provided. For that reason, it is important that we provide ways for you to engage with us on the work we do as a council, and give feedback on how things are working so we can improve where necessary

### **Our approach to providing public information and engagement**

#### ***Providing public information***

- We will use a range of methods to provide information about Council decisions, services and performance (eg our website, our Facebook and Twitter channels, local media, advertising printed booklets and posters, online and in-person events, citizen newsletters)
- We will take a “digital first” approach to communicating with the public, because this allows us to reach out to the widest group of people within the resources we have available. However we will always recognise that digital does not suit everyone, and we will make alternatives available on request
- We will make sure that our website meets accessibility standards and is suitable for use with adaptive technology

Example: One of the priorities in the Council Plan is to create a sustainable, safe and clean environment. We used our website, the local media and social media to tell the public how we are saving 36 tonnes of CO2 emissions a year by putting energy-saving LED bulbs in footway lights in Malton and Norton, to cut costs and help the environment.

#### ***Consultation***

- At least once a year we will consult with the public on how we spend the Council’s budget, and generally on the services we provide. We will use your answers to help us to improve what we do.
- In addition to the annual consultation, we will actively seek out additional opportunities to consult with citizens when we make significant changes to services, so that you can have a say about what happens.
- When we consult, we pledge to provide enough time for people to take part in the consultation (this will not usually be less than four weeks), and to take account of the responses in our decisions/actions.

Example: We were considering changing the Council Tax Support Scheme so we launched a public consultation to explain the possible options for change, and the advantages and disadvantages. The results of the consultation were provided to Councillors so they could take the views of local people into account when making their decision.

### ***Involvement***

- Where relevant and practical, we will seek to involve communities directly in decision-making. This is the most interactive form of engagement, and allows citizens to have a far greater level of involvement in shaping the services we provide.
- When we involve people directly, we will make every effort to reach out to relevant hard to reach groups in ways that are appropriate to them.

Example: We are taking a Place Standard approach to community service improvement in Pickering. We invited people from all parts of Pickering to an event where they could say what was important to them and how they wanted services to change. We also conducted a survey (online and in-person) for people who couldn't attend the event and reached out to young people via a youth group and an online app.

### **Over-arching principles for engagement**

- We pledge to use everyday language and avoid technical jargon that can be hard to understand
- We recognise the need to be inclusive in our communication and engagement, and we will communicate and engage in a way that shows courtesy and respect for all citizens
- We will be clear about the purpose of any consultation or involvement activity we undertake with you, so that you know how your opinions will be used
- When we consult and engage, we will be realistic about the level of discretion the Council has over certain decisions, and how far citizens' views can be taken into account
- We will publicize the results of consultation and involvement activities on our website in a timely way so you know what happened as a consequence of your engagement
- We will co-ordinate our approach to consultation and involvement within the Council, and with partner organisations if necessary, to avoid duplication and engagement fatigue
- We will respect confidentiality and will operate in line with data protection legislation

### **How we will measure citizen information and engagement**

- We will incorporate engagement in our performance reporting structure
- The annual survey will feature questions on:
  - The percentage of people who feel confident they can access information about the Council, its activities and services if/when they need it
  - The percentage of people surveyed who feel they can influence decisions affecting their local area
- We will report annually (within two months of the end of the financial year) on consultations/involvement activities undertaken and how the results were incorporated into decision-making or planning



# Appendix 2

## Equality reporting outline

### Annual equality report

#### **Understanding and working with communities**

- Commentary on data being published through community profile platform, partners engaged in contributing and using data as part of decision-making
- Engagement meetings held with protected characteristic groups as part of annual survey and results of their feedback

#### **Leadership and organisational commitment**

- Evidence of equalities featuring in internal communications/staff meetings
- Number of standards complaints relating to equalities matters, comparison year on year
- Number of equality impact assessments published

#### **Responsive services and customer care**

- Instant frontline customer satisfaction check statistics
- Annual customer satisfaction survey data, by protected characteristics
- Number of public consultations undertaken and results
- Commentary on additional equality-related qualitative data resulting from digital platform
- Number of complaints by protected characteristics
- Number of equality impact assessments completed, as percentage of all new policies/initiatives/tenders over £25k, year on previous year
- Report status/progress against equality objectives incorporated into service plans
- Commentary on social value in procurement and commissioning
- Number of hate crime incidents per type, current year against previous year, with commentary on actions taken to address
- Activities undertaken in support of hate crime week

#### **Diverse and engaged workforce**

- Attendance figures against all elements of the equality training plan
- Recruitment equality statistics compared with district demographics, with commentary on gaps and actions to be taken
- Gender reporting against each grade, with commentary on gaps and actions to be taken
- Gender pay gap information with issues identified
- Figures on use of Health Assured and Occupational Health Service (read across from annual health and safety report)

# Appendix 3

## Equality Impact Assessment

Equality impact assessments are public documents. They are published on Ryedale District Council’s website. If they form part of a decision to be made by committee or Council, the equality impact assessment may also be published as part of committee/Council papers.

What is this EIA about?			
Starting a new service		Changing existing service	Stopping a service

Briefly describe what is being proposed.

Why is this change necessary?

How will this proposal affect people with protected characteristics?				
Characteristic	Make things better	Make things worse	No impact	Describe the impact, referring to any information, consultation or involvement that evidences your assessment
Age				
Disability				
Sex				
Race				
Gender reassignment				
Sexual orientation				
Religion or belief				
Pregnancy or maternity				
Marriage or civil partnership				

Will the proposal affect anyone more because of a combination of protected characteristics? (eg older women or young gay men) State what you think the effect may be and why.

How will this proposal affect people who...	
Live in a rural area	
Have a low income	
Have caring responsibilities	
Do not have good digital access	

If you have identified any adverse impacts, describe below what you will do to address them. If no mitigation is possible explain why not.

What will you do post-implementation to check/address any unexpected impacts?

In this section, summarize: what information/consultation/involvement you have done and where the results can be found, who will be negatively/positively impacted, and how you will minimize negative impact. You should then use this para in your report to decision-makers under the equality implications section

If your proposal is subject to agreement from a Committee or Council, please provide details of when you expect it to be presented.

Name of meeting	
Date to be presented at meeting	
This assessment relates to an exempt item	YES / NO

Signature and name of proposer	
Signature and name of Head of Function (if different)	

**What to do with this assessment when it has been completed:**

- Send the completed report to [commsteam@ryedale.gov.uk](mailto:commsteam@ryedale.gov.uk) so it can be publicized on the website
- Ensure you have used the summary section on any report you put to SMB, Committee or Council. You should also include the URL link to the published report.

## Appendix 3

### Training requirement

Session	For	Notes
Equality and diversity basics	All staff	Mandatory online e-learning session. (Already in place).
Equality and diversity in service delivery - live session	All staff	Mandatory for citizen-facing services.
EDI for Elected Members	Elected Members	Mandatory session focusing on EDI as it relates to the democratic role. Built into Member Support programme.
Research feedback	All staff	Online video highlighting the results of the equality research that staff contributed to earlier in 2021, and what has been done in response
Equality at RDC	Managers	Segment at monthly manager's meeting introducing the new equality scheme and what it means for services, the community profiling platform and expectations around the EIA
Unconscious bias	Service leads and all recruiting managers	Mandatory for all staff engaging in recruitment activity and those conducting appraisals
Equality impact assessments	Service leads and report writers	Live online session to work through how to complete the Equality Impact Assessment
Dementia Friendly and Sunflower Scheme	Mandatory for customer service and voluntary for other services	Session on the role of these schemes and how to give good service to people with neurodiversity needs
Creating an inclusive culture – live session	Mandatory for managers	Appreciating difference, creating an inclusive environment, zero tolerance in practice