

North Yorkshire County Council
Corporate and Partnerships Overview and Scrutiny Committee
11 September 2017

Equality objectives 2016 – 2020 – progress report

1.0 Purpose of report

- 1.1 The purpose of the report is to update Members on work to further define and progress equality objectives agreed 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 In September 2016 the following equality objectives for North Yorkshire County Council were agreed:

1. Ensure that people can maintain access to essential services;
2. Working with 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;
3. Improve the wellbeing and inclusion of lesbian, gay, bi-sexual and trans children and young people;
4. Improve rates of progress for vulnerable groups of children and young people (as reflected in our children and young people's plan – Young and Yorkshire);
5. Improve access to employment opportunities for young people not in education, employment and training and those with a disability;
6. Take opportunities, where it is proportionate to do so, to improve accessibility of public transport;
7. Take opportunities, where it is proportionate to do so, to improve physical accessibility around towns; and
8. Foster good relations between our staff who share a protected characteristic and our staff who do not.

- 2.3 These objectives were developed following engagement with customers and evidence of need from service data.

- 2.4 The objectives are set for four years and are intended to stimulate the Council to achieve better outcomes for customers and staff in areas which are often complex, challenging and long term, and which require creativity and working across the Council. In addition, many of the areas of work which affect these outcomes are not within the direct control of the County Council and, therefore, we also have an important influencing role.

- 2.5 Capacity for progressing this work is being found within the workloads of existing staff as the Council does not have a specific equality team. Progress on defining,

developing and monitoring these objectives is therefore dependent on the capacity available.

3.0 Progress on definition, scope and monitoring

- 3.1 When the objectives were agreed, it was evident that more work would be needed to define and scope the objectives, and to identify actions and performance indicators. Initial work has therefore largely been concentrated on progressing this area. Data and feedback from customers has been collated from across the council, with current and emerging issues identified, as well as barriers to improvement, and developing future actions. In a number of cases, work has also begun on these actions. Progress towards each individual objective is summarised in Appendix 1.
- 3.2 The creation of the Strategic Support Service and the development of a new corporate performance framework for the Council have allowed for the integration of equality objectives into the performance reporting process, and work is underway to ensure that progress towards our equality objectives is reported and monitored in the same way as any other performance indicator. Performance indicators for the equality objectives are being developed using the corporately agreed Outcomes Based Accountability model, which seeks to ensure that, whilst activity and quality of activity are measured and monitored, outcomes and impact on customer is the ultimate measure of our performance. Clearly this is particularly important in relation to these equality objectives which have arisen from specific issues identified by customers which are having a direct impact on their everyday lives.
- 3.3 It is very important to us to involve customers and communities of interest in progressing our equality objectives; their 'lived experience' will help ensure that we are focussing on the relevant actions and indicators. To this end we are continuing to work closely with groups such as the North Yorkshire Disability Forum.

4.0 Conclusion

- 4.1 Setting equality objectives is a legal requirement but it is also good customer service. Ensuring that we understand the needs of a wide range of customers and that our most vulnerable communities and individuals are considered when services are initiated, changed or withdrawn helps us fulfil effectively our public service role. This is increasingly important in the current climate of reducing resources.
- 4.2 The objectives we have set are relevant to customers and have the potential to improve lives. We will amend or add to them as necessary during the four year period. The role of Members to challenge services to progress and embed the objectives, and to take a leadership role in communities is vital.
- 4.3 Progress will continue to be reported to the committee on an annual basis.

5.0 Recommendations

Members are recommended to note progress towards the equality objectives 2016-2020 and provide comments and suggestions for additional improvements.

Report author

Deborah Hugill
Senior Strategy and Performance Officer
Strategic Support Service

September 2017

Appendices

- Appendix 1 - Progress towards equality objectives as of September 2017

Summary of Summary of progress towards equality objectives as of September 2017

No	Objective	Progress
1	Ensure that people can maintain access to essential services	<p>This objective seeks to ensure that essential services are accessible to all who need them, regardless of protected characteristic. There are a number of strands to this. For various reasons including reduced finances, many public and private sector services are increasingly being centralised, and in a large rural county it is inevitable that this will mean increased travel for many people, so good public transport links are vital. Alternative means of access to certain services also need to be considered and good quality broadband and mobile phone coverage are particularly important here, as assistive health technology e.g. telecare. Provision of community based services can also ensure that services are local and tailored to the needs of communities. Equality impact assessments are carried out on all changes to NYCC service provision and are integrated into 2020 project processes.</p> <p>Indices of Deprivation statistics for England are published by the Department for Communities & Local Government and include a measure of Geographical Barriers to services which is calculated using road distances to a GP surgery, supermarket or convenience store, primary school and post office. The latest figures (2015) show that more than 40% of North Yorkshire Lower Super Output Areas (LSOAs) fall within the lowest national quintile in terms of the Geographical Barriers sub-domain (110 LSOAs in total). The LSOA which covers the Dales ward in Ryedale is the most deprived in England for Geographical Barriers to Services.</p> <p>As part of work to improve access to modern communication in the county a post has been created in the Council to progress improvements to the mobile phone network. Provision of good quality broadband is also a priority and work is progressing through Superfast North Yorkshire, the partnership between North Yorkshire County Council and BT. 89% of premises in North Yorkshire will have superfast broadband (25 mps or more) by the end of October 2017. Anyone still receiving less than 2mps at that point can apply for subsidies for an alternative solution. The contract for Phase 3 will be awarded towards the end of 2017 with a predicted delivery of 95% by 2020.</p> <p>Access to more services is being provided online and our online community directory signposting to a wide range of providers of support and community services has been launched. Customer led design input into the new website is making self-service easier.</p> <p>Our customer strategy has been developed and is being applied to service design. Use of digital technology may, of course, pose problems for some people and objective 2 aims to ensure that our 'digital by default'</p>

	<p>approach does not discriminate against any groups of customers. More details are provided in the next section.</p> <p>New methods of service delivery, as well communications, are also being rolled out and assistive health technology is one example. Telecare and telehealth provide access to services remotely and can reduce avoidable hospital admissions and enable people to be discharged from hospital earlier. They also allow people to be more independent, remain in their own home longer and play an active role in managing their own conditions.</p> <p>The purpose of the Stronger Communities Programme is to support communities to play a greater role in the delivery of services in the county, and as such the work of the team and their partners, both inside and outside the council, is vital.</p> <p>Of course, effective transport solutions and access to services are not only vitally important to the communities of North Yorkshire, but are also integral to the delivery of mitigation activity across the other Stronger Communities priorities, in particular health and social care. In response to this identified need, all projects developed and supported through the Stronger Communities Programme must consider transport solutions as part of their project development.</p> <p>Stronger Communities have also recently produced a new investment prospectus. As part of this they have developed a set of outcomes to which funded projects will have to demonstrate they are making a positive contribution. The first of these outcomes is 'reduced inequalities' which specifically lists 'improving access to services or removal of barriers'.</p> <p>Increased and more sustainable community transport remains a priority for Stronger Communities in its own right and several schemes are being supported. Recent work has been carried out to develop a North Yorkshire community transport brand, glocal – connecting people and places. The branding has been co-designed with community transport providers and will support local providers' individual branding and marketing activity to create a recognisable North Yorkshire family of providers with the aim of increasing the public's awareness, perceptions and usage of community transport.</p> <p>A website has been developed to support this work http://www.golocal-northyorks.community/ and a promotional video is also available at https://www.youtube.com/watch?v=NbM26_FI6IE</p> <p>The programme has also recently funded an accessible car for Esk Moors Caring to improve access for their clients to medical appointments and other essential services.</p>
--	--

		<p>Transport is a hugely important issue for the young people of the county, as well as those who are older, and North Yorkshire Youth Voice is working on a campaign to improve access to transport for young people.</p> <p>A review of availability of banking and post office services in communities across North Yorkshire is in the work programme of the Transport and Communications Overview and Scrutiny Committee for 2018.</p>
2	<p>Working with 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>	<p>Importantly, the County Council, in moving to provide services online, is ensuring that current channels of communication and service delivery are not removed. Customer led design input into the new website is making self-service easier.</p> <p>When services are designed we get involvement from as wide a range of people as possible in the design and testing of the service – using all channels.</p> <p>We ensure that our approach to the design and implementation of services supports the delivery of the Accessible Information Standard with which we have a legal duty to comply in relation to health and social care issues. We have agreed a number of sets of principles for the design of services online, one set of which relates to accessibility, including compatibility with industry standards, appropriate font size and contrast, consistent and Plain English content, and that users of assistive technology can easily access the site. Regular user testing is built in.</p> <p>Each service is considered individually and accessibility routes across all channels are explored. Demand and feedback on all channels is regularly monitored. For example, age or disabled bus passes can now be applied for online and a decision has been taken to trial an automatic renewal process to save customers time and effort. The success of this trial will be reviewed after 6 months.</p> <p>Face to face engagement with customers is also part of the customer strategy and includes a four stage offer which provides different levels of support that are relevant and appropriate for different services and buildings. This is being developed to ensure the provision of Face to Face support is available throughout the County for customers with different needs; such as sign-posting them to other services or accessing a computer because they have the skills to do this but don't have their own equipment.</p> <p>Consultation and engagement with the public, including specific groups representing disabled and older people, was carried out recently on the council's customer strategy, and the feedback from this has informed the development of the strategy. 86% of respondents agreed with the approach outlined in the strategy. Reasons for people not agreeing with the approach included concerns about those who cannot, or do not wish to, access services digitally, and as mentioned previously no alternative channels of communication will be removed. However, carers, for example, were on the whole supportive of online services as they can then</p>

		<p>access them at times to fit around their caring role. Some disability groups, such as those with hearing impairments, find online services such as web-chat particularly useful.</p> <p>The Stronger Communities Programme are training volunteers to be assisted digital buddies. The aim of these volunteers will be to help more people access online services, if the barriers to them doing so are around confidence and skills. This is being carried out in conjunction with the library service and adult learning. Funding streams are also being sought to procure devices, such as tablets.</p>
3	<p>Improve the wellbeing and inclusion of lesbian, gay, bi-sexual and trans children and young people</p>	<p>NYCC has come second in the Stonewall Education Equality Index 2017, out of 39 Local Authorities who submitted, with a score of 98%. The index measures practice as well as policy and looks at three key areas: the role of the LA, working with schools and working with the community to celebrate difference, tackle homophobic, bi-phobic and transphobic bullying and supporting LGBT children and young people.</p> <p>http://www.stonewall.org.uk/get-involved/get-involved-education/local-authorities/education-equality-index-2017</p> <p>A report by a Task and Finish group of Councillors from the Young People Overview & Scrutiny committee (October 2015), 'Raising awareness and understanding of the experiences and issues faced by Young people in North Yorkshire who are Gay, Lesbian, Bisexual or Transgender' produced a number of recommendations. These are monitored by the LGBT strategy partnership group which meet four times a year and the following progress is being made:</p> <ul style="list-style-type: none"> • The updated Anti-bullying guidance from NYCC includes homophobic, transphobic and bi-phobic (HBT) bullying as does the NYCC sex and relationships guidance for schools. • All schools were issued with updated guidance on managing and dealing with a prejudice based incident in October 2016 which includes HBT. Any incidents that are recorded by schools are shared with the Police Hate Crime Strategic Group and come to the children and young people equalities group that will monitor and respond to any growing trends. • Schools Safeguarding audit – can be used to monitor schools responses about having anti-bullying policies. • 23 (50%) of secondary schools / Pupil Referral Units and one independent school has accessed the HBT training delivered by NYCC • 60 (19%) primary schools accessed HBT specific training but also about 150 (48%) schools have accessed the Sex and Relationship Education (SRE) training which does also contain work on LGBT issues and gender.

		<ul style="list-style-type: none"> • Developing a communication plan in partnership with public health and NYCC communications team aimed at professionals and the wider community • NYCC Personal, Social and Health Education (PSHE) guidance for primary and secondary schools has clear reference to work on different families, relationships, gender and LGBT issues including three films that have been made by LGBT young people • NYCC Whole performance framework and monitoring reports – are looking to embed the equality framework in performance monitoring reports • A training session for members was held in November 2016 and there is a named LGBT lead councillor and officer • All protected characteristics are part of the mandatory equalities training which has been updated to include more of a focus on sexuality and gender. • The LGBT champions have been developed in the Prevention Team and Healthy Child Team and receive regular Continuing Professional Development (CPD) opportunities • There was a new Pride event in Harrogate in May 2017 • There is an increase in LGBT youth groups across the County, that are running well
4	<p>Improve rates of progress for vulnerable groups of children and young people (as reflected in our children and young people's plan - Young and Yorkshire)</p>	<p>The joint local area Special Educational Needs and Disability (SEND) inspection by OFSTED of North Yorkshire in July 2016 identified that:</p> <p><i>“The needs of children and young people are supported well through effective outreach work from special schools and enhanced mainstream schools “</i></p> <p><i>“Transition arrangements between settings are effective, ensuring that children and young people have a settled start in new places of learning. “</i></p> <p>But the inspection also identified that <i>“The differences in outcomes in the early years, key stage 1 and key stage 2 between children who have special educational needs and/or disabilities and their peers are wider than the national averages.”</i></p> <p>The Scarborough Pledge and Opportunity Area should help a number of potentially disadvantaged children to reach their full potential but it will take a number of years before we see the long term impact of such projects.</p> <p>Other projects such as “Closing the Gap” or “Achievement Unlocked” should also help improve rates of progress for vulnerable young learners.</p> <p>New methods of measuring achievement at KS4 now focus on the progress made in comparison to groups with similar starting points (Attainment 8). This will focus attention on to this area and therefore in time should</p>

	<p>bring about improvements for vulnerable groups who have traditionally not achieved at the same levels as their peers.</p> <p>‘Achievement Unlocked’ was a funded opportunity to work in a collaborative partnership with up to 45 invited schools across North Yorkshire County to improve outcomes for disadvantaged pupils. Key themes arising with targeted schools:</p> <ul style="list-style-type: none"> • leadership, • culture, • ethos, • values, • raising expectations, • high quality teaching and learning , • literacy, • targeted support, • maximising use of teaching assistants, • parental engagement, • monitoring and evaluation. <p>Case Studies May 2017 http://cyps.northyorks.gov.uk/raising-achievement-vulnerable-learners</p> <p>There is an ongoing programme for a new cohort of 14 schools, developing peer school pupil premium reviews and governor training.</p> <p>Special Educational Needs and Disability (SEND): A Raising Achievement of SEND working group has been established, and data and outcomes analysed. There is a focus on early identification, with guidance and moderation opportunities for SEN Co-ordinators. Secondary pupils being removed from SEN support are particularly vulnerable to underachievement and we are investigating why and when children are being removed. Also vulnerable to underachievement are pupils with speech, language and communication needs (SLCN) – we are working with targeted schools re. SEND practice plus SLCN screening, assessment and intervention, with the aim of producing a SEND toolkit.</p> <p>Social, Emotional, Mental Health (SEMH): Extension of the ‘No Wrong Door’ principles into education, focus on 45 identified pupils with SEMH needs for Year 6-Year 7 transition.</p> <p>Early years (EY)</p>
--	---

		<p>Closing the Gap (CTG) delivery plan is in place to run until 2018. We are looking to renew next year though the four key priorities are still valid. Working with all partners to share pertinent data as above, identify and target areas and schools/settings/CMs within them. Targeting resources and evaluating impact of spending. Further develop links and partnerships in the sector through EY Leads, Special Leaders of Education and outstanding providers/schools to support partnership improvement work. Two year old assessment data is being collated to identify and target themes for earlier intervention. Gender gaps are identifiable at the age of two years for funded children. We will continue liaison with virtual school team, social care, Inclusive Education Service, Prevention Service and adult learning to enable a holistic model of CTG from parents to children.</p> <p>Service Pupils Catterick project 2016/17: Implementation of emotional first aid and emotional health and wellbeing targeted project with school, Strategic coaching for targeted schools, on entry assessment pilot and maths intervention training. Emerging work through the Service Families Strategy Group (SFSG) into 2017/18 to focus on those with SEND, progression rates to higher education & engaging with Director of Children and Young People's Services / DfE over analysis of performance data, as well as roll-out of emotional first aid training.</p> <p>Young Carers Young carers cards now in place in primary and secondary schools to help identification and supporting their needs. Schools are signposted to young carers resources and training</p> <p>Looked After Children. Virtual school awarded Careers Mark Quality Award. Focussed work to improve quality of personal education plans from Early Years upwards. 12 month contract with Welfare Call to provide daily/weekly analysis of attendance, targeted case work. Further reduce the number of fixed term exclusions of children in the care of NYCC. Training for schools on attachment and trauma.</p>
5	<p>Improve access to employment opportunities for young people not in education, employment and training (NEET) and those with a disability</p>	<p>Despite historically low 'Not in Education, Employment or Training' (NEET) levels in the County there is still a small cohort that are difficult to identify and who may not be responsive to offers of support. Legislation to raise the participation age and a focus on tracking 16 and 17 year olds has helped the Local Authority target its resources more effectively but the issue still remains. Only 85.9% of 16 and 17 year olds in North Yorkshire are participating in education and training compared to 86.8% nationally and 88.3% in the region</p> <p>Recent work with the Prevention Service and the sub-contracting of the tracking function has enabled more effective targeted work with NEET young people to take place.</p>

		<p>The joint local area SEND inspection of North Yorkshire by OFSTED in July 2016 identified that</p> <p><i>“Post-16 provision is effective. There are strong links to local colleges and the proportion of young people who have special educational needs and/or disabilities who go on to further positive destinations when leaving secondary school is similar to the national average.”</i></p> <p><i>“Discussions with young people demonstrate that their destinations post-16 are well matched to their aspirations. Young people who have managed to secure post-19 provision also state that their destinations are appropriate to their aspirations.”</i></p> <p>But it also noted that <i>“not all areas have a range of post-19 opportunities for young people (with SEND) to continue their journey to adulthood.”</i></p> <p>Skills Team Plan 16-17 - Improvement & ‘Business as Usual’ Actions for NEET</p> <ul style="list-style-type: none"> • Strategic overview of NEET figures including unknowns • Active Support contract (to Aug 2018) to reduce unknowns • Liaison with schools and colleges for timely reporting of data to improve quality of data submitted to DfE and consequently NYCC standing in league tables. • European Social Fund NEET projects <ul style="list-style-type: none"> ○ Alignment with other related projects. ○ Representation on district steering groups. ○ Reporting progress and outcomes to Skills team. ○ Feedback from Skills team to help shape future Local Enterprise Partnership NEET procurement. ○ Preventative work - 147 students Yr10 & Yr11. ○ Support for NEET – 252 young people up to age 19 (24 with SEND) <p>Apprenticeships have changed with the government’s new scheme including the apprenticeship levy and public sector targets, which present both challenges and opportunities for the council. Previous reports to the committee have already highlighted these, but they include availability of apprentices and requirement within the service both of which are out of step with the targets. However, services are using the levy as an opportunity to shape future workforce needs where possible.</p>
6	Take opportunities, where it is proportionate to do so, to improve accessibility of public transport	<p>Many people rely heavily on public transport in North Yorkshire, including people who have a disability which prevents them from driving. So accessibility standards on public transport are very important.</p> <p>Since 2000 all new buses must be accessible. For pre-2000 buses still in service, single deckers have had to</p>

		<p>be fully accessible since 1 April 2017 and double deckers have to be fully accessible by 1 April 2019. All North Yorkshire County Council operated buses are fully wheelchair accessible.</p> <p>Feedback from users of commercial bus companies has tended to focus around the problems of driver attitude, conflict between pram and wheelchair users, and buses only having one wheelchair space. A recent Supreme Court ruling (Jan 2017) held that bus drivers must make efforts to ensure that other passengers make room for wheelchair users. Drivers may stop the bus “with a view to pressurising or shaming recalcitrant non-wheelchair users to move” if they believe a refusal is unreasonable, the judgment declared. North Yorkshire County Council has an influencing role here to encourage commercial bus companies to enforce this ruling.</p> <p>Feeling safe on public transport can also be an issue which affects people’s ability and willingness to use it. Driver training is also key here, as are anti-hate crime campaigns aimed at making it clear that hate crimes will not be tolerated and how it should be reported. Through the North Yorkshire Community Safety Partnership, North Yorkshire County Council contributes to campaigns and other pro-active work to ensure that hate crime is prioritised and vulnerable people are able to feel safe in their communities. Our community cohesion workers also work directly with communities to promote good relations.</p> <p>As detailed under objective 1 community transport is a key priority of the Stronger Communities programme and more details are provided under that section.</p>
7	Take opportunities, where it is proportionate to do so, to improve physical accessibility around towns	<p>This objective aims to improve the everyday experiences of disabled people and others for whom physical accessibility may be an issue, for example older people and parents with prams. Accessibility was a major concern for people who took part in recent engagement for the development of the County Council’s dementia strategy, and work to make North Yorkshire more accessible will also make it more ‘dementia friendly’. The economic argument for improving accessibility is also strong as the ‘purple pound’ (potential annual spending power of disabled people, their carers and their families) has been estimated at £439.9m (2012/13). If North Yorkshire’s towns are not accessible this potential income will be lost to other geographic areas or to online purchases.</p> <p>This objective covers the public realm over which the council has some direct influence, and also buildings within town centres, most of which are outside the council’s control, such as shops. The council has no enforcement role in this regard, either through planning law or equality law, and as such an influencing approach must be taken.</p>

	<p>Disability forums across the county are highly motivated around this area of work given the major impact it has on everyday lives. Several local forums have carried out their own street audits and they are working with local area highway offices to understand what improvements can be made. So far this has been productive and has forged closer working relationships, enabling a better understanding of issues on both sides. The Assistant Director - Highways is also attending the countywide forum in September and an invitation for members of the forum to attend a meeting of BES / Highways senior management team will be made.</p> <p>As a result of developing this objective and exploring the issues, a decision was made in July 2017 to more than double the current investment in the highways accessibility fund, taking it to £75k from 2018/19, and to keep accessibility funding under review. This will enable a greater number of improvements, such as dropped kerbs, to be provided, and, through engagement with the disability groups, we now have better information to help us prioritise this work.</p> <p>In terms of accessibility of shops and other buildings we are initially working with the North Yorkshire Disability Forum to:</p> <ul style="list-style-type: none"> • better publicise accessibility information which is already available • develop ‘top tips’ advice for local businesses • develop toolkits to enable disability groups to carry out their own audits • improve understanding across the council, officers and members, of disability access issues <p>As part of this work we have carried out research into work being done at other local authorities and have visited Chester with members of the Disability Forum to understand how they have achieved European Access City Award 2017. A members’ seminar is planned on disability access for March 2018. The Flying High Group - young people, aged 16-25, who have disabilities and additional needs – is also concerned about these issues and active in this area.</p> <p>There are currently 29 changing places across North Yorkshire in a variety of buildings. Changing places are toilets designed to provide extra facilities for people with severe or multiple disabilities. Guides for each of the districts in North Yorkshire that give details of the changing places available, including details of access arrangements and opening hours are available on the NYCC website https://www.northyorks.gov.uk/changing-places</p> <p>A review of our own property portfolio is also being undertaken to inform future work to improve standards.</p>
--	--

8	Foster good relations between our staff who share a protected characteristic and our staff who do not	<p>Key to improved relations between staff is better understanding and visibility of protected characteristics and the perception of North Yorkshire County Council as an employer who encourages diversity and supports a wide range of staff. A communications plan is being developed to give better visibility to diversity within the workforce and to dispel myths. Information from the recent staff survey will be analysed to understand how well staff feel they are supported in this regard.</p> <p>Three recent blogs, by the Chief Executive and two other Management Board members, have highlighted the experience of NYCC staff with different mental health problems. These personal stories, together with the supportive comments left by staff, managers and elected members, highlight the increased openness and willingness to talk about mental health problems and demonstrate top level support. Resources which are available to staff to support health and wellbeing include:</p> <ul style="list-style-type: none"> • The intranet site 'Boost' http://nyccintranet/content/boost supports employees to take responsibility for health and wellbeing and provides advice, support and activities to help make healthy lifestyle changes • Part of the site includes a 'Your Support' page http://nyccintranet/content/your-support which takes staff to the employee assistance programme with factsheets and information and online self-assessments focusing on diet, exercise, fitness, personal coaching, medical information and emotional support • Confidential telephone support is also available 24/7 for all NYCC staff and family members living at the same address and covers telephone counselling, tax advice, legal advice (except for employment law), eldercare, childcare and medical information. The service is accessed via a free phone number on 0800 030 5182 • Stress related conditions can be linked to financial difficulties and so a scheme is being launched to support staff financial wellbeing, including help with debt management. <p>North Yorkshire County Council has also pledged to be a good employer for carers and workplace policies are in place to support them.</p> <p>Work has been carried out to monitor and understand gender pay gap statistics within the council.</p> <p>A programme of one-year internships is being discussed which is aimed at those who are not ready yet for an apprenticeship scheme. These are likely to be suitable for care leavers or those with learning disabilities.</p>
---	---	--