

North Yorkshire County Council
Corporate and Partnerships Overview and Scrutiny Committee
20 June 2016

Equality objectives 2016 - 2020

1.0 Purpose of report

- 1.1 The purpose of the report is to consult Corporate and Partnerships Overview and Scrutiny Committee on proposed equality objectives for the County Council for the period 2016 – 2020.

2.0 Background

- 2.1 The public sector equality duty under the Equality Act 2010 requires us to:
- Prepare and publish one or more equality objectives at least every four years
 - Ensure that the objectives are specific and measurable.
 - Publish the objectives in a way that is accessible to the public.
- 2.2 Our equality objectives should help demonstrate that we are meeting the general equality duty, the three aims of which are to:
1. Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
 2. Advance equality of opportunity between people who share a protected characteristic¹ and those who don't.
 3. Foster good relations between those who share a protected characteristic and those who don't.
- 2.3 Equality objectives help focus attention on the priority equality issues within an organisation in order to deliver improvements in policy making, service delivery and employment, including resource allocation.
- 2.4 Equality and Human Rights Commission guidance advises that equality objectives should address the biggest and most pressing issues facing the protected groups for whom the organisation provides services, and who are employed by an organisation, and be seen as part of the organisation's business plan, supporting delivery of it and an integral part of its performance. It states that objectives which aim to increase participation, improve experiences, which are ambitious, outcome-focused and realistically achievable are more likely to demonstrate to the public that the Council is serious about using the equality duty as a tool to reduce inequality and to foster good relations.
- 2.5 In addition to its Equality and Diversity Policy Statement, North Yorkshire County Council has a number of strategies which aim to tackle the issues affecting particular groups, for example we are developing strategies in relation to dementia, learning disabilities and supporting carers. Equality issues are also referenced in other strategic documents. We have received national acclaim for initiatives such as our Children and Families Prevention Services, the Scarborough Pledge (which is dedicated to having a positive impact on the life chances for children and young

¹ The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Marriage and civil partnership is covered by the first aim i.e. to eliminate discrimination.

people in the area, and empowering them to achieve the best for their futures), investment in the Living Well and Stronger Communities programmes and our public health focus on the wider determinants of health inequality. However, setting specific equality objectives and reporting on performance of these at a corporate level demonstrates ownership at the highest level and provides the opportunity to address more structural cross-cutting inequalities.

- 2.6 Our current equality objectives were drawn from existing service plans under the Council plan priorities which were in place in 2012. Although tied into our corporate plan they were not necessarily targeted to the most pressing issues or gaps, nor owned at a corporate level, and political sign up for the objectives was not sought. A different approach has been agreed for the refreshed objectives.

Current equality objectives (2012 – 2016) and progress towards achievement are published on the County Council's website at <http://www.northyorks.gov.uk/article/26151/Equal-opportunities-information>
Latest progress with our current objectives is also attached at Appendix 1.

3.0 Approach to setting equality objectives 2016 – 2020

- 3.1 The Equality and Human Rights Commission guidance – in addition to the general advice referenced at 2.4 - suggests the following selection criteria:

- Does information at a local or national level highlight this as an important equality issue?
- Are these priorities for staff and service users themselves?
- Would this objective stretch the organisation to perform better on equality issues in key areas?
- How would achieving this objective improve the experience for people with a relevant protected characteristic?
- How does this objective contribute to the aims of the general equality duty?
- What are the views of your stakeholders?
- How many people with relevant protected characteristics are affected by the issue, and what is the severity of the effect? (Note: having due regard does not necessarily mean that the issue is less important when the number of people affected is small. For example, you may only employ a small number of transsexual staff, but any discrimination or harassment could have a significant effect on those staff.)

- 3.2 Management Board has agreed that a small number of well-chosen objectives with clear actions associated with them will be set and that the following criteria, based on the EHRC guidance, will be used to select these objectives. Objectives must:

- a) Relate directly to the approach and ambitions of the Council Plan

It is clearly vital that any new objectives align with the Council Plan 2016 – 2020 ensuring that our approach and ambitions are relevant to, and reflect the needs of, people with protected characteristics. The structure of the plan supports this. Many of the ambitions as stated in the plan are framed with equality of access and opportunity in mind – for example 'Children and young people lead healthy lives, no matter what their age or where they live'. There are also ambitions which reference the first and third aims as stated above – for example 'Vulnerable people are safe, with individuals, organisations and communities all playing a part in preventing, identifying and reporting neglect or abuse'

Our approach also seeks to empower communities and individuals to self-serve whilst protecting the most vulnerable people in the county and, where possible, the services they rely on. Some people with protected characteristics may need extra help to access services and this is acknowledged in our draft corporate Customer Strategy.

Our equality objectives also need to reflect the objectives of other key strategic documents such as 'Young and Yorkshire' and the 'Joint Health and Wellbeing Strategy'.

b) Be evidenced by data/engagement

Objectives must be based on clear and robust evidence of need. This may be found through interrogation of data, for example relative educational attainment statistics, or through engagement with groups representing specific protected characteristics.

c) Be achievable and measurable

Objectives are set for four years. Objectives which are too high level and strategic, however laudable, may not reflect progress being made by the organisation in this timescale. Equally, however, setting objectives which do not stretch the organisation is unlikely to address the biggest and most pressing issues facing groups sharing protected characteristics. SMART targets should be developed for all objectives.

d) Not require a large increase in costs or resources

Clearly, given the financial situation, the council is not in a position to commit itself to objectives which have disproportionate funding implications. It may also not be minded to set objectives which might inhibit the growth agenda. However, by working to ensure that none of the protected characteristic groups are excluded from our ambitions for the county and that everyone has the opportunity to contribute, we will not only comply with the law but make the maximum use of our communities' assets and potential. The key is proportionality.

4.0 Recommended objectives

- 4.1 Possible objectives have been assessed by the Corporate Equalities Group and Management Board, and the following objectives are recommended for adoption by the County Council for the next four years.
- 4.2 Sign off of agreed objectives will be an executive decision by the relevant Executive Member, Councillor David Chance.

	Objective	Equality duty aim	Link to Council Plan and other strategic documents	Protected characteristics particularly impacted	North Yorkshire equality information relating to protected characteristics	Evidence of need	What could we do?	How might we measure it?
1	Ensure that people can maintain access to essential services	2	<p>Ambition - To ensure cost effective and efficient delivery, or commissioning from those who are best placed to deliver, of:</p> <ul style="list-style-type: none"> - services to the most vulnerable people; and - high priority services that enable a thriving county. <p>LTP4 objective – access to services</p>	Age (older people), disability (also people in rural areas – NY characteristic)	<p>20.6% of the county's adult population is over the age of 65.¹ This is higher than the national percentage (14.4%) and every year the population of older people increases, and with it the demand for the care and support which the council provides. By 2020 25% of our total population will be aged 65+ and 4% aged 85+.</p> <p>North Yorkshire has the same proportion of people with a disability or long term limiting illness (17.5%) as the national average.²</p> <p>Rurality - The population in North Yorkshire is generally sparser than the national average (0.74 people per hectare as opposed to 4.07 nationally). In some parts of the county this is lower still (Ryedale 0.34, Richmondshire 0.39)⁶. Distance travelled to access services is further than the national average. The Lower Super Output Area (LSOA) which covers the Dales ward in Ryedale is the most deprived in England for Geographical Barriers to Services.³</p>	<p>This issue has been raised by the NY Disability Forum and citizen panel indicators suggesting a 7% drop in satisfaction with access to essential services between 2012 and 2015</p>	<ul style="list-style-type: none"> • Community transport • Continue to encourage community provision of local services through Stronger Communities • Continue broadband rollout 	<ul style="list-style-type: none"> • Satisfaction indicators • Qualitative feedback from Forums
2	Working with	2	Approach - To	Age (older	Age and disability - see objective 1	Raised as a repeated	• Use NHS England	• Monitor use of

² 2011 Census

³ Index of Multiple Deprivation, Indices of Deprivation 2015

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	customers, ensure that the council's digital by default strategy is inclusive of the widest range of customers as possible, taking into account different access requirements and the needs of those who experience digital exclusion.		<p>enable individuals, families and communities to do the best for themselves:</p> <ul style="list-style-type: none"> - providing self service facilities and ready access to relevant information – enabling customers to access information, check eligibility, carry out a self-assessment, make appointments, make online payments, and request simple services themselves. <p>Ambition - We will be a modern council which puts our customers at the heart of what we do</p> <p>Draft customer strategy</p>	people), disability, race	<p>above.</p> <p>North Yorkshire has a much lower proportion (2.65%) of Black or Minority Ethnic (BME) citizens than the national average (14.57%)⁴ according to the 2011 census.</p>	<p>concern through NY Disability Forum, NY Forum for Older People +, NY Learning Disability partnership board and other groups, and in response to major consultations.</p> <p>Section 20 (6) of the Equality Act 2010 puts a duty on the local authority to make reasonable adjustments including providing relevant information in an accessible format.</p>	<p>accessible information standard</p> <ul style="list-style-type: none"> • Develop Customer pathways • Co-design of digital solutions • Assisted digital solutions 	<p>assisted digital solutions</p> <ul style="list-style-type: none"> • Feedback through Forums • Monitor responses to consultations • Monitor compliance with NHS England accessible information standard
3	Improve the wellbeing and	1, 3	Ambition - Vulnerable people	Age (children and young	North Yorkshire has a lower proportion of young people than the	Growing Up in North Yorkshire survey	Recommendations of Overview and Scrutiny	<ul style="list-style-type: none"> • Growing up in North

⁴ 2011 census

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	inclusion of LGBT children and young people.		<p>are safe, with individuals, organisations and communities all playing a part in preventing, identifying and reporting neglect or abuse.</p> <p>'Young and Yorkshire' priorities</p>	people), sexual orientation, gender reassignment	<p>national average - 28.4% under 25 compared to 32% nationally.⁵</p> <p>The government estimates that 5 – 7% of the population are gay, lesbian or bisexual. We have no evidence to suggest that this is not the case in North Yorkshire.</p> <p>The Gender Identity Research and Education Society suggests that across the UK: 1% of employees and service users may be experiencing some degree of gender variance. At some point, about 0.2% may undergo transition (i.e. gender reassignment). Around 0.025% have so far sought medical help and about 0.015% have probably undergone transition. In any year 0.003% may start transition.</p>	<p>2014 shows that North Yorkshire has a significant number of young people in the LGBT community (6% of the Year 10 pupils self- identified as LGBT) and more who are questioning their sexuality (9% of Year 10 pupils) This survey of Year 10 pupils showed a significant difference to the responses given by the average North Yorkshire Year 10 pupil. For all but one of the indicators the LGBT young people were statistically significantly different. This covered their experience of bullying, emotional health and wellbeing and engagement in risky behaviours. Within the social identity groups LGBT pupils were most likely to have been bullied at or near school in the last</p>	<p>committee report</p> <p>Work to promote inclusion in schools</p>	Yorkshire survey

⁵ 2011 Census

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						year, had the lowest 'high resilience' score and worried most about being different. This mirrors national research by Stonewall (Stonewall school report 2012)		
4	Improve rates of progress for vulnerable groups of children and young people (as reflected in Young and Yorkshire) and including Gypsy, Roma and Traveller children, looked after children, care leavers, asylum seekers and children and young people with disability.	2	<p>Ambition -Children and young people lead healthy lives, no matter what their age or where they live.</p> <p>Ambition - Children and young people live safely and happily with their natural or extended family, and where that is not possible, they grow up in stable and secure arrangements and are well supported to leave the care system</p> <p>Ambition -Children and young people have a great education in schools that are good or outstanding and that they go on to make good</p>	Age (children and young people), race, disability	<p>Age and disability - see objectives 1 and 3 above.</p> <p>The Census included 'Gypsy or Irish Traveler' as a specific ethnic group for the first time in 2011. In North Yorkshire 588 people were identified in this ethnic group, with the largest numbers in the districts of Selby (158 people), Hambleton (132 people) and Harrogate (107 people) and with smaller communities across the other districts of the county. Figures from the Department for Communities and Local Government (DCLG) count of Gypsy and Traveler caravans have shown an increase in caravan numbers in North Yorkshire from around 230 at the time of the Census in 2011 to around 250 in July 2015. Those identified as being among the Gypsy or Irish Traveler ethnic group in the 2011 Census tend to be younger than the overall population of the county. While the Census found that the 0-15 age group represented around 17% of the</p>	Outcomes for targeted groups significantly worse than the average North Yorkshire child or young person.	Targeted work to support vulnerable groups.	<ul style="list-style-type: none"> • Health data for targeted groups • Qualitative intelligence from engagement with targeted groups • Attainment data for targeted groups

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			career choices and access relevant skills or higher education programmes. 'Young and Yorkshire' priorities		overall population of North Yorkshire this age group represented almost 32% of the Gypsy or Irish Traveler ethnic group.			
5	Improve access to employment opportunities for NEETs and those with a disability	2	Ambition - North Yorkshire is a place with a strong economy and a commitment to sustainable growth that enables our citizens to fulfil their ambitions and aspirations. 'Young and Yorkshire' priorities LEP strategic economic plan Developing 'North Yorkshire Employment Strategy' (in co-production with people with learning disabilities)	Age (young people), disability	Age and disability - see objectives 1 and 3 above.	In 2013 4.3% of 16 – 18 year olds in NY were identified as NEET (Not in Employment, Education or Training). The percentage of all young people in the UK who were NEET was 11.7% ⁶ . Nationally the unemployment rate for 16-24 year olds is high. The unemployment rate for people aged 16 and over for the UK was 5.3%, for the period July to September 2015. ² 16-64 year old economic activity rate for EqAct core disabled group NY 61.9% (national	Enhance existing LEP work with young people/rural population. Further develop existing LEP work programmes to support disabled people	<ul style="list-style-type: none"> • Percentage of NEETS • Employment figures for young people • Employment figures for disabled people • Qualitative intelligence about quality and sustainable nature of employment

⁶ Office of National Statistics July – Sept 2015

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						<p>52.9%) compared with rate for non EA core disabled group NY 87.0% (national 83.3%)</p> <p>Employment rate aged 16-64 - EA core disabled group NY 59.6% (national 47.3%) compared with rate for non EA core group NY 85.6% (national 79.5%)</p> <p>% economically inactive aged 16-64 EA core disabled NY 38.1% (national 47.1%) compared with rate for non EA core group NY 13.0% (national 16.7%)</p>		
6	Take opportunities where they arise, and where it is proportionate to do so, to improve accessibility of public transport	2	<p>Ambition - North Yorkshire is a place with a strong economy and a commitment to sustainable growth that enables our citizens to fulfil their ambitions and aspirations.</p> <ul style="list-style-type: none"> • Critical to achieving this 	Age, disability	Age and disability - see objectives 1 and 3 above.	<p>This issue has been regularly raised by the NY Disability Forum, NY Forum for Older People+ and in formal consultations.</p> <p>It is also an issue for young people.</p>	Particular emphasis on community transport replacing reduced commercial or subsidised operations. Work with community groups to ensure that equality objectives are met, including understanding of reasons, benefits and legal requirements.	<ul style="list-style-type: none"> • Percentage of vehicles which are accessible for those with a disability • Equality training • Qualitative feedback from Forums

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			<p>ambition is delivering the right housing and transport infrastructure, alongside high speed broadband and mobile phone connectivity, whilst protecting the outstanding environment and heritage</p> <p>Ambition - To enable individuals, families and communities to do the best for themselves: - supporting empowered communities to provide a range of services for local people that fully utilise all local assets, prevent loneliness and support troubled families, and contribute to healthier lifestyles</p> <p>LTP4 objective – access to services</p>					

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7	Take opportunities where they arise, and where it is proportionate to do so, to improve physical accessibility around towns	2	<p>Ambition - Vulnerable people are safe, with individuals, organisations and communities all playing a part in preventing, identifying and reporting neglect or abuse</p> <p>Ambition - To enable individuals, families and communities to do the best for themselves: - supporting empowered communities to provide a range of services for local people that fully utilise all local assets, prevent loneliness and support troubled families, and contribute to healthier lifestyles</p>	Age, disability	Age and disability - see objectives 1 and 3 above.	This issue has been regularly raised by the NY Disability Forum and NY Learning Disability partnership board.	<p>Enhance work with older people and disability groups to understand customer needs better around physical accessibility issues such as dropped kerbs and potential footway obstructions.</p> <p>Develop guidance to inform customer focused future practice.</p>	<ul style="list-style-type: none"> • Monitor compliance with guidance • Data in relation to enforcement where relevant • Qualitative feedback from Forums
8	Foster good relations between staff who share a	3	Values - Valuing our staff – supporting and enabling them to	All (also people in rural areas and with low incomes – NY	Age, disability, sexual orientation, gender reassignment, and rurality - See previous objectives 1 - 4 above.	This objective relates to the public sector equality duty we can probably evidence	<ul style="list-style-type: none"> • Enable staff with protected characteristics to make contact and 	<ul style="list-style-type: none"> • Measure progress against disclosure

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	protected characteristic and staff who do not		<p>perform at their best.</p> <p>Care and respect – treating people as individuals and with courtesy, seeking to understand how others see things, and valuing their contribution.</p>	characteristics)	<p>Gender - At county level the proportion of females is slightly higher (50.7%) than that of males (49.3%)⁷. This pattern is reflected across all districts, with the exception of Richmondshire where the large number of predominantly male military personnel have the effect of reversing the proportions.</p> <p>Marriage or civil partnership - A higher percentage of North Yorkshire's population is married or in a civil partnership (53.7%) than the national average (46.8%).⁸ (2011 census)</p> <p>Religion or belief – North Yorkshire has higher levels of Christians (69%) than the national average (59%), and lower levels of all other religions than the national average. Percentages of those with no religion or not stating their religion are broadly similar to the national average. (2011 census)</p> <p>Pregnancy and maternity - 2013 statistics for North Yorkshire There were 5521 live births. Conception rate per 1000 for 15 – 17 year olds was 13.8 at Quarter 3 2013. This is below the rate for</p>	<p>least.</p> <p>Whilst focussed on relations between staff it is likely to have an indirect (positive) impact on relations between staff and service users/public. It has also been raised by staff formally and informally eg a black member of staff who felt isolated/ conspicuous, a gay member of staff who overheard homophobic insults.</p> <p>We don't currently report on all protected characteristics due to staff choosing not to disclose – this should build confidence to allow full disclosure.</p> <p>The numbers of staff who state they have a disability has reduced in the last 3 years, although we suspect that there is under-reporting.</p>	<p>share experiences eg via staff forums, seeking volunteer ambassadors</p> <ul style="list-style-type: none"> • Use the intranet, news stories, case studies etc to raise awareness and profile of different protected characteristics; • Commit to the Disability Confident scheme to access case studies etc to support this awareness raising; • Specifically links to public health initiatives to raise understanding and tackle stigma associated with mental ill health; 	<p>rates of all protected characteristics.</p> <ul style="list-style-type: none"> • Staff survey • Qualitative feedback from forum, volunteer ambassadors etc

⁷ Office of National Statistics Mid-2014 population estimates

⁸ 2011 census

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					<p>England (22.2) and Yorkshire and Humberside (24.2). 4866 live births (88.1%) were to mothers born in the UK. 655 live births (11.9%) were to mothers born outside the UK. In 2013 58 live births (1.1%) were to mothers under 18.</p> <p>Low income - At local authority level North Yorkshire is among the least deprived in England⁷. Long term unemployment in NY (1.1%) is slightly lower than the national average (1.7%)⁶. However, NY has a number of lower super output areas within the 20% most deprived in England (23 in 2015, rising from 18 in 2010) and three LSOAs in Scarborough town are within the most deprived 1% in England.⁷</p>	<p>In the past when awareness raising information and stories have been featured on the intranet and newsletters, the response from staff with protected characteristics has been very positive in terms of feeling recognised and valued.</p>		

5.0 Development of equality objectives

- 5.1 Agreed objectives will be further worked up to develop baselines, SMART targets and performance indicators

6.0 Performance reporting

In order to ensure that progress on achievement of the equality objectives is an integral part of the performance of the organisation, performance reporting against the agreed equality objectives will be included in the Q report on an annual basis. Reports will also be brought to the Corporate and Partnerships Overview and Scrutiny Committee on the same timescale. Progress will be published on the website on an annual basis, as is currently the case.

7.0 Recommendations

- 7.1 Members are recommended to consider the proposed objectives at 4.1.

Neil Irving

Assistant Director, Policy and Partnerships
on behalf of Corporate Equalities Group.

9 June 2016

Appendix 1 – North Yorkshire County Council equality objectives 2012 – 2016 – progress
April 2016

North Yorkshire County Council: Equality Objectives 2012 – 2016

Update May 2016

Council Plan Priority: Protecting and supporting vulnerable people	
Objective, actions and measures	
<p>Reduce levels of doorstep crime</p> <p><i>Reducing doorstep crime from the levels established as a baseline in 2011/12 by 10% by 31/03/15 (1st year of three year target).</i></p> <p><i>Increase the levels of doorstep crime reporting from the baseline established in 2011/12 (28%) by 20% by 31/03/15.</i></p> <p>Create No Cold Call Zones in accordance with the revised criteria.</p> <p>Carry out safeguarding assessments of all doorstep crime victims with a view to target hardening, re-empowerment and prevention of re-victimisation of victims within 12 months of original incident.</p> <p>Carry out enforcement projects, target hardening and education projects in areas affected by incidents of doorstep crime, with a view to preventing victimisation and ensuring safeguarding of vulnerable consumers. Identify trends in offending patterns and undertake appropriate projects to tackle such patterns.</p>	<p>2011/12 – 278 complaints, 84 crimes committed 2012/13 – 337 complaints, 58 crimes committed 2013/14 – 471 complaints, 55 crimes committed 2014/15 – 497 complaints, 69 crimes committed (14%)</p> <p>79% increase in complaints received between 2011/12 and 2014/15. 18% decrease in crimes committed from 2011/12 to 2014/15.</p> <p>2015/16 to date – 217 complaints, 85 crimes committed. (39%)</p> <p>By engaging further with our communities we have increased community involvement in the development of new No Cold Calling Zones (NCCZs). 60 new NCCZs created in 2012/13 52 new zones in 2013/14 16 new zones in 2014/15 23 new zones in 2015/16 to date. There are currently 593 No Cold Calling Zones in North Yorkshire.</p> <p>In 2015/16, the Doorstep Crime team evolved to become the Multi Agency Safeguarding Team. The functions of the team are not recorded under the headings set out above. The Prevent work consists of presentations to vulnerable groups and visits to vulnerable residents susceptible to 'scam mail'. In the 11 months since April 2015 the team has undertaken the following activity:</p> <ul style="list-style-type: none"> • 680 visits to victims of scam mail • 9 occasions providing information stands for the public • 4 occasions where we have been present at banks giving info to public on scams etc • 16 talks/presentations to community groups • 12 training sessions given to police/volunteers • 4 multi-agency days working with police, fire & community safety in a specified location • 34 Truecall call blocking devices installed
<p>Maintain and improve road safety by aiming to reduce road traffic accidents on the county's roads</p> <p><i>People killed or seriously injured in road traffic accidents</i></p>	<p>The number of Killed or Seriously Injured (KSI) road casualties reduced slightly in 2014 from 473 in 2013 to 431 in 2014. This reduction is welcome as an improvement on the plateau phase we have seen since 2011. There has been a reduction in fatal casualties</p>

<p><i>Children killed or seriously injured in road traffic accidents</i></p>	<p>from 51 in 2013 to 40 in 2014 and 32 in 2015.</p> <p>The following Road Safety education initiatives were undertaken during 2014/15:</p> <ul style="list-style-type: none"> • Young and newly qualified drivers -67 have completed the Enhanced Pass Plus course to date, 16 new driver discussion groups have been conducted around the county. • Regional Be Bright Be Seen Radio Campaign aimed at children and young people, older people, pedestrians & cyclists. High visibility items distributed during engagement events around busy commuter times and areas. • Older Driver Road shows - 10 engagement events, run by the local road safety officers with groups such as the university of the 3rd age, and Probus. • Older driver refresher scheme aimed at drivers that can drive, and want to keep driving safely. 148 drivers have completed a refresher drive this year with some more booked. <p>There was an increase in Child KSIs from 21 in 2013 to 27 in 2014; however, this is still relatively low when the trend over time is looked at. This will be further investigated as part of our detailed analysis.</p> <p>The following Road Safety education initiatives were undertaken during 2014/15:</p> <ul style="list-style-type: none"> • Road Safety in the primary curriculum (Key Stage 1&2) updates for packs sent to schools. • Road Safety in the secondary curriculum (Key Stage 3&4) updates for packs sent out to schools. • Bikeability (Key Stage 2/3) - 4,020 students completed the Bikeability cyclist training course. • Drive Alive (Key Stage 4) -7 secondary school events run throughout the year. • The WalkWise pre-school education programme has been devised and piloted for North Yorkshire during 2015, targeted at areas of deprivation in Selby, Harrogate and Scarborough districts. Jointly funded by Public Health, 95 Alive Road Safety Partnership (PCC funding) and NYCC core Road Safety funding. <p>The Road Safety team now works in partnership with Public Health, delivering an agreed programme of interventions that focus on agreed groups, areas and road users who have been identified as being at higher risk of death or injury on the roads in the county.</p>
<p>Reduce levels of underage drinking & sales of age restricted products. Tackling alcohol abuse including underage sales. The partnership approach to tackle this issue has an objective to ensure that alcohol is sold responsibly in order to reduce the effects of alcohol on a young person's health and/or any associated anti-social behaviour. This is the 2nd year of a 3</p>	<p>Six partners are involved in the ARC initiative. Three campaigns were delivered in 2012/13. ARCs targeted major 'hot spots' of underage drinking and have now achieved a high level of compliance at licensed premises. The ARCs have evolved into targeted multi-operational visits to problem premises. Targeting, based on reports of underage sales received, has a greater impact when working within a much reduced budget.</p> <p>Complaints about the sale of alcohol to minors fell to 50 in 2012/13 (from a baseline of 139</p>

<p>year community based project to tackle hot spots of underage drinking.</p> <p>Seek to continue to build on the Alcohol Respect Campaigns (ARC) approach, working in conjunction with traders and other partners, but build in extra resilience by involving community volunteers to supplement official staffing levels in neighbourhoods which are experiencing problems associated with underage drinking.</p> <p><i>Action 100% of complaints or intelligence reports relating to underage sale of alcohol.</i></p>	<p>in 2007/8). All these complaints were investigated. Contact was made with the trader involved with a view to improving proof of age checks, introducing a 'Challenge 21' programme together with an offer to assist in staff training. Premises subject to complaint are included in future test purchase programmes and monitored for future compliance.</p> <p>In 2014, this service began working with the Public Health team to implement the Alcohol and Tobacco Control Strategies. We continue to action 100% of all underage sales complaints. During 2014/15, 71 complaints of under-age sales of alcohol and tobacco were received and 100% actioned. From 1/4/15-1/1/16, 49 complaints were received and 100% actioned. The support and guidance principles from the Alcohol Respect Campaigns remain however the approach is more targeted towards complaint and intelligence hotspots. We work closely with our licensing counterparts at District level to ensure resources are apportioned effectively and efficiently.</p>
<p>Develop a corporate council approach to Gypsy, Roma, Travellers and Showpeoples' (GRTS) issues.</p> <p>Produce a single policy document for NYCC response to unauthorised encampments.</p> <p>Work with District Councils to ensure co-ordinated assessment of GRTS needs when responding to unauthorised encampments.</p> <p>Robust system in place for identifying urgent safeguarding issues when council staff interact with GRTS community.</p> <p>Ensure consistent approach to needs assessment for unauthorised encampments.</p> <p><i>Increased numbers of GRTS community accessing services / provided with the opportunity to access services.</i></p>	<p>Policy Document drafted and used at the launch of the new GRTS service. District/Borough Councils adapting this for their own areas and working in conjunction with Horton Housing Support Ltd to undertake unauthorised encampments.</p> <p>Horton Housing Support work using the NYCC Safeguarding policies as part of their working practice.</p>
<p>Continue and embed development work with Gypsy, Roma, Traveller and Showpeople communities (GRTS)</p>	<p>During 2014/15, the GRTS support service was re-procured and awarded to the current provider, Horton Housing Support Ltd (G@TEWAY service). The procurement involved a range of partners, including Public Health, NYCC Property Management and District/Borough Council Housing, to develop a revised specification to provide an accommodation and health promotion support service which includes carrying out welfare assessments when required for unauthorised encampments across the County, and the development of liaison with settled communities. The new contract based on the revised specification came into place from April 2015, with an emphasis on making every contact count to improve the health of outcomes for this community. A formal launch took place at</p>

	<p>Easingwold involving current and past customers on 30th June, 2015.</p> <p>Local Liaison Groups set up in Hambleton and Selby, well supported by other agencies, with Horton Housing progressing groups across the other 5 District/Borough areas in line with the Contract Implementation Plan. Links with Public Health and CCGs.</p> <p>GaTEWAY staff have provided training and briefings to a range of partners, including social care teams. Drop in sessions, supported by partners, have been held by GaTEWAY at off-site venues in Ryedale, Craven and Selby to increase access to support by GRTS people not living on sites.</p> <p>Accommodation: during 2013/ 2014 funding for more pitches on four sites was obtained and provision of new pitches to address shortfall was included as an investment priority for North Yorkshire & City of York LIPs. All 8 authorities have carried out Gypsy and Traveller Accommodation Assessments to identify local need & site options. Community Consultations (Local Plan) were held in York, Craven, Hambleton, Harrogate, Richmondshire, Ryedale and Selby to gain a better understanding of the needs of GRTS through appropriate research and community consultation.</p> <p>The strategic housing partnership website information for GRTS has been updated, and links made between all the partner local authorities: http://www.northyorkshirestrategichousingpartnership.co.uk/index.php/gypsies-and-travellers</p> <p>During 2015/16, the priority for the housing steering group will be to continue to try to identify land suitable for development to deliver pitches.</p> <p>CYPS Community Cohesion Team represented on multi-agency Seamer Horsefair planning group. GRTS rep (“GaTEWAY”) sitting on Scarborough area E & D Forum. Links made between CC Team and “GaTEWAY” to attempt to identify hidden GRTS communities. Plans for Prevention Service, Gateway & CC Team to engage with children/young people from GRTS community travelling to Seamer Horse Fair & while at Fair.</p>
<p>Continue to work in partnership across North Yorkshire to enhance service and support for victims of hate crime.</p>	<p>North Yorkshire Safe Places project: led by North Yorkshire Learning Disability Partnership Board in partnership with North Yorkshire Police, this is a countywide scheme being developed in Phase 1 with the voluntary sector, train providers, pharmacies, District Councils and others. The scheme will be for anyone in North Yorkshire who may need a little bit more help and support when they are out and about in their local communities. People can still access other schemes outside of the county as similar schemes exist across the country. A Keep Safe card has been developed alongside an optional wristband.</p>

	<p>The project group includes representatives from the North Yorkshire Disability Forum, self-advocates, dementia friendly communities, North Yorkshire Pharmacies and specialists in travel training, hearing impairment and visual impairment. It is hoped to launch Phase 1 of the scheme in May 2016. Phase 2 will be developed to include commercial organisations. It had been hoped to include a 'safe travel' element to the scheme; this is currently on hold but will be revisited at a later date.</p> <p>In 2015, following consultation with the LDPB led by North Yorkshire Police into the new legislation on anti-social behaviour orders and ways of making information about this accessible to people with a learning disability, a new booklet has been prepared and will have an official launch in 2016.</p> <p>A 'Know You Are Safe' easy read booklet was written by the Community Safety Task Group members and shared across North Yorkshire. This booklet was written by a group including self-advocates in partnership with the Locality Team.</p> <p>A self-advocate and an officer sit on the Yorkshire and Humberside Hate Crime Scrutiny Panel, looking at hate crime reports to identify barriers to prosecution. This information is then fed to the Crown Prosecution Service. An officer sits on the North Yorkshire Police Hate Crime working group that is currently looking at developing the IAG's (Independent Advisory Groups) across North Yorkshire.</p> <p>Community Cohesion Team represented on NY Police's strategic hate crime working party. NY Police review of 3rd party reporting centres done in partnership with CC Team in Scarborough. Training plan & course for 3rd party reporting centre refresher training in Scarborough created by CC Worker in partnership with NYP/Community Impact Team. Local Scarborough community-led Hate Crime Working Party established under Equality & Diversity Forum. Community survey developed and on-going in Scarborough. Multi-agency awareness-raising event held in Scarborough to mark national Hate Crime Awareness Week.</p>
<p>Narrow the attainment gap between children who are eligible for free school meals and those who are not <i>% of pupils reaching Level 4 in both English and Maths at Key Stage 2: narrow the gap from 24.1% (2010 baseline) to 21% % of pupils achieving 5 GCSEs at grades A*-C including English & Maths at Key Stage 4: narrow the gap from 37.5% (2010 baseline) to 27%</i></p>	<p><u>Key stage 2: NB: dates amended to reflect academic years)</u> 2012/13 – 26.0% (7% wider than national) 2013/14 – 21.8% (3% wider than national) 2014/15 – 20.0% (3% wider than national)</p> <p>At key stage 2, the gap has reduced to 20% in 2016 which shows improvement over three years. 81% of not-FSM pupils attained reading, writing and mathematics at level 4 or above, in comparison with 61% of FSM pupils.</p>

	<p><u>Key stage 4: NB: dates amended to reflect academic years)</u></p> <p>2013/14 – 33.9%* (7% wider than national) 2014/15 – 34.7%* (7% wider than national)</p> <p>At key stage 4, *the methodology changed in 2014, and figures cannot be compared with previous years. Outcomes for all pupils in North Yorkshire place the County in the top 25% of authorities. In 2016 outcomes for disadvantaged pupils are in line with national at over 36% attaining 5 GCSEs A*-C including English and mathematics, which represents an important improvement.</p>
<p>Narrow the attainment gap between children who have Special Educational Needs and those who do not <i>% of pupils reaching Level 4+ in both English and Maths at Key Stage 2: narrow the gap to 56% by 2013/14</i> KS4 GCSE <i>% of pupils achieving 5 GCSEs at grades A*-C including English and Maths at Key Stage 4: narrow the gap to 46%(2013/14)</i></p>	<p><u>Key stage 2: NB: dates amended to reflect academic years)</u></p> <p>2012/13 – 58.1% 2013/14 – 60.1% 2014/15 – 58.1% (narrowed by 2%)</p> <p><u>Key stage 4: NB: dates amended to reflect academic years)</u></p> <p>2013/14 – 41.6%* 2014/15 – 44.7% *(widened by 3%**).</p> <p>*At key stage 4, *the methodology changed in 2014, and figures cannot be compared with previous years. Outcomes for all pupils in North Yorkshire place the County in the top 25% of authorities.</p> <p>**Apparent widening of the gap was in large part due to change in SEN code of practice, which effectively reduced size of KS4 SEN cohort by 25%, removing those with less extreme need for support.</p>
<p>Improve the attainment of Looked After Children (LAC) <i>20% of LAC achieve 5 GCSE grades A*-C including English & Maths (2011/12, 2012/13, 13/14)</i></p>	<p>2013/14 - 4% 2014/15 – 16.2% 2015/16 – 9.7%</p> <p>Target does not take cohort into account. For example for 2015/16 this % represents 4/41 and only 8 achieved L4 at KS2 so would only expect a maximum of 8/41 to achieve this outcome. Also does not take into account how many have an EHCP</p>
<p>Improve health outcomes for Looked After Children <i>Increase the % of LAC who receive an annual health check from 78% to 80%</i></p>	<p>Performance exceeds target:</p> <p>2013/14 – 77.1% 2014/15 – 82.9%</p>

	2015/16 Quarter 3 86.3%
Improve health outcomes for Looked After Children Increase the % of LAC who receive an annual dental check from 72% to 90%	Performance exceeds target: 2013/14 – 78.2% 2014/15 – 86.8% 2015/16 – 87.9%
Secure & safe accommodation for care leavers <i>90% of care leavers in suitable housing (2011/12, 12/13, 13/14)</i>	Performance exceeds target: 93.3 % of care leavers we support are living in suitable accommodation. 5.3% are in unsuitable accommodation (3.85% in Custody with the remainder choosing too or awaiting a suitable alternative) 1.4% have living arrangements that are not known by the Leaving Care Team. <i>Data 21st December 2012</i>
Council Plan Priority: Supporting economic growth and employment	
Objective, actions and measures	
Develop a workforce that is representative of the community that we serve Implement effective, fair and robust recruitment practice Analysis of equality monitoring information and responsiveness to under-representation of particular groups Implement and sustain policies and procedures to meet the needs of a diverse workforce Provide appropriate learning and development solutions Educate and support staff to deliver services in accordance with equality and diversity principles that are embedded within the organisation.	HR Portfolio groups and SMT regularly review policies and procedures to ensure effective, fair and robust employment policies from recruitment through to redeployment. All staff at North Yorkshire County Council complete mandatory e-learning in equality and diversity. An additional e-learning package is being developed for staff who are responsible for completing equality impact assessments. Staff and members can access the equality e-learning and other equality training and learning materials on the Learning Zone. 2 separate online learning packages - recruitment and selection and safer recruitment - have been updated, revised and combined into a single online course. The recruitment process has been 're-engineered' according to lean principles to ensure information and guidance is easily accessible for managers. There is a more corporate approach to schools' recruitment to help to ensure an equal, fair and robust recruitment process. When staff need to consider redeployment, because their post is redundant or due to ill health, there is 1:1 support to ensure a suitable alternative post is found if possible, with due regard to any protected characteristic. In conjunction with public health there is a focus on workplace health which aims to support all staff to look after themselves. Specifically this includes supporting staff affected by mental health in order to break down the stigma associated with mental ill health so staff can better support each other and managers are better equipped to support staff affected. The latest Equal Pay Audit in 2015 focussed on gender pay progression, as an indicator of

	<p>fair recruitment and selection, with some pleasing progress. The council is preparing to publish its Gender Pay findings from 2017.</p>
<p>Address existing demographics in our ageing workforce and look to offset disproportionate representation Actively encourage more young people to work for NYCC.</p> <p>Provide sustainable apprenticeships</p> <p>Enhance links with educational establishments</p> <p>Become an 'Employer of Choice'</p>	<p>Employing young people and providing work experience opportunities has continued to be a corporate priority despite the increasingly challenging environment of a shrinking workforce. Between April 2015 and March 2016 12 apprentices were appointed. Whilst this total is lower than in previous years, the variety of posts and services employing apprentices is broader than in previous years. The pay rate for apprentices was increased from the 1st October 2015 to the equivalent of £3.30 per hour for the first six months and remained at £4.69 per hour for the 7-12 months. The Council is preparing for the implementation of the Apprenticeship Levy in April 2017 which will bring about significant changes to the young person's agenda and NYCC's approach moving forward.</p> <p>Work experience opportunities have continued to be in demand, with 86 requests received in 2015-16. Typically these requests are from students looking for work experience as part of their studies or having finished education, people trying to get back into employment or changing direction. Attendance at school career events has also been a regular fixture, typically once per month. With an increased focus on Career Guidance within schools these requests are increasing.</p> <p>Graduate recruitment has been lower in 2015-16 due to a pause in further recruitment to the 2 intakes to the In House Graduate Scheme. Workforce Development have been working with services to identify workforce needs and succession planning, to align future graduates' recruitment where most appropriate. 5 graduates have been recruited to vacancies outside formal graduate programme.</p> <p>Supported internships has been researched including a suggested approach with colleagues from Health and Adult Services / CYPS. This involved supporting young people with a range of disabilities into employment as part of their Personal Development Plan through a non-paid internship. Services were not in a position to implement this last year however this is now back on the agenda for the coming year.</p>
<p>Collect and analyse sensitive workforce data in order to advance equality and good relations within the workforce Consult with our staff & listen to their responses.</p> <p>Regularly inform our workforce of our findings</p> <p>Create a culture of trust by being open about why & how data is collected, & how it will influence the shaping of policies whilst protecting privacy & confidentiality.</p>	<p>The Council has continued to monitor equalities information on its workforce over several years as part of its compliance with the Public Sector Equality Duty. The protected characteristics are age, sex (gender), disability, race, sexual orientation, religion or belief, gender reassignment, pregnancy or maternity and marriage or civil partnership. The aim of the monitoring is to enable NYCC to consider the needs of all individuals in their day to day work and in developing policy. Currently information is collected on the following protected characteristics: age, gender, ethnicity and disability.</p> <p>An annual report is collated and published on the NYCC website. The Council does not collate or publish information on the workforce relating to sexual orientation, religion or</p>

	<p>belief or gender reassignment. Staff are asked to identify their sexual orientation, and religion or belief at recruitment and appointment stage, and again at intervals throughout their employment, but the collection of this sensitive and personal information is voluntary and the take up is not yet considered to be sufficiently high to give an accurate picture. In relation to gender reassignment, this is currently not a reported category in the HR and payroll system so staff are not asked to record this. This gap is currently with the system supplier for consideration and progression as a development.</p> <p>We continue to work to engage with employees and develop a culture of trust to enable future data collection, which will be analysed, interpreted and used to advance equality and positive relations. The rationale for collection of sensitive data and the way in which it is collected will be transparent with clear information regarding privacy protection. The Executive receives information on the age profile of the workforce as part of the workforce performance section of the quarterly performance monitoring report.</p>
<p>Ensure the principle of equality of opportunity in employment is maintained.</p> <p>Ensure that procedures to determine the pay and conditions of employment of all our employees do not discriminate unlawfully and are free from bias.</p>	<p>A review of pay at North Yorkshire County Council for equal pay purposes has been completed in 2015 jointly with Unison. The audit ensures pay practices align with the Council's priorities. The Council is committed to the fundamental principle that procedures to determine the pay and conditions of employment for all employees do not discriminate unlawfully and are free from bias. Basic elements of terms and conditions for all staff e.g. pay bands, pay rates, and JE schemes are applied consistently. The pay and reward package associated with the NJC agreement have been separately negotiated to incorporate Soulbury and JNC staff to ensure transparent and consistent application of pay policy.</p> <p>There is much to be positive about in the latest equal pay audit including:</p> <ul style="list-style-type: none"> • the progression of men and women looks to be equal through the grades, and women are at least as successful and in some areas more so than their male counterparts in progression through the recruitment and selection process for senior posts; • systemically there are many safeguards to ensure equal pay for all with protected characteristics; • progress has been made since the last audit in terms of spot salaries and grades with bar points; and • changes to the increments policy have offered greater protection for staff with a disability who need to be absent. <p>Areas where further work is needed have also been highlighted including Clerk to Governor and sessional worker posts. There is also a need for all equality impact assessments for</p>

	<p>service changes which include re-structures or changes in staff numbers, or terms and conditions, to focus on the impact on staff as well as service users. In addition, it is recognised that the Council needs to keep a watching brief on the implementation of the National Living Wage, the streamlined job evaluation system, gender pay gap reporting and staff numbers declaring a disability.</p>
<p>Improve education and employment outcomes for care leavers <i>70% , 75%, 80% of care leavers engaged in education, training and employment (2011/12, 12/13, 13/14)</i></p>	<p>Performance meets targets: 2013/14 – 70% 2014/15 - 81% 2015/16 - not available</p>
<p>Improve participation rates in ETE for young offenders / ensure all young offenders are offered & receive 25 hours education provision, including appropriate literacy intervention <i>% of young offenders engaged in ETE 64% by 2013/14</i></p>	<p>The figure for 2014/15 is 44 out of 98 young offenders of SSA were in full time ETE at the end of their Order, equating to 44.9%</p>
<p>Mitigate the long term effects of neglect / support parents with a history of worklessness or disadvantage <i>Reduce % of children living in poverty to 11.5% by 2013/14</i> <i>Reduce % of children eligible for Free School Meals to 8.5% by 2013/14</i> <i>Reduce no. households with annual incomes of £15K or less to 6200 by 2013/14</i> <i>Reduce% of lone parent households with dependent children to 3.7% by 2013/14</i></p>	<p>The only data we have for children living in poverty is the Child Health Profile (2015) from Public Health England – 11%. This is significantly lower than the UK figure of 19.2%.</p>
<p>Support disabled people to gain paid employment <i>Working with the provider market, 20% of disabled people accessing day services to be in some form of paid work in next two years</i></p> <p><i>Support a person-centred employment pathway for disabled people, via investment in NYCC Supported Employment service</i></p>	<p>The NYCC Supported Employment service has achieved considerable outcomes in its aims to support people into paid work, to retain employment or to make progress on an employment pathway enhancing the lives and prospects of many of our customers.</p> <p>Work and occupation are seen as a fundamental right of all and the involvement of the Supported Employment team supports the Living Well and Prevention strategies. We have supported individuals to gain employment, apprenticeships and placements in inclusive community workplaces. (ASCOF figures show that in North Yorkshire 2014 to 2015 10.7% adults with a Learning disability were in paid employment compared to a national average of 6. Figures for people with Mental Health issues show 13.9% against a national average of 6.8%).</p> <p>Since 1 April 2015, 39 people have been successfully supported into employment; 9 people with a physical or sensory impairment, 15 with a learning disability and 14 people with</p>

	<p>Autism. We have also provided support to some individuals to enable them to develop self-employment goals. The team have achieved Autism Accreditation status through the National Autism Society for the support they give to adults with Autism.</p> <p>Objectives for 2016 The team are working closely with CYPs particularly to support the personalised learning pathways and improving the employment outcomes of people on these pathways. The preparation for adult model will start from April 2016 and will embed a joint approach to support young people in transition.</p> <p>The team are working on an individual basis with people to explore self-employment options where appropriate.</p> <p>On an individual basis the team will work with families and people seeking work to understand any impact on their welfare benefits</p> <p>All staff members have specific targets to achieve in terms of finding people paid employment.</p> <p>Longer term objectives 2016 Through coproduction with people with learning disabilities, family carers and partners, a North Yorkshire Employment Strategy is being developed. The team are working to develop a partnership approach for Supported Internships.</p> <p>Providers continue to become more outcome focussed with the support they provide. A number of providers are working closely with the SE team to support people into paid employment.</p>
<p>Provide volunteering opportunities to improve quality of life, gain new skills and increase employability</p>	<p>The fourth round of Innovation Fund funding is due to commence in March/April 2016. During the 3rd round of the Innovation Fund six projects had specifically identified volunteering opportunities as being part of their project. The below information notes to what extent volunteering objectives were realised by the end of their contracts in 2015:</p> <p>Rainbow Centre – Aimed to support 50 individuals who are on the periphery of society, including those with a history of substance abuse, to gain access to volunteering opportunities through a furniture generation project to help homeless or low income families within the Scarborough area. In total, 44 participants successfully completed the programme. Each participant completed a volunteering opportunity at the Rainbow Centre over a number of weeks in one of the following departments; furniture collection and restoration project, administration team, the community café or the food donation project.</p>

Orb Community Enterprise – the project aimed to support individuals who are at risk of poor mental health, or are experiencing isolation and loneliness, through the form of creative arts and music sessions within Knaresborough. In total, Orb worked with 51 participants. 30 of these individuals were also provided with volunteering training and of 23 of these individuals then went on to do actual volunteering within the Orb organisation. These volunteering opportunities included helping set spaces up for events, cleaning, providing mentoring support for the less able, catering for events and leaflet distribution. 6 individuals have also committed to longer term volunteering involvement and are helping Orb with tasks as varied as writing promotional material and helping to manage their IT network.

Selby District Vision – aimed to create a partnership between social leader volunteers and service users to reduce isolation, loneliness and empower individuals to feel more in control of their lives. In total, Selby District Vision worked with 61 individuals during their project. 8 of these individuals were trained as volunteers, and with this training they supported the other 53 participants within the community who were experiencing a range of issues due to visual impairment.

Yorkshire Yoga – project aims were to use a programme of yoga techniques to address the physical and psychological needs of those in the Harrogate District who are at increased risk of falling due to age or long term illness. Yorkshire Yoga worked with 62 individuals in total during their project. 9 of these people attended two specific volunteering training classes where they learned how to support older people attending the exercise classes. They then gained a valuable volunteering opportunity by supporting other members of the project during the classes.

HARCVS – aimed to empower 20 ‘at risk’ people to benefit from taking up a long-term volunteer placement, thus reducing isolation and loneliness. In total, 21 participants accessed weekly course sessions focused on volunteering. 18 out of the 21 individuals continued to volunteer their time after the course had finished and all stated that they planned to continue volunteering in the future.

Whitby DAG – aimed to create, develop and pilot a peer-supported befriending service for disabled and elderly people in Whitby and District, supporting them to live independently and to improve their physical, social and emotional wellbeing. In total Whitby DAG worked with 19 participants during their project. In addition, 12 peer-support volunteers were recruited and trained to support the participants with the befriending service.

	Libraries – A number of role profile information sheets have been developed to support volunteering in a wide range of roles within libraries. Baseline 2015/16 volunteer hours – 56674
Council Plan Priority: Improving accessibility for all our communities and supporting active communities	
Objective, actions and measures	
<p>Maintain and where possible improve access to key services (education, employment, health and food shopping) Manage, maintain & improve the highway & public rights of way network <i>LTP3 Indicator – No 5 - Ease of access to key services (Measured by Tri-annual accessibility consultation – Citizens Panel)</i></p> <p>Support non-commercial local bus services and community transport</p> <p>Access to services and facilities by public transport, walking and cycling- To increase the overall patronage of community transport journeys</p> <p><i>Local bus passenger journeys in the authority area</i> <i>Patronage on key corridors</i></p>	<p>The 2012 Citizens Panel Survey results showed that 82% of customers are satisfied overall with their level of access to essential services. The equivalent figure from the 2015 survey was that 75% of respondents were satisfied overall.</p> <p>In light of the significant reduction in funding – a 10-year savings requirement of approximately £167million from 2011- 2020, equating to 34% reduction in the Council's spending power - the Council has had to reduce support for non-commercial local bus services. The aim has been to expand the commercial sector - and this has been achieved in a number of areas - and to provide community transport services to mitigate the effects of withdrawn services where they cannot be provided by the commercial sector.</p> <p>This action is now focussed to meet more individual transport needs, particularly access to health using volunteer car schemes. 89,500 journeys were provided in 2014/15 (up from 79,400 in 2013/14).</p> <p>15.5 million Passenger journeys were made in 2014/15. This comprises 13.3 million made on commercial bus services and 2.2 million on services contracted to the County Council. Passenger journeys overall have dropped by about 2% compared with 2013/14. However within that, commercial journeys grew by 5.5%, and passenger journeys made on contracted services dropped by over 30% on the previous year.</p>
<p>Provision of next generation broadband (key theme in Council Plan 2011-14)</p> <p>Developing high speed broadband</p> <p><i>100% coverage by 2017</i></p>	<ul style="list-style-type: none"> • 86% coverage of superfast broadband achieved by April 2015 under Phase 1 • 89% coverage by superfast broadband by December 2016 under committed roll out of Phase 2 • 95% coverage of superfast broadband by 2019 under proposed Phase 3 funded by North Yorkshire County Council, Broadband Delivery UK and European Regional Development Fund. • Option for Phase 4 for Final 5% retained for inclusion once Phase 3 planning completed in 2016.
Promote use of the virtual library	Three digital catalogues are available, as well as a number of online resources which can

<p><i>Increase use by 10% in 2012/13</i></p>	<p>be viewed from any library computer or from home using library cards.</p> <p>Baseline 2015/16 - Number of issues for the virtual library 62,535</p> <p>Baseline 2015/16 - Number of visits to the virtual library 21,0897</p>
<p>Ensure that there is ongoing engagement with BME communities and other 'seldom heard' groups in order to share information on social care services / identify need / identify barriers to access</p> <p>Continue to build / maintain relationships with established groups and ensure that this takes place on a local level (CSMs)</p> <p>Establish relationships with new groups and networks and ensure that this is sustained at a local level</p> <p>Continue joint working with partners / explore new opportunities</p> <p>Develop system for mapping and feeding back information from groups to commissioners, policy and operational colleagues</p>	<p>During 2016, the Quality and Engagement Team will develop a new engagement framework to provide shape and focus for the Directorate's involvement and participation activities. This will include plans to increase the involvement of seldom-heard communities, particularly BME communities.</p> <p>Partnership working on engagement with Clinical Commissioning Groups has increased during 2015 and the intention is to continue to grow this.</p> <p>See also the update for the objective 'Improve diversity of representation on Partnership Boards, Forums and reference groups' below.</p>
<p>Improve diversity of representation on Partnership Boards, Forums and reference groups (older people, people with learning disability, people with physical and sensory impairment, people with mental health issues and carers)</p> <p>Work with each Partnership Board to set targets and identify actions to improve the diversity of representatives on Boards</p> <p>(Partnership Boards are a way of involving people and finding out what is important to different groups. It's important that the boards have diverse membership in order to be better able to represent their diverse communities.)</p>	<p>In June 2015, the North Yorkshire Physical and Sensory Impairment Partnership Board voted to rename itself the North Yorkshire Disability Forum to reflect its increased focus on voice of people with lived experience. The user-led aspect of local forums is growing, with two local forums aiming to become constituted groups. Each local forum is working on increasing membership and wider networks. Working with Stronger Communities, we are also investigating opportunities to develop a local forum in Craven.</p> <p>North Yorkshire Forum for Older People + (NYFOP plus statutory agencies) has met four times in 2015 and has a schedule of quarterly meetings set for 2016. Feedback from older people involved with NYFOP+ is very positive; they feel more actively engaged with the County Council, better informed, and that their participation is valued. By working with NYFOP, the County Council is able to reach a much higher number of older people than the previous arrangement.</p> <p>A review of the Carers Forum is underway, with family carers, to look at ways of strengthening carers' voice and involvement. A commissioning review of involvement of people with mental health conditions is also taking place, looking at the current forums and partnership working with providers. Proposals for both will be progressed in 2016.</p>

	<p>Management of the North Yorkshire Learning Disability Partnership Board is now part of the Quality and Engagement Team, which provides improved opportunities for joint working and sharing of good practice between the forums. The Board, local area groups and self-advocate groups continue to meet regularly. The self-advocacy support service has continued to widen involvement of self-advocates and recruit new self-advocates. This contract was re-procured in early 2016, and self-advocates were involved in the commissioning process.</p>
<p>Ensure that our (Health and Adult Services) customer information and systems are accessible Review our customer pathway to ensure that it is accessible to all our customers</p> <p>Implement local solutions for production of individuals' information (eg support plans) in accessible formats</p> <p>Co-produce easy read guide and standards with North Yorkshire Learning Disability Partnership Board, in order to improve quality and consistency</p>	<p>In partnership with Business Support, a new service has been implemented to support colleagues to produce information in accessible formats. The service can reformat source documents into audio, Braille and large print; produce simple easy read documents; liaise with community interpreters for translations into community languages via the Talk to us service. This new service makes it much quicker and easier for people to obtain information in accessible formats.</p> <p>The easy read guide and e-learning, developed in 2014/15, continues to be rolled out to colleagues to improve the easy-read offer for people who benefit from this form of written communication.</p> <p>Members of our forums have helped to develop the new carers' leaflet and website information, and new carers' emergency card offer, leaflet/card and on-line request form. Customers will be involved in developing other elements of the assessment pathway as this project progresses.</p>
<p>Providing individuals and communities with access to assistive technologies to aid communication</p>	<p>Communicate: In Print software installed in libraries. Libraries offer introductory sessions on use of mobile devices such as e-readers.</p>

<p>Developing community capacity to support library use</p>	<p>The Stronger Communities team has been established to work with local residents, community groups and other partners from the public and private sectors across North Yorkshire to identify opportunities. Community groups are being encouraged to work together where appropriate, maximising the use of buildings, assets and volunteers in order to create a focal point or local network of support. A team of Delivery Managers, one for each of the district areas in North Yorkshire, are helping local groups who are interested in taking on a greater role in the delivery of services to access the full range of support being offered by the Council including the possibility of transfer of assets and buildings into community ownership, some start-up grants, ICT equipment and services, training; and on-going specialist advice, support and development. Community libraries are a priority for this team.</p> <p>Baseline 2015/16 - Number of volunteers in libraries 1368</p> <p>Baseline 2015/16 - Number of volunteer groups in libraries - 10 in NYCC managed libraries plus 9 community management groups. Others are being formed as part of transition to community libraries where relevant.</p>
<p>Extend and enhance the Home Library and Information Service (HLIS) through use of volunteers and community libraries or outlets</p>	<p>The home library service offers free access to books, audiobooks, music CDs, DVDs, large print books, children's books and information for people who find it difficult to get to their local library. Teams of volunteers deliver the books once a fortnight.</p> <p>Baseline 2015/16 - Number of users of the HLIS 2141</p>