

EQUALITIES PLAN

2017-21

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I. INTRODUCTION

This Plan has brought together four previous strategies and policies into one shorter, simpler document, with the aim of clearly setting out our equality objectives and actions for the next four years. The Plan sets out the processes and procedures that are in place to meet our statutory equality duties, and other projects and initiatives designed to support our residents with protected characteristics.

Effective partnership working and collaboration are central to our success. We share a common vision with our partners for how we deliver and improve outcomes, with much of our work undertaken in partnership.

This Plan comes at a time of continuing change, with all partners facing the requirement to deliver more with less funding. This is particularly testing as our communities are also facing a number of challenges, including increases in the cost of living, insecurities in employment and changes to welfare arrangements. We recognise that these issues will continue and our role is to ensure that we work together effectively, deliver outstanding services, drive efficiencies and provide the best support to our residents, paying particular regard to those specifically protected by the Equality Act 2010.

This Plan is the cornerstone of our strategic approach to supporting our residents with protected characteristics and making the East Riding a safe and desirable place to live.

Cllr. Shaun Horton, Portfolio Holder for Community Involvement and Council Corporate Services and Chair of the East Riding Equality Network

2. WHAT IT IS LIKE LIVING IN THE EAST RIDING OF YORKSHIRE

The East Riding is considered to be a good place to live and work, with a population that has been growing steadily over recent years. Around 90% of the area is rural, with over 3,000 settlements, some bigger towns including Bridlington, Beverley, Goole, and those on the edge of the City of Hull.

The East Riding is a collection of different places, each with its own unique identity and character. There are coastal resorts, market towns, estate villages, port towns and suburban areas and their character is shaped by their role and history. At an East Riding wide level, the area is rich in character and quality.

Some areas however, (especially in Bridlington and Goole) have some of the highest levels of poverty in England. These areas feature low income, high unemployment, poor health and low educational achievement. These issues have been worsened by the economic downturn, increases to the cost of living, welfare reform and reduced funding for the public sector.

The East Riding's age profile shows an increasingly ageing population. There are far more people over the age of 50 within the East Riding compared with national and regional averages. The 2011 Census showed the largest percentage increases for East Riding residents have been in the numbers aged 60-64 (+32.5%), 65-69 (+20.7%), 80-84 (+20.7%) and 70-74 (+17.2%).

Conversely, younger age groups, particularly the 20-34 year age range, are under-represented, as many move to other areas for higher education and employment opportunities. The 2011 Census showed that 25% of our residents are living with a long term health condition or disability; however life expectancy levels are higher than the Humber and national averages.

Census data shows an increase in our Black and Minority Ethnic population from 2.4% in 2001 to 4.9% in 2011, which is, however, still significantly lower than the national average. The number of our school pupils with English as a second language has also increased in recent years, as has the range of languages spoken, although figures still remain low.

There are no local statistics for how many Lesbian, Gay or Bisexual people live within the East Riding of Yorkshire. Nationally, the government estimates that between 5 and 7 per cent of the population are lesbian, gay or bisexual. Collection of statistics on the transgender population has not been carried out at national or local level.

In terms of religion, 68% (or 227,343) of East Riding of Yorkshire residents are, according to 2011 Census data, Christian, which is higher than the England average of 59.5%. This has, however, fallen considerably from 79.7% in 2001. The largest percentage rises since 2001 were 'No religion' (+109.4%) 'Other religions' (+75.1%), Buddhists (+72.1%) and Muslims (+54.4%), although actual numbers remain low.

3. THE LEGAL FRAMEWORK

The Equality Act 2010 replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It provides a general equality duty which requires public authorities, in the exercise of their functions, to have *due regard* to the need to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity between people who share a relevant protected characteristic and people who do not share it
- foster good relations between people who share a relevant protected characteristic and those who do not share it

Paying ‘*due regard*’ means consciously thinking about these three aims as part of the process of decision making ensuring equality issues are considered in all key decisions.

There are nine characteristics protected by the Equality Act 2010:

Age
Disability
Gender reassignment
Marriage and civil partnership
Pregnancy and maternity
Race
Religion and belief
Sex
Sexual orientation

Additionally, all public sector bodies are subject to specific duties requiring them to:

- publish information to demonstrate compliance with the general equality duty for both staff and service users
- develop and publish one or more specific, measurable equality objectives that are needed to further the aims of the general equality duty and refresh these at least every four years

4. OUR 2012-16 PLAN: Did it make a difference?

In developing this plan, we looked back on the four 2012-16 equality objectives, which were set out in the Council's Equality Strategy 2012-16. This helped us to see what went well, what work was still ongoing and what we needed to focus on in the future. This information fed into the development of our new objectives.

Equality Objective 1: *Ensure that the Council's decision makers assess, understand and manage the impact of their key decisions on protected groups*

This objective concerned the Council's equality analysis process (formerly known as equality impact assessment) and how this could be streamlined to provide decision makers with the tools to assess the impact of all key decisions on the community. Following extensive work, a streamlined process utilising an online e-form was established. As this has now been in place for some time, we are currently reviewing it to ensure it is both efficient and effective.

Equality Objective 2: *The Council improves its knowledge of its residents to better provide accessible and appropriate services*

This objective focused on engagement activity with diverse communities to ascertain if there were any barriers to accessing services. Throughout 2014-16, engagement work was undertaken with Black and Ethnic Minority (BME) residents and a small focus group work of Lesbian, Gay, Bisexual and Transsexual (LGBT) residents, as part of a programme of needs assessment. Understanding the needs of our residents is not a one off activity, and further needs assessment opportunities will continue to be identified and undertaken as necessary.

The East Riding Equalities Network (EREN) is a well-established group which has representation from BME, Gypsy and Traveller, LGBT, refugees and asylum seekers, together with public sector bodies, including the Council, the East Riding of Yorkshire Clinical Commissioning Group, Hull and East Yorkshire NHS Hospitals Trust, Fire & Rescue and the Police. EREN has influenced a number of key decisions, including health priority planning, Child Sexual Exploitation support, hate crime reporting, GP Out of Hours Services and the review of library services.

The inaugural meeting of the new Disability Advisory Group (DAG), which replaced previous arrangements, was held in November 2016. The group includes a range of diverse groups representing residents with disabilities and public sector bodies.

Equality Objective 3: *The Council, working with its partners, seeks to minimise the impact of hate crime*

In 2016, Humberside Police and the four local authorities within the Force area united to launch a joint campaign to promote the new single reporting system for all hate crime in the Humber area. This will be led by Humberside Police, who have committed to investigating all hate crimes, and are encouraging victims and witnesses to report all incidents, no matter how minor they are perceived to be. Promotional materials for the new '**Being you is not a crime**' campaign have been produced and distributed throughout the area. The campaign was launched in July 2016.

Partners will meet regularly and share intelligence as part of the commitment to minimising the impact of hate crime and giving victims the confidence to report.

Equality Objective 4: *Ensure that all Council publications are clear and easily understood*

Recognising the importance and challenges of achieving this objective, it has been reviewed, updated and carried forward as an objective for 2016-20. However, during 2012-16 significant progress was made.

A key action under this objective was to ensure that the Council had a fit for purpose translation and interpretation service. A contract is in place with a single provider and customer satisfaction over the period (from 2012) demonstrates good, general overall satisfaction with the service provided. Focus groups held in 2015 provided some useful intelligence to aid in the continuous development of provision.

The national Accessible Information Standard (the Standard) was approved in June 2015 and came into effect in 2016. The Standard aims to ensure people who have a disability, impairment or sensory loss receive information in a way which they can access and understand and are provided with the communication support they need.

The Standard applies to Adult Social Care and health services and is for patients, service users, their carers' and parents. It was finalised following rigorous national consultation undertaken with people accessing services who have additional communication needs, including those who are deaf or have hearing loss, are deafblind and/or who have a learning disability.

Adult Social Care services identify and record accessible information needs at first point of contact and an Accessible Information Standard training tool has been developed for staff in Adult Social Care services.

A partnership planning group has been established with representatives from East Riding of Yorkshire CCG and the Hull and East Yorkshire NHS Hospitals Trust to ensure joined up working with health colleagues, in order to comply with the requirement to share information with other providers.

5. CONSULTATION AND ENGAGEMENT

Listening to our residents with protected characteristics

In developing our objectives for 2016-20, we have engaged and consulted with protected groups. We also undertook needs analysis work, and this programme of work is expected to continue throughout the life of this Plan, as part of our commitment to understand the needs of our residents.

In 2015/16 we jointly developed a profile: '*Experiences and Views of BME communities in Accessing Health and Council Services*' with health partners. This profile looks at the experiences of groups living in the East Riding. It sought to explore any challenges faced by BME people in accessing services. As part of this work, a survey of over 500 BME residents was undertaken, followed by a series of focus groups, which both showed high levels of satisfaction with the East Riding as a place to live.

6. OUR EQUALITY OBJECTIVES 2016-20

Following extensive consultation and engagement, and a review of the 2012-16 objectives, the following objectives were adopted by the Council in April 2016:

- the Council seeks to provide services which are accessible, wherever possible and appropriate to users
- communications with residents are provided, wherever possible, in clear and easily understood formats
- our knowledge of residents' needs is used to inform service provision
- equality and diversity training is reviewed and revised and made available to staff and elected members as appropriate

Key Action to support delivery of the objectives

Working with the East Riding Equality Network (EREN), the Disability Advisory Group (DAG), key Council services and our partners, an action plan will be developed and progressed throughout the duration of this Plan. The action plan will be focussed and realistic in terms of what can reasonably be achieved in the timeframe. In developing the objectives, a number of key actions have been identified, including:

- ***the Council seeks to provide services which are accessible, wherever possible and appropriate to users***
 - hold an additional meeting (to the DAG) focussed specifically on access, to identify any key actions and priorities.
- ***communications with residents are provided, wherever possible, in clear and easily understood formats***
 - explore a range of options and joint working with partners, including Accessible Information Standard, BSL Mobile translation pilot, improved equalities corporate web offer, evaluation of use of tools such as Browsealoud and Easy Read tools.
- ***our knowledge of residents' needs is used to inform service provision***
 - following from the BME needs assessment in 2016, develop scopes in order to consider additional needs assessment work, which may include an LGBT needs assessment and sensory impairment needs assessment, which have both been identified as key areas where a needs assessment may be of benefit.
 - continue to update the knowledge management toolkit, to support managers undertaking equalities analysis.
- ***equality and diversity training is reviewed and revised and made available to staff and elected members as appropriate***
 - In the intervening period following approval of the equality objectives, corporate training has been reviewed and revised. This will be evaluated in due course to ensure it meets needs.

- Training for Members has been provided and additional sessions will be offered throughout the period of this Plan.
- Consideration will be given to the development and roll out of thematic equalities related E-learning packages for staff. This is in addition to those already available.

7. EAST RIDING OF YORKSHIRE COUNCIL - EQUALITY PLAN

OUR AIM	To have due regard to the need to: <ul style="list-style-type: none"> - Eliminate discrimination, harassment and victimisation - Advance equality of opportunity - Foster good relations
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Our Objectives	The Council seeks to provide services which are accessible, wherever possible and appropriate to users	Our knowledge of residents' needs is used to inform service provision
	Communications with residents are provided, wherever possible, in clear and easily understood formats	Equality and diversity training is reviewed and revised and made available to staff and elected members as appropriate

Protected Characteristics	Age Disability Gender reassignment Marriage and civil partnership Pregnancy and maternity	Race Religion and belief Sex Sexual orientation
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Strategic Enablers	East Riding Equality Network	Public Sector Equality Duty	Hate incident procedure
	Disability Advisory Group	Equality Act 2010	Accessible Information Standard procedure
	Safeguarding Adults Board	Modern Slavery Act 2015	Safe Places Scheme
	Children's Safeguarding Board	Accessible Information Standard	Changing Places
	Community Safety Partnership		Modern Day Slavery procedures
	Strategic Intelligence Board		

Key stakeholders	Age UK	British Red Cross	Carers Advisory Group
	Choices & Rights	City Health Care Partnership	The Courtyard, Goole
	Disabled Voices East Riding	East Riding Voices in Partnership (ERVIP)	East Riding of Yorkshire Council
	East Riding of Yorkshire Clinical Commissioning Group	Gypsy & Traveller Women's Trust	Guide Dogs for the Blind
	Headway	Healthwatch	Hull & East Riding Cerebral Palsy Society
	Hull and East Yorkshire Centre for the Deaf	Hull & East Yorkshire Hospitals NHS Trust	Hull and East Riding Interfaith
	Hull and East Riding LGBT Forum	Humberside Fire and Rescue	Humber All Nations Alliance (HANA)
	Humberside Police	Humber NHS Foundation Trust	MS Society
	National Deaf Children's Society	Outreach East Riding (Gypsy & Traveller community)	PAUL for Brain Recovery
	Pensioner Action Group East Riding (PAGER)		

8. SUPPORTING STRATEGIES

This glossary identifies the most important plans and strategies that support the delivery of the ambition and priorities within this Plan.

Strategy	Time Frame
'Our East Riding' – the East Riding Community Plan	2016 - 2020
Health and Wellbeing Strategy	2016 - 2019
Children and Young People's Plan	2017 - 2020
Special Educational Needs Strategy	2014 - 2017
East Riding Young Carer's & Sibling Support Strategy and Development Plan	2014 - 2015
Strategy for Children, Young People and Adults with Autism	2015
Futures in Mind Transformation Plan	2016 - 2020
Anti-bullying Strategy	2017 - 2020
Services for Adults Joint Commissioning Strategy	2012 - 2017
Carers Strategy	2017*
Commissioning of Mental Health Services for Older People	2011 – 2016*
Living Well with Dementia - East Riding of Yorkshire Strategy for Dementia	2009 – 2014*
Positive About Life - Older People's Strategy	2010 - 2015**

*under refresh/review

** review due, but not yet underway

9A PROCEDURES

Hate Incident Reporting Procedure

In 2016 Humberside Police and the four local authorities within the Force area united to launch a joint campaign to promote the new single reporting system for all hate crime in the Humber area. This is led by Humberside Police, who have committed to investigating all hate crime. The Police are encouraging victims and witnesses to report all incidents, no matter how minor they are perceived. Promotional materials for the new 'being you is not a crime' campaign have been produced and distributed throughout the area. The campaign



Any incident where a person is targeted because of who they are is a hate crime. There are characteristics protected by law (Equality Act 2010):

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

was launched in July 2016. Whether the attack is verbal or physical, or targeted at a person or property, it is illegal and should be reported by:

- Completing an online hate crime incident form (<http://www.humberside.police.uk/issues/hate-crime>)
- Telephoning 101
- Completing the 'Hate Crime, So Do We' leaflet which is available at Customer Service Centres

Anyone who has themselves been targeted knows someone who has, or witnessed a hate incident/crime taking place are strongly encouraged to report it. All reports can be anonymous. If the person does not wish to report to the Police, it can still be reported to the Council's feedback team who can record it.

The reporting of all incidents is encouraged, no matter how small, as the Police and the Council are building up a comprehensive picture of hate in the East Riding. If the incident is also related to a Council service or member of staff, the relevant service manager should ALSO be informed.

9B PROCEDURES

Safe Place Scheme

Safe Place is a simple scheme to help anyone who might need a little more help and support to stay safe while out and about in their community. Safe Places provide a temporary safe haven for those in need. This includes people who:

- have learning disabilities or difficulties
- have dementia
- need support or require assistance whilst in public

However anyone who is feeling vulnerable, scared, confused or lost can also access the scheme and ask for help. All Safe Places display window stickers to show they are a safe place to go:



Applying for a Safe Place card

People wishing to access the scheme carry a card with their details and the details of a trusted contact.

For details of how to apply for a Safe Place card contact:

Email: Lorraine.Summerfield@humberside.pnn.police.uk or telephone: 01482 578620

I need help

My name

Please call

Other information

Procedure for a member of the scheme to access a Safe Place

Scheme members are encouraged to:

- find a Safe Place by looking for the window sticker displayed by all Safe Place venues or searching our directory of Safe Places
- show their Safe Place card to a member of staff

- the staff member will then offer somewhere to sit and will telephone the named contact on the Safe Place card

Finding a Safe Place in the East Riding of Yorkshire

All public East Riding of Yorkshire Council venues are Safe Places, including libraries, leisure centres, Customer Service Centres and Council run cafes. The Safe Place scheme is a Humberside Police initiative active across the Humber region. For a full list of Safe Places in the East Riding of Yorkshire, which includes private businesses and voluntary and community groups, please use the directory.

Welcome and thank you for joining your local Safe Place Scheme

Thank you on behalf of the Community Safety Partnership for joining the Safe Place Scheme and for putting a sticker in your window.



It is a simple to run scheme designed to help people who may have:

- Learning disabilities or difficulties
 - Who are vulnerable
 - Living with dementia
- or those who are at risk from being bullied, harassed, lost or confused while out and about.

If someone should enter your premises in distress please contact their parent, carer or support worker

Here are some pictures to help the distressed, lost or confused person to explain what has happened to them.

Problems with Transport



Someone scared me



Problems with money



Someone hurt me



I am ill



I am lost



They should be carrying their card with a contact telephone number and/or Call the Police on their behalf 101 if less urgent or 999 in an emergency

Hull Community Safety Partnership

Police & Crime Commissioner for Humberside

SAFE PLACE

Keeping you SAFE in Hull



9C PROCEDURES

Translation & Interpretation

The Equality Duty requires public bodies to ensure they consider the needs of all individuals in their day to day work – in shaping policy, in delivering services, and in relation to their own employees.

In order to ensure all parts of the community have access to services and information, it is essential due regard is given to the need for translation and interpretation of information, whether that information is provided digitally or in hard copy formats.

Translation of information should be considered for those who:

- do not understand written English
- have a sensory impairment
- have a learning difficulty
- have low levels of literacy

Consideration may include:

- would only providing the information in written English prohibit access by any customers to essential services, for example benefits, homelessness services, health and safety campaigns – if so, you should consider translation
- can the information be provided in plain or simple English? An ‘Easy Read’ version with pictures aids understanding and develops basic language skills. Consider whether this is suitable for all customers, rather than preparing two versions

Information should not include a language or translation box (see below) as a matter of course. Any decision on translation must be linked to an assessment of how and why the information is being communicated and whether the resource involved in delivering on the request for translation is ‘reasonable’ given the nature of the information to be communicated.

If the information needs to be translated, the following statement should be included:

This *leaflet/document/information** can be made available in other languages or formats if required. To request another format, please contact us at:

Tel:*

Text phone:*

Email:*

www.eastriding.gov.uk*

**please delete or add contact details as appropriate*

There will be occasions when it is not possible to use the statement, for example a paid for advert in the press where space is limited.

Further advice or clarification can be sought from Corporate Strategy and Performance on (01482) 391429. Guidance on accessing translation and interpretation services is available on the intranet at:

<http://insight.eastriding.gov.uk/directorates/csc/rs/csp/equalities/translation/>

The Council provides a translation and interpretation service to ensure communication is not a barrier to accessing essential services. Details on accessing and pricing of the service are available for staff to access on the intranet.

Definitions

Translation is the process of **translating** words or text from one language into another (www.oxforddictionaries.com/definition/english/translation).

Interpretation is the action of explaining the **meaning** of something. (www.oxforddictionaries.com/definition/english/interpretation)

The difference between interpreting and translation is only the difference in the medium: the interpreter translates orally, while a translator interprets written text.

9D PROCEDURES

Equality Analysis *(detailed guidance notes are available for those completing EAs)*

The Council has a well embedded equality analysis procedure. Equality Analysis is a way of considering the impacts of changes on each of the groups protected from discrimination by the Equality Act 2010. Those impacts must be considered for service users, residents and for staff of the council.

If the impacts experienced by any of the protected groups are different to those experienced by other residents or staff in the East Riding, further investigation must be carried out.

Completed Equality Analysis must be made available to decision makers who have a duty to ensure that equality impacts have been considered. Decision makers must be provided with evidence that these impacts have been actively considered and, wherever possible, mitigated.

The need for Equality Analyses does not mean that difficult decisions about service reductions or closures cannot be made. The Council will still meet its legal requirements provided such decisions are informed and considered, have been adequately consulted on with those affected, are proportionate, fair, necessary and reasonable.

Change is a term used for many situations. It can mean a change to something already in place or the introduction of a new service.

It covers, policy, strategy, new large projects, service changes, service reviews, changes to terms and conditions, changes to eligibility for a service and budget changes.

Anything that impacts on service users, residents or staff and has the potential for people with protected characteristics to have different outcomes or experiences because of those characteristics requires an Equality Analysis.

Changes required to services because of a policy or a strategy developed by a government agency, also need an Equality Analysis completed so that the impact on East Riding of Yorkshire residents can be understood.

When to start an Equality Analysis

Equality Analysis is part of the decision-making process and should begin as soon as sufficient information about the change is known and before a decision has been made.

Just as with any change being developed where early questions are ‘how much will it cost or are there any Health and Safety implications?’, so at a similar stage, it is necessary to ask ‘what might its effect be on people with protected characteristics?’

Equality Analysis is not a one-off exercise but a continuous process to enable informed equality considerations to be taken into account at all the key points in the decision-making process.

Forms and detailed guidance notes are available on the intranet or from the Corporate Equality lead.

9E PROCEDURES

Changing Places

The Changing Places Consortium has launched its campaign on behalf of those people who cannot use standard accessible toilets. This includes people with profound and multiple learning disabilities and their carers'. Changing Places toilets provide space and equipment, including a height adjustable changing bench and hoist.



Example of a Changing Place toilet

Changing Place facilities managed by the Council are currently available at:

East Riding Leisure

Bridlington
Haltemprice
Goole
Francis Scaife, Pocklington,
Beverley
Driffield
Withernsea

Public conveniences

South Cliff Gardens
Bridlington Park and Ride
Sewerby Hall

Adult Social Care

Worklink, Cottingham
Waterview Lodge, Driffield
Pastures Day Centre, Goole
Hessle Day Services
Brough Day Services

10 PROTECTED CHARACTERISTICS – DISABILITY

The Equality Act says a disability is a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day- to- day activities. The following conditions are automatically treated as a disability under the Equality Act:

- cancer
- HIV infection
- multiple sclerosis
- severe disfigurement - this does not include tattoos and piercings
- if a person is certified blind, severely sight impaired, sight impaired or partially sighted by a consultant ophthalmologist

There are some types of physical and mental conditions which might be treated as a disability under the Equality Act depending on the effect they have on a person's daily life

- problems with sight or hearing
- conditions where the effects vary over time or come in episodes such as osteoarthritis, rheumatoid arthritis, fibromyalgia and ME
- progressive conditions such as motor neurone disease, muscular dystrophy and forms of dementia
- conditions which affect certain organs such as heart disease, asthma, and strokes
- learning disabilities
- learning difficulties such as dyslexia and dyspraxia
- autistic spectrum disorders
- mental health conditions - for example, depression, schizophrenia, bipolar affective disorders, eating disorders, obsessive compulsive disorder
- impairments due to injury to the body or brain

Normal day-to-day activities are those carried out by most people on a regular basis. For example:

- walking or driving
- washing or getting dressed
- cooking or eating
- using public transport
- talking or hearing
- writing, typing or reading
- carrying or moving things
- being able to concentrate or understand
- being able to form social relationships

Substantial adverse effect - To be considered a disability, the condition must have a substantial adverse effect on the person's daily life. This means it must have more than a minor effect. The condition doesn't have to stop a person from doing something completely, but it must make it more difficult. Long-term:

- the adverse effect has lasted for more than 12 months
- the adverse effect is likely to last for more than 12 months

- the adverse effect is likely to last for the rest of your life, if you're expected to live for less than 12 months