

# **DIVERSITY STRATEGY**

**2007-2010**

## **Introduction**

At Harrogate Borough Council we believe that equality of opportunity is paramount to service provision in delivering our services and employing people to deliver our services.

We have, over the years, worked towards integrating equalities into the provision of services, which reflect the diversity of our community. We recognise our moral obligation towards equality of service delivery and employment and that we have specific duties under the Race Relations Amendment Act 2000, the Disability Discrimination Act 2005, Age Discrimination Act 2006 and the Equality Act 2006.

We believe that our aim of mainstreaming diversity issues in service delivery is the way forward so to ensure delivery of our services to all.

We see equality as a fundamental part of our aim of involving all local people in the decision making process and ensuring that the Council is accessible and responsive to all.

In achieving this we aim to:-

- Mainstream equalities into policy, service delivery and political processes.
- Continue to work with our partners to ensure we provide appropriate and all-inclusive services.
- Monitor our performance.

**P M Walsh**  
**Chief Executive**

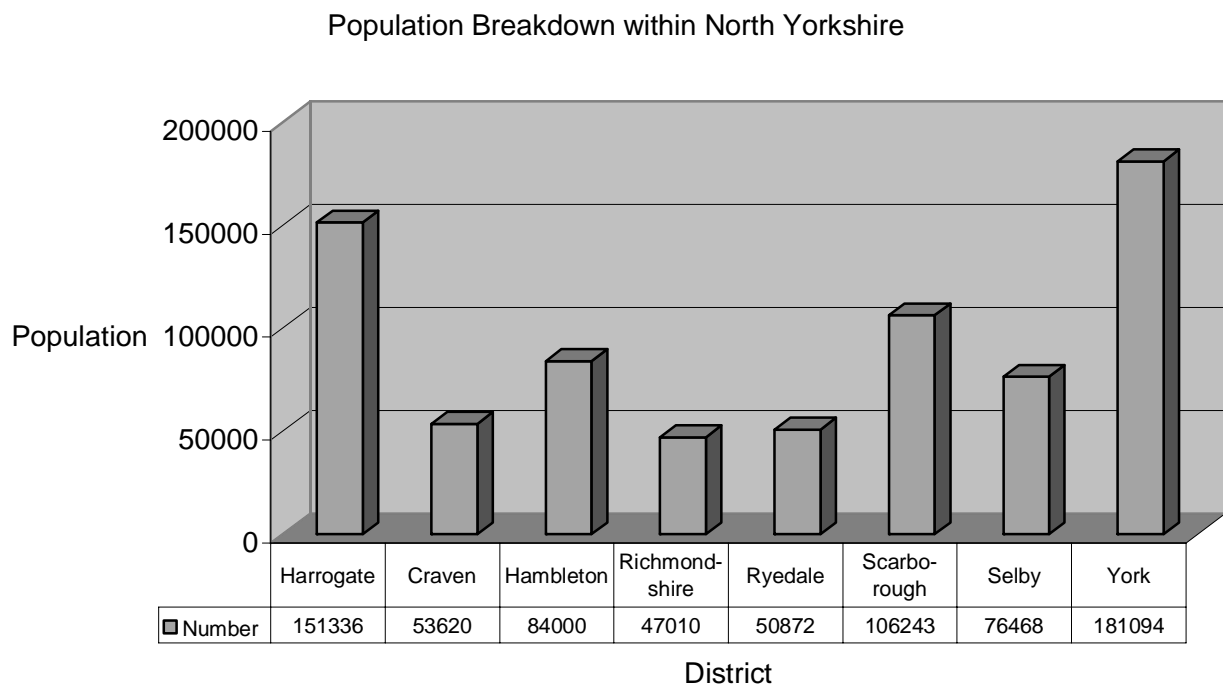
## Background & Context

### The Harrogate District Profile

The Harrogate District is within the County of North Yorkshire and covers 505 square miles containing a large rural area with the western part forming an Area of Outstanding Natural Beauty.

The population of the District is estimated at 154,000 (2004 Census) a 1.7% increase since the 2001 population census and it contributes to 27% of the overall population within the County of York and North Yorkshire. The Harrogate District has the second highest population within North Yorkshire (figure 1.1) and with 35 wards and 138 parishes the core settlements are found within Harrogate, Ripon, Knaresborough, Boroughbridge, Pateley Bridge and Masham (Appendix 1, figure 1.1).

Figure 1.1



Within the District there are several wards that are classed as having a high Index of Multiple Deprivation. Nationally however the District as a whole does not rank highly as an area of deprivation.

The maps in Appendix 1 figure 1.2 show the ward areas in the Harrogate and Ripon that have the greatest concentration of deprivation. These are in Harrogate; Knaresborough East, Bilton, Granby and Saltergate and in Ripon; Ripon Moorside.

The current unemployment rate as of June 2006 within the Harrogate District is 1.1%, this is below the national average of 2.6% and North Yorkshire county wide average of 1.5% (Office for National Statistics, July 2006). At a ward level there are indicators that identify areas where the residents are in receipt of unemployment benefit, again these wards do not rate highly nationally but do so at a District level. These key settlement areas are; High

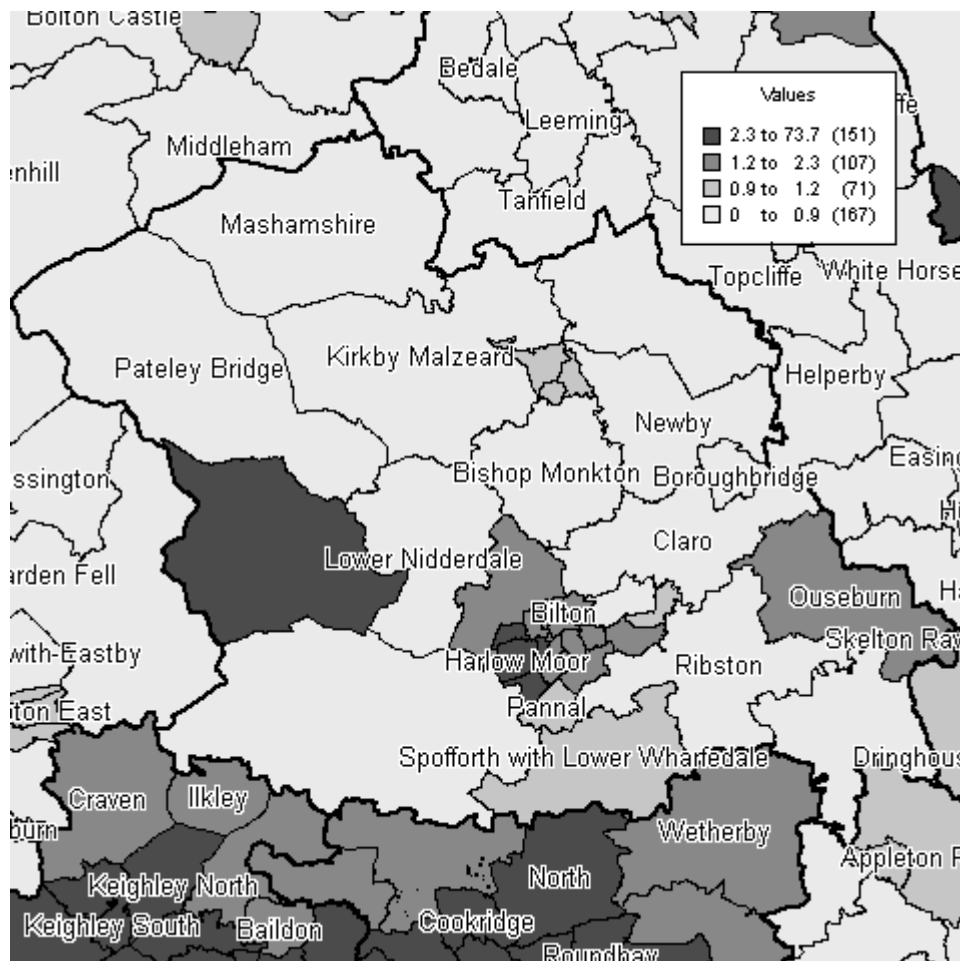
Harrogate, Ripon Minster, Granby, Woodfield and Lower Nidderdale (Appendix 1 Figure 1.3).

The profile of the residents within the District is in summary not a diverse ethnic population with a white ethnic majority, with a high proportion of the population aged over 55 years (Appendix 1 figure 1.4), a relatively even proportion of males and females (with females just being in the majority at 51.6%), 55.7% of the adult population are married or re-married (Appendix 1 figure 1.5) and there are no unique problems as such. There is however a growing migrant worker population and ethnic minorities who do not reside in the area but are travelling into the District to work, mainly in the hotel and catering industries. This needs to be taken into account within the Council service provision.

98.5% of the Harrogate and District population is of white ethnic origin this compares to a national average of 92.1% (2001). The full breakdown is in Appendix 1 Figure 1.6.

Figure 1.2 shows the main ward settlements where the non-white population were found. These were: Saltergate, Harlow Moor, Rossett and the Nidd Valley. The main settlement shown at Nidd Valley covers the area where the Menwith Hill American Base is situated which has a greater diverse ethnic population.

Figure 1.2 (Local Knowledge)



In relation to disability and health there are a few ward settlement areas where disability and limiting illness is prevalent, Bilton ward has a higher concentration of disabled residents compared to the other wards within the district (Appendix 1 Figure 1.7).

## **Harrogate Borough Council Employee Profile**

Harrogate Borough Council currently employs 1357 members of staff (October 2006). The current profile of the staff shows a completely reflective gender divide when compared to the District profile with 51.6% employees female.

The average age of the employees is 41.5 years for females and 43 years for males. The full age profile of Council employees can be found in Appendix 1, figure 1.8.

Of the employees 18 (1.3%) identified themselves as having a disability.

The ethnic profile is again relative to the District profile with 98.5% of employees of a white ethnic origin. The full ethnic profile of Council employees can be found in Appendix 1, figure 1.9.

## **The Legal Framework**

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### **The legal and regulatory framework**

The Council has a legal responsibility to ensure it operates in an equitable and fair way. Key equality laws, which have a direct relevance to the functions of the Council, are:

- Race Relations Act 1976
- Race Relations Amendment Act 2000
- Race Relations Act 2003
- Sex Discrimination Act 1975
- Sex Discrimination (Election Candidates) Regulations 2002
- Sex Discrimination (Gender Reassignment) Regulations 1999
- Equal Pay Act 1976
- Disability Discrimination Act 1995
- Disability Discrimination (Amendment) Act Regulation 2003
- Disability Discrimination Act 2005
- Age Discrimination Act 2006
- Equality Act 2006
- Employment Regulations on sexual orientation and religion 2003
- The Gender Recognition Act 2004
- The Civil Partnership Act 2004
- Special Educational Needs and Disability Act 2004

The four key pieces of legislation that impact on the Council as an employer and service provider is the Race Relations Amendment Act 2000, Disability Discrimination Act 2005, Age Discrimination Act and the Equality Act 2006.

Summaries of how each piece of legislation impacts on the Council are found below and additional detail within appendix 2.

### **Race Relations Amendment Act 2000**

Under the Race Relations Amendment Act, the Council is required to set out its arrangements for:

- a) Assessing the likely impact proposed policies will have, including arrangements for collecting data;
- b) Consulting with groups that may be affected by the policies.

Specifically, the Council's legal duty under the Race Relations Amendment Act and its commitment to achieving the Equality Standard for Local Government means:

- ❖ Eliminating unacceptable and / or unlawful discrimination on the basis of disability, race, ethnic or national origin, age, gender, marital status, sexuality, social and economic status, religion or political belief;
- ❖ Promoting equal opportunity;
- ❖ Promoting good relations between different groups (this particularly applies to racial, ethnic and religious groups, and would include refugees, travellers and asylum seekers).

**Appendix 2 contains the Council's Race Equality Scheme Action Plan that was revised in May 2005 as well as the preliminary assessment of functions that was carried out as part of the duty to promote race equality.**

## **Disability Discrimination Act 2005**

The Disability Discrimination Act (DDA) introduced new measures that aim to end the discrimination faced by disabled people in employment, access to goods, facilities and services and property rights.

From December 2006 there will be a statutory duty on the public sector to promote equality of opportunity for disabled people- "The Disability Equality Duty". Under this duty public authorities must have due regard to the following;

- ❖ Promote equality of opportunity between disabled people and other people
- ❖ Eliminate discrimination that is unlawful under the Disability Discrimination Act
- ❖ Eliminate harassment of disabled people that is related to their disability
- ❖ Promote positive attitudes towards disabled people
- ❖ Encourage participation by disabled peoples needs, even if this requires more favourable treatment.

There is a requirement to involve disabled people in producing the Disability Equality Scheme including the action plan.

There are several key elements that must be included as part of the scheme, these being;

- ❖ A statement of how disabled people have been involved in developing the scheme
- ❖ The action plan which sets out key actions which an authority will take to promote disability equality.
- ❖ Arrangements for gathering information about performance of the public body on disability equality
- ❖ Arrangements for assessing the impact of the activities of the authority on disability equality and improving these when necessary (in the form of an impact assessment)
- ❖ Details of how the authority is going to use the information gathered, in particular in reviewing the effectiveness of its action plan and preparing subsequent schemes.

Key public Authorities must publish a Disability Equality Scheme by the 4<sup>th</sup> December 2006, which will detail how the Duty will be implemented.

Departments who fail to comply could face enforcement action taken against them by the Disability Rights Commission.

## **Age Discrimination Act 2006**

The Employment Equality (Age) Regulations make it unlawful to discriminate against employees, job seekers and trainees because of their age. This covers direct and indirect



discrimination, harassment and victimization. The regulation makes it unlawful on the grounds of age to;

- ❖ Discriminate directly against anyone -that is to treat you less favourably than others because of your age - unless objectively justified
- ❖ Discriminate indirectly against anyone - that is, to apply criterion, provision or practice which disadvantages your particular age unless it can be objectively justified
- ❖ Subject anyone to harassment. Harassment is unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for you having regard to all the circumstances including your perception of the issue
- ❖ Victimise anyone because they have made or intend to make a complaint or allegation or have given or intend to give evidence in relation to a complaint of discrimination on grounds of age
- ❖ Discriminate against anyone, in certain circumstances, after the working relationship has ended.

The regulation also;

- ❖ Removes upper age limits on unfair dismissal and redundancy
- ❖ Introduces a national default retirement age of 65, making compulsory retirement below 65 unlawful unless objectively justified
- ❖ Gives all employees the right to request to work beyond 65 or any other retirement age set by the company.

These regulations come into force on the 1<sup>st</sup> October 2006.

### *Equality Act 2006*

The Equality Act 2006 amends the Sex Discrimination Act 1975. The Act places a statutory duty on public authorities to have due regard to the need:

- ❖ To eliminate unlawful discrimination and harassment
- ❖ To promote equality of opportunity between men and women.

The above points are the core of the 'Gender Equality Duty'.

The Duty places the legal responsibility onto Public Authorities to demonstrate that they treat men and women fairly and is no longer depending on individual complaints. The Duty aims to make gender equality central to the way public authorities work so to create;

- ❖ Better informed decision-making and policy development
- ❖ A clearer understanding of the needs of service users
- ❖ Better-quality services which meet varied needs
- ❖ More effective targeting of policy and resources
- ❖ Better results and greater confidence in public services
- ❖ A more effective use of talent in the workforce.

The duty comes into effect on the 6<sup>th</sup> April 2007.

The Commission for Equality and Human Rights (CEHR) will have the power to issue compliance notices in connection with breaches of the duty, which can be enforceable in the courts.

## **The Equality Standard for Local Government**

The main objective for the Standard is to instil equality corporately and to ensure that equality is considered within all work and service provision. The Standard is a mandatory requirement within Public Authorities and performance is monitored on a quarterly basis internally within the Council alongside a collection of other best value and locally derived indicators relating to diversity.

The Council is committed to improving its performance on equality issues and will aim to meet the various levels within the standard over future years. The Equality Standard will mainstream equalities into service delivery and employment within Local Authorities. By working through the Standard levels a comprehensive and systematic approach will be developed to deal with equalities.

There are five standard levels;

- ❖ Level 1: commitment to a Comprehensive Equality Policy (CEP)
- ❖ Level 2: assessment and consultation
- ❖ Level 3: setting equality objectives and targets
- ❖ Level 4: information systems and monitoring against the targets
- ❖ Level 5: achieving and reviewing outcomes

Harrogate Borough Council is currently at Level 1 with the aim to be at Level 2 by the end of March 2007 and Level 3 by March 2008.

## **Equality and Best Value**

**The Local Government Act 1999, Part 1 - Best Value, which came into force on 1st April, 2000, makes it a statutory responsibility on a local authority “to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.**

The statutory duty applies to all Council services, which must be reviewed at least once every five years. The Government’s expectations on Best Value are for authorities to demonstrate that the services they provide are effective, efficient and improving over time, ie, that they are provided in the best way possible. This means significant and continuous improvements to every service for which authorities are responsible.

**Harrogate Borough Council has integrated equality issues into its Best Value regime. When undertaking a review, an assessment is made of Equality issues relating to the service or theme under review.**

## Corporate Vision and Values

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The Council's long-term vision is "***To make the Harrogate District a better place to live, work and visit by preserving its heritage, enhancing its unique environment, delivering first-class services and encouraging everyone to share in its success***".

The Council is committed to seven key priorities which will assist in the delivery of the corporate vision:-

**Affordable Housing:** *ensuring people have access to housing opportunities throughout the District.*

**Traffic and Transport:** *ensuring the provision of a transport network that will provide access to public transport in all areas and provide integrated facilities including car parks.*

**Keeping Our District Safe:** *ensuring communities across the District are safe and secure and that they feel safer.*

**Caring For The Environment:** *ensuring the enhancement and protection of the natural and built environment District-wide.*

**Supporting our Local Economy:** *promoting a robust and varied economy, which benefits local people and creates employment opportunities in rural areas and the market towns across the District.*

**First Class Public Services:** *ensuring that the services delivered throughout the District meet the needs of customers, are accessible and of a high quality.*

**Organisational Improvement:** *a commitment to invest in improving the organisation by being a good employer and building its organisational capacity to deliver first-class services and increase its service performance.*

The Council's organisational goal is: "*To be a Good Council by 2007 and Excellent by 2010*".

In order to achieve this goal areas for improvement have been identified, several impacting on Councils approach and provision in Equality and Diversity directly, these being;

**Community Engagement:** *agree a process that engages with all sectors of our community and enables the Council to understand the needs of its residents and customers.*

**Customer Care:** *improve the quality and standard of our services to residents, customers and visitors and provide improved access to Council information and services.*

**Diversity:** *ensure that Council services recognise and respond to the diversity of our customers and communities as well as our work force.*

Partnership Working: *ensure that the Council's participation in working with its partners is effective and adding value for residents, customers and visitors.*

(Unleashing the Potential, Corporate Improvement Plan 2005-08).

The Council has set out within its Values that it will be;

- Democratic - Take decisions in the public's interest.
- Accountable - Accept responsibility for, and explain, our decisions.
- Responsive - Listen and respond to the needs of people
- Ethical - Behave with integrity
- Respectful – Ensure everyone has the opportunity to participate in decision-making.
- Fair and Equitable – Treat people with dignity.

Both the vision and the values will direct the approach taken to service provision and the Council as an employer; all impacting on diversity in some aspect.

The Council has also incorporated into its practices a principle of working with other councils, the voluntary and community sector, businesses, the police and health agencies to improve the “quality of life” of people within the community.

Further information on the values and objectives can be found in the “Realising the Potential” A Strategic Plan for Harrogate Borough Council 2005-2008.

## **Harrogate District Strategic Partnership**

Harrogate Borough Council actively participates in several partnerships, employees are to take with them and apply the corporate approach and principles taken to diversity. One partnership in particular where the Council has a key role is the Harrogate District Strategic Partnership (HDSP). The partnership developed the Community Plan in 2004 and set out its vision and identified priority areas.

The vision is:

*“Working together to enhance the many and varied communities, economies and environments of our towns and dales, we will make the District a place where people are valued and protected and where access, opportunities, prosperity and support are available to us all”.*

Within the Partnership a piece of work has been undertaken to look at the Black and Minority Ethnic Population in the Harrogate District.

The main scope of the work was to;

- 1) To establish links with people working on BME issues
- 2) To map and draw together the range of work in progress with people from BME groups
- 3) To identify gaps in support to these groups.

The final report gives a base to both Harrogate Borough Council and other partners to work upon, it provided information that was not previously available and reiterated that there was an issue that needs to be addressed in relation to diversity, social inclusion and service provision/accessibility within the District. The findings of the report will be considered in business planning within the Council. The key headline findings can be found in Appendix 3.

### **Harrogate And Ripon District Access Groups/ Disability Review Group**

Within the District there are two Disabled Access Groups, one in the Harrogate and one in Ripon. The group looks at accessibility issues that impact on disabled or impaired persons around the district (not just issues relating to Harrogate Borough Council) as well as being a consultative group who can offer advice or comments on new plans or proposals that the Council may be initiating, for example the Royal Hall renovations. Representatives from HBC attend the access groups as requested.

The Chairs of the disabled access group then feed into the Disability Review Group. The group was established in 1998 with the objectives to;

- 1) Establish and implement Disability Discrimination Act (DDA) best practice across all services
- 2) Establish closer links between other DDA organisations
- 3) Produce advice and information to service managers
- 4) Identify, develop and implement training programmes
- 5) Ensure new sites/services are developed and reviewed within the context of DDA.

## **Harrogate Borough Council's Diversity Policy Statement**

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### **Policy Aim**

Harrogate Borough Council will have a commitment to:-

*Ensure that equal opportunities and the principles of fairness underpin all aspects of policy, procedure, service development, consultation and decision- making.*

### **Policy Statement**

**Harrogate Borough Council is committed to equality in both employment and service provision. The Council recognises the diverse nature of the district and endeavours to ensure that employees, potential employees, contractors, partners, clients and customers are treated with dignity and respect. The Council opposes all forms of discrimination and undertakes not to discriminate unfairly on the grounds of sex, marital status, gender, race, colour, nationality, ethnic origin, disability, age, sexual orientation or religion or belief, responsibility for dependents, social or economic status or criminal record. Every possible step will be taken to take into account the diverse nature of individuals and ensure that they are treated fairly and decisions on service provision and employment are based on objective criteria.**

This Policy Statement confirms the Council's commitment to ensuring equality of access and opportunity and will apply to all employees, service users and providers. This will include the Council's customers, contractors, employees and all others who are involved in the business of the Council.

The policy statement applies to employment and service provision:-

### **Employment**

The Council is committed to ensuring:-

- That all employees have equal access to jobs within the Council.
- That all employees have equal opportunities for training, career development and promotion.
- That all job applicants are treated with fairness, dignity and respect at every stage of the recruitment and selection process and in the terms and conditions of employment.
- That all trainees, secondees and consultants are treated with fairness and dignity.
- That employees are trained in diversity and equality awareness.

- That we monitor all recruitment activity to discover whether we are receiving applications from all sections of the community and to ensure that the recruitment and selection process is carried out objectively.
- That employees whose actions contribute to a breach of any part of this policy are subject to the Council's disciplinary procedure.
- That all employment policies and procedures comply with the law and spirit of this policy.
- That we maintain a work environment that is free of discrimination, harassment and bullying.

### *Service Provision*

The Council is committed to ensuring:-

- That all of the services we are responsible for, whether provided by our own workforce, in partnership, or on our behalf, are made available to all service users with due regard to the principles of equality and fairness.
- That all service users are treated with fairness, dignity and respect.
- That our service managers regularly monitor the service impact on equalities and take appropriate action.
- That all contractors directly supplying us with goods or services or executing works for, or on our behalf, comply with the equal opportunities legislation.
- The Council values the diversity of the community and visitors to the district and wants its services to be accessible to all.

The Council's aims to provide services are detailed within the Corporate Customer Care Policy & Procedures document. These are set out to be;

- The right quality
- Good value
- Effective
- Efficiently managed
- Capable of adapting to changing needs
- Designed to meet the needs of all of the people and diverse communities we serve
- Customer-centred, involving listening to customers, complaints and comments, in a warm and friendly manner
- Inline with statutory requirements
- Inline with the Council's resources.

(Corporate Customer Care Policy & Procedures, September 2006).

## Performance and Monitoring

The Council will monitor its equality policies and procedures to ensure that they support the Council's commitment. It will also monitor performance against targets relating to **equality and diversity on a quarterly basis. In addition to Best Value Reviews, the Council reports on its performance on equality issues on a regular basis to members and in the Performance Plan.**

**There are several performance indicators and targets set by the Council that relate to equality that are reported on a regular basis both as part of a corporate basket of measures and as Best Value Performance Indicators held within the Council's strategic plans.**

There is further scope to set locally agreed targets against determined priority areas relating to Diversity that can be added to the already existing targets if it is felt necessary internally within the departments.

Code	PI Description	Target- 2006/07	Current Performance (April-Sept 06)
BV11a	Top 5% of Local Authority (LA) Earners: % of women	30%	30%
BV11b	Top 5% of LA Earners: % from ethnic minorities	0.5%	0%
BV11c	Top 5% of LA Earners: % with a disability	2.7%	2.67%
BV 156	% of LA buildings accessible to people with a disability	71.11%	71.11%
BV16a	% of LA employees with a disability	1.3%	1.17%
BV17a	Ethnic Minority representation in the workforce: % of LA employees	1%	1.11%
BV2a	Equality Standard for Local Government (Level 5 is top level)	Level 2	Level 1
BV2b	Duty to promote Race Equality (% score against a checklist)	85%	63.2%
BV 174	The number of racial incidents reported to the Local Authority and subsequently recorded, per 100,000 ppn.	0.64%	0% (05/06) (monitored yearly)

The Council will monitor and review its policies and strategies and will assess the impact in terms of potential discrimination.

In doing so the Council will take into consideration:-

- Demographic data.
- Comparative policies.
- Consultative methods.



- Specific research.

**Scrutiny of new and current policies will be undertaken by the Scrutiny Commissions where impact on race and equality will be taken into consideration.**

**Future policies will be assessed for the potential impact on diverse groups. A range of methods will be used for the assessment purposes including those outlined above, together with data on complaints and monitoring data obtained at various stages.**

Monitoring the impact of our work in relation to this strategy forms one part of our approach to equality. Our aim is to ensure that we are providing our services in a fair and equitable way, and also to take action if we find that the needs of particular groups are not being met.

Details of monitoring arrangements for individual department and service will be developed and will form part of departmental action plans in due course as part of this scheme. A corporate monitoring framework will be developed in order that all equality monitoring in place in the Council is assessed and evaluated on a regular basis.

### **Employment Duties**

We have developed an effective system for obtaining monitoring data on all applicants applying for jobs at Harrogate and have virtually a full monitoring profile of employees working in the Council. We produce annual reports on our monitoring data, including analysis data on ethnicity, gender, disability and age.

We have developed our monitoring data as part of this scheme to cover grievances and disciplinaries and leavers. The data will be published on an annual basis. The data will be published in the Best Value Performance Plan, on the Internet and any other media considered appropriate. Where action is required in respect of the analysis of information collected, we will make this clear and as appropriate consult on any initiatives that we may develop in this area.

## **Strategic Approach to Equality**

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### **Equality and Diversity Delivery Within the Council**

Overall responsibility for the Policy lies with members and its implementation rests with the Chief Executive.

As part of the Council's restructure in April 2005 a new Directorate of Corporate Policy and Improvement was established to ensure that there was clear corporate direction and compliance to Council priorities and objectives. The Equalities/Diversity agenda is now part of the work of that Directorate and the agenda will be led by the Executive Director, Corporate Policy and Improvement.

Chief Officers and Heads of Service are responsible for the implementation of the policy in their own service areas. Employees have the responsibility both morally and legally not to discriminate against individuals or groups in the course of their duties and in the course of their employment.

The Head of Human Resources is responsible for: corporate employment issues within the scope of the policy, specialist advice, training and monitoring the employment aspects of the policy.

Employees have the responsibility both morally and legally not to discriminate against individuals or groups in the course of their duties and in the course of their employment.

The diversity work corporately will be supported by a joint Member/Officer Group who will develop the strategies and policies, support the implementation and undertake the work to ensure that the Council meet the agreed targets and deliver the diversity strategy.

The Diversity Framework Group (DFG) includes:-

- The Member Champion
- Two Members of Overview and Scrutiny Commissions
- Lead Director
- Head of Human Resources
- Chair of the DDA (Disability Discrimination Act) Panel
- Corporate Partnership Development Officer
- Chief Customer Services Officer
- Operational Services Head
- Strategic Policy Officer

The Group reports direct to CMT/Cabinet as appropriate.

The diagrams in Appendix 4 show the links the group has within the Council and with external partners.

## **Integrating Equality and Diversity**

The Council's approach has been to integrate equality issues into managerial and service delivery issues.

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Whilst the Council has robust and effective community engagement practices and partnership arrangements, the Race Relations Amendment Act, Disability Discrimination Act and Equality Act requires the Council to meet certain obligations. These require a more pro-active approach to equality. In order to fulfil its responsibilities under the Acts, the Council has determined which functions provided by the Council are relevant to the Act.

The Council considers all functions are relevant to the Act (either directly or indirectly) but feels that some services will have a greater impact than others. In order to identify those services, the Council will undertake an assessment of Council functions (using a self-assessment approach) to identify the priority services that are relevant to the Equality Acts/Duties.

The Council's approach will be to continue to integrate equality issues into policy, practice and employment.

The Council recognises that policy and strategy have an impact on the public. The Council currently considers the potential impact in developing policies on equality considerations, including race, as an item in its Committee report system. This will form the core part of our impact assessment work and approach.

## **Communication of Diversity Strategy**

A leaflet outlining the key points of the policy and will be placed in all areas of public access. A copy will be given to all applicants for jobs.

The policy will be placed on the internet, intranet and in the Employee Handbook.

The Council is committed to the implementation of the policy statement by:-

- Acting in accordance with all relevant legislation and codes of practice.
- Making sure that all employees, partners and Contractors are aware of this policy statement.
- Developing and training our members and employees to help them recognise equality issues and further understand their role and responsibilities in achieving equality.
- Including equality in all management processes so that it becomes integral to the workings of the Council.
- Developing effective auditing and monitoring procedures for services and

employment and reporting, at least once a year, to members, employees and the community on how we put this policy statement into practice.

- Promoting the principle of equality and diversity.

## Consultation

**Consultation and the involvement of the public in its work is a major priority for Harrogate Borough Council. We use a range of consultation strategies for this purpose. We believe that public involvement is essential to the democratic accountability and responsiveness of our Council. We take seriously our duty to consult, and importantly to listen to the results of consultation. We aim to have sound evidence of public views to help make informed decisions. Consultation takes place in a number of ways, eg, public meetings, working with partners and other agencies, focus groups, parish councils, consultative meetings and the Council's District Panel.**

**Consulting with and involving local people in decisions are central to the vision and values of the Council. To this end we have an established 'Community Engagement Strategy', which contains our statement of intent, which is as follows:**

*The Council asks people:*

- **How they wish to be consulted**
- What information, relating to the District, they require.

*The Council informs people:*

- By increasing their awareness of the issues under discussion
- By making information about Council services more easily available and accessible
- By making appropriate use of new technology.

*The Council involves people:*

- Using mechanisms, which ensure that those involved in consultation are broadly representative of the community in ways that recognise the diverse nature of the District
- Using the information gained to inform Council policy and the decision making processes, including those for the planning and delivery of services
- By allowing them to express their views on issues an options which are to be brought before the Council and to make those views known to the relevant decision making body before the decision is taken.

*The Council improves people's access:*

- By providing a range of channels for local people to take part in the consultation and research carried out by the Council
- **By providing a variety of ways to access all council services.**

*The Council monitors and reviews:*

- The effectiveness of the whole process on a regular basis.

**In developing this initiative in practice we have a range of activities in place; including running special meetings and forums; specific consultations on particular**

**areas and targeted surveys. We have recently developed a three-year consultation plan for 2005-2008 which sets out all of the major planned consultation work; this will be published on the Council's website and circulated to partner organisations. We have also developed a principle approach to community engagement through annual work plans, which includes a review of the way the Council consults hard to reach groups and a joint project with the voluntary sector on engaging with people from black and minority ethnic backgrounds.**

However, more generally we want to encourage ethnic minorities to play an active part, as this scheme, and our work on other equality areas, develop over the next 1-3 years (although we recognise that in Harrogate they form a small proportion of the population).

### Internal Consultation

Internally within the Council there is a mechanism to consult with employees through the staff survey. This is carried out every two years and provides an opportunity for staff to comment on issues that impact on how they carry out their job, equalities being one. The survey not only looks at whether the Council is committed to equalities but also looks at awareness. It is important that employees are aware of what the Council has in place to address equality issues such as guidance as to where to go if they are subjected to discrimination and how this will then be dealt with internally. The survey is anonymous and the results will identify areas that need improvement in relation to the approach to equalities. Appendix 5 presents the sample survey.

We would hope that with the development of a new single equalities and diversity strategy there would be renewed focus and awareness of the issue, partly due to improved communication and training within this area. This could be measured through future staff surveys as a baseline is already established.

### Community Cohesion

In November 2005 a District Panel Questionnaire focused on community cohesion, seeking to find the extent to which the District is culturally diverse and tolerant of people from other backgrounds. The Home Office has developed a set of local indicators, which authorities can use to measure and track progress on community cohesion levels in their district. The district panel questions provided the information for these indicators and would be used as a base for future monitoring.

A summary of results is as follows:

73% of respondents agreed or tended to agree that Harrogate District is a place where people from different backgrounds get on well together and similar results showed for their local area (within 15/20 minutes walk).

80% of respondents agreed or tended to agree that their local area is a place where residents respected ethnic differences between people, 75% agreed or tended to agree that the Harrogate District is a place where residents respected ethnic differences between people.

2.6% of the respondents felt that they had no knowledge at all of different cultures and religions. A similar percentage of respondents felt they had a lot or quite a lot of knowledge and understanding of different cultures and religions (48.6%) and 48.8% had a little knowledge and understanding.

Over 80% of respondents thought that in two years time the people in their local area would get on about the same with people from different backgrounds as they do at present.

The most regular contact with people from different backgrounds is at work (55.3%), college (31.3%) and more often at community activities (65.3%) or sports and cultural activities (63%). (Community Cohesion in the Harrogate District, District Panel Survey Report, November 2005).

## **Access and Information Provision**

We are committed to good customer care, openness and transparent decision-making. We provide a wide range of information in different formats for communication and information purposes.

Harrogate Borough Council's 'Access to Services' strategy (2003) details the Council's vision for providing access for its customers to its services. These will directly impact on the diverse groups within the district.

Several key aims have been set out to do this:

- Provide customers with a choice of access channels to the Council's services
- To ensure that customers can access services no matter what their personal circumstances
- To work closely with other public service providers to deliver services in a consistent and co-ordinated way
- To provide opportunities to ensure that routine contacts can be handled in the local area
- To allow customers to express their views on issues and options which are to be brought before the Council and have the opportunity to make those views known
- To provide a range of channels for customers to take part in consultation and research.

(Access to Services Strategy September 2003).

## **Training**

Some training on equality issues has taken place. We also integrate race equality and diversity issues into our recruitment and selection and discipline at work courses. Equality is also addressed as part of the induction process.

Training will continue to be part of our review system and training will continue in the following areas:

- **General training for all employees and members to ensure that they are aware of our policy on equality and duties under the Race Relations Amendment Act and how**

**they affect all employees and work undertaken.**

- Specific skills training for those who will be developing and implementing areas of equality considerations or who are decision makers in respect of policy and other relevant areas.

### Dealing with Complaints

Harrogate has detailed a system for making complaints across the Council. The recently revised complaints procedure (September 2006) details the process for handling and monitoring all complaints made. "All verbal, electronic or written complaints, and their outcomes, must be recorded in an appropriate manner, so that records can be analysed. The Council will use statistics obtained from each Department to publish regular reports on complaints and how they have been handled" (Complaints Procedure, September 2006). The process detail on how to make a complaint is available from libraries and Council offices in the form of the leaflet 'Help Us To Help You'.

There is therefore scope in respect of monitoring diversity related complaints specifically to:

- ❖ Assess potential corporate issues and any identified patterns across the organisation through complaints monitoring;
- ❖ Continue to produce regular reports on complaints to include an analysis of any diversity issues. This would form part of our continuing assessment of the Race Equality Scheme and the diversity strategy.



## Procurement, Funding and Working with Partners

The Race Relations Amendment Act (RRAA) applies to public authorities but places 'indirect requirements' on contractors, and organisations that a public authority may fund or work in partnership with.

When the Council out sources work, it is reasonable that any contractors should also meet any legal diversity requirements that impact on the Council as service providers and employers. It is the responsibility of the Council to ensure that this happens in practice. If not, the Council is vulnerable to complaints or potentially may be in contravention of those legal requirements in particular the Race Relation Amendment Act (RRAA), Disability Equality Duty, Gender Duty and the Age Discrimination Act.

In Harrogate Borough Council we already take some account of equal opportunity in respect of our procurement arrangements and in our work with partners. In summary:-

- ❖ In the procurement process, potential suppliers are required to provide detailed information on their approach to equality and provide evidence that they have relevant systems in place.
- ❖ Similarly, in our work with the voluntary and community sector we expect them to have equal opportunity approaches and systems in place. Where they do not, we can provide relevant guidance.
- ❖ We feel our current system complies with the RRAA. However we intend to introduce some changes in respect of larger contractors in order to obtain information on how their equal opportunity policy operates in effect over periods of time. This may involve receiving agreed monitoring reports. To progress this approach with contractors we will:-
- ❖ Notify relevant current and future contractors of our obligations under the RRAA and the potential impact this may have on public authority contractors.
- ❖ Agree, with relevant current contractors (and future suppliers), the appropriate information we will need to have on a continuing basis.
- ❖ Where appropriate, provide guidance to contractors on how they might approach this area.

Information on our work with contractors and partners, and the voluntary and community sector will form part of our continuing review and assessment system set up to monitor progress on the R.E.S. and our equal opportunity policy.

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## The Way Forward

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In order to develop and deliver the Council's approach to diversity several milestones have been set to meet the requirements expected.

Once the strategy is agreed and signed up to a period of action planning will commence, this will be carried out in conjunction with the self-assessment process that is required to attain Level 2 of the Equality Standard. From this process areas for improvement will be identified and feed into the action plan.

We aim to continue to move up the Equality Standard Levels and will work toward the targets dates set out below;

Level	Action	Date
1	Commitment to a Comprehensive Equality Policy	Current
2	Assessment and consultation	March 2007
3	Setting equality objectives and targets	March 2008
4	Information systems and monitoring against the targets	March 2009
5	Achieving and reviewing outcomes	March 2010

# *Appendices*

## Background & Context

Figure 1.1 (2001 Census)

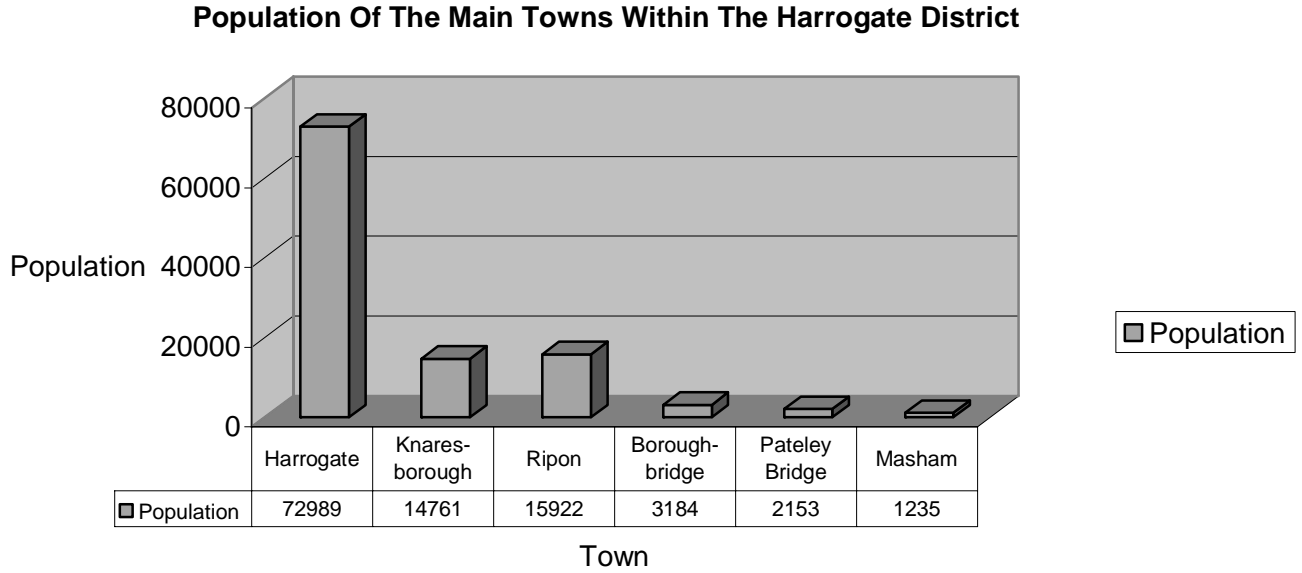


Figure 1.2 (Local Knowledge)

### Index of Multiple Deprivation at Ward level

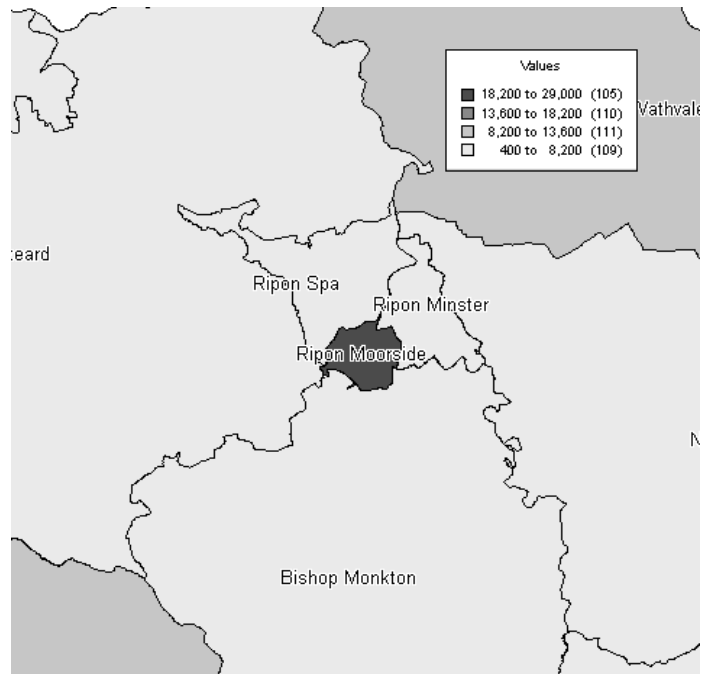
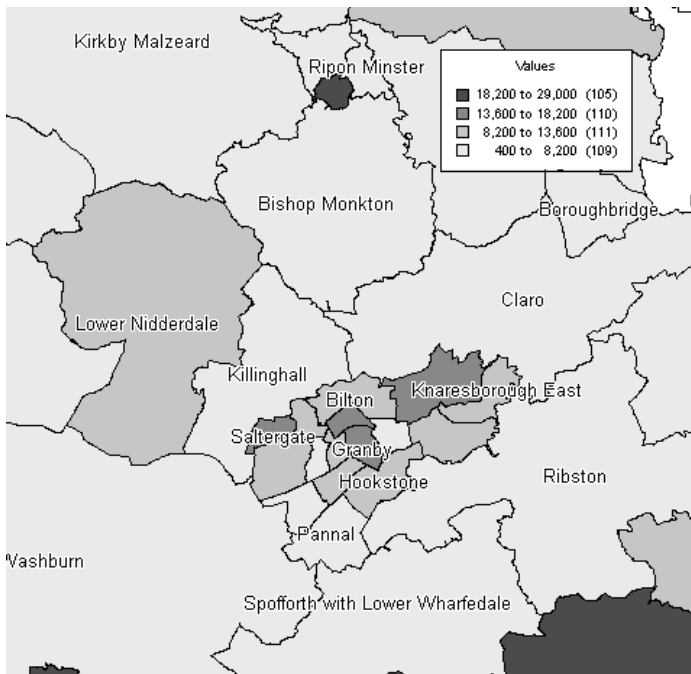


Figure 1.3 (Local Knowledge)

## Unemployment Benefits Received

Proportion of residents receiving unemployment benefits or New Deal (IMD Employment domain underlying indicator) (2000/01)				
Filtered by District : Harrogate				
Rank.	Ward	District	%	Nat. Rank
1	High Harrogate	Harrogate	1.53	2542
2	Ripon Minster	Harrogate	1.35	2900
3	Granby	Harrogate	1.22	3186
4	Woodfield	Harrogate	1.06	3623
5	Lower Nidderdale	Harrogate	0.99	3815
6	Low Harrogate	Harrogate	0.91	4058
7	Saltergate	Harrogate	0.89	4097
8	New Park	Harrogate	0.62	4757
9	Starbeck	Harrogate	0.61	4790
10	Ripon Spa	Harrogate	0.53	5010
<b>England : 1.62</b>				

Source: Local Knowledge; Indices of Deprivation and Classifications

Notes: Reproduced under the terms of the Click-Use License.

Figure 1.4 (Census 2001)

**Age Profile of the Harrogate District Residents**

The age of the Districts population varies with the 0-15 years (19.3%) and the over 65 years (17.41%) groups dominating the profile.

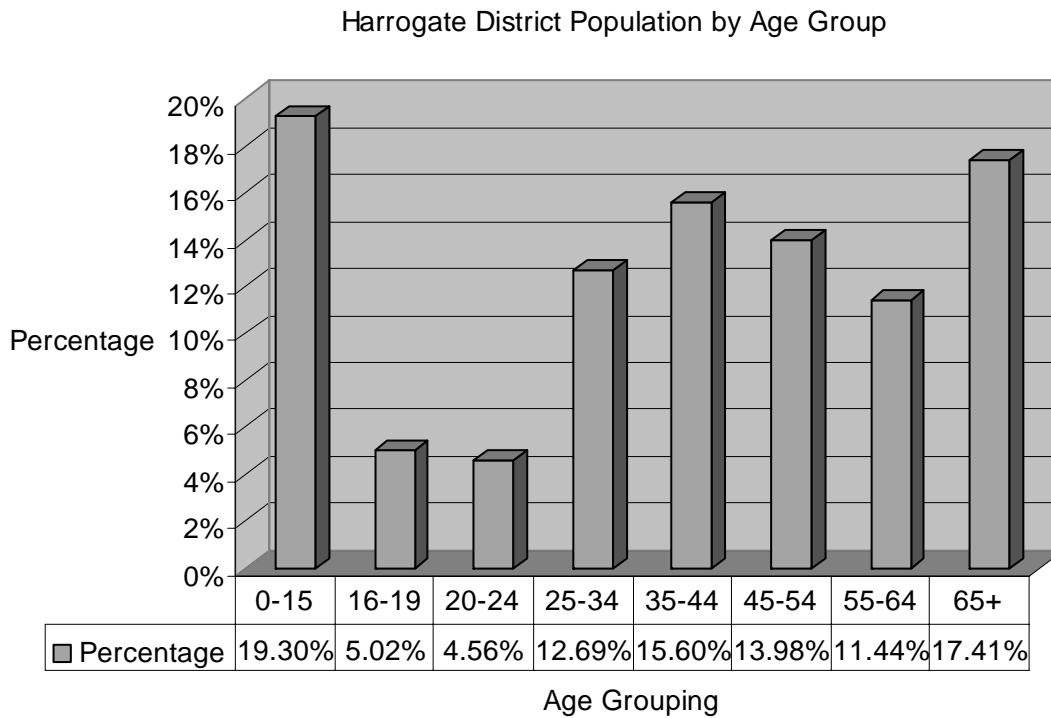


Figure 1.5 (Census 2001)

**Marital Status Profile**

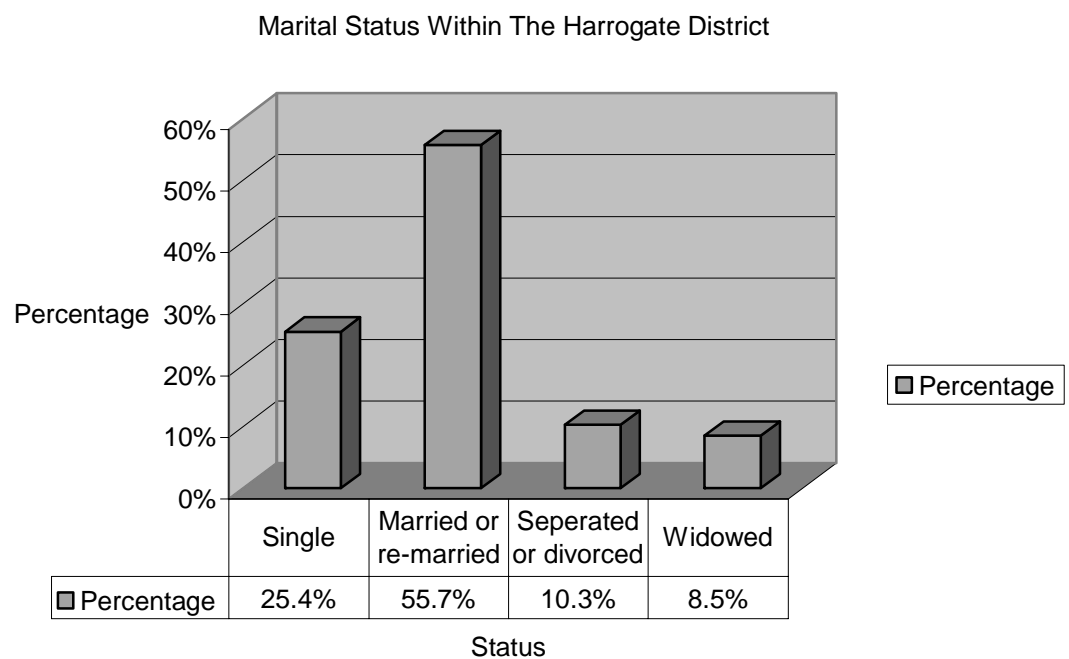


Figure 1.6 (Census 2001)

### Ethnic Origin of the District

Ethnicity- 2001	Percentage of Population
W- British	94.8%
W- Irish	0.6%
W-Other	3.1%
White & Black Caribbean	0.2%
White & Black African	0.1%
White & Asian	0.3%
Other Mixed	0.2%
Indian	0.1%
Pakistani	0.0%
Bangladeshi	0.0%
Other Asian	0.1%
Caribbean	0.1%
African	0.1%
Other Black	0.1%
Chinese	0.3%
Other	0.2%

Figure 1.7

(IMD 2004)

### Comparative Illness & Disability Average Score

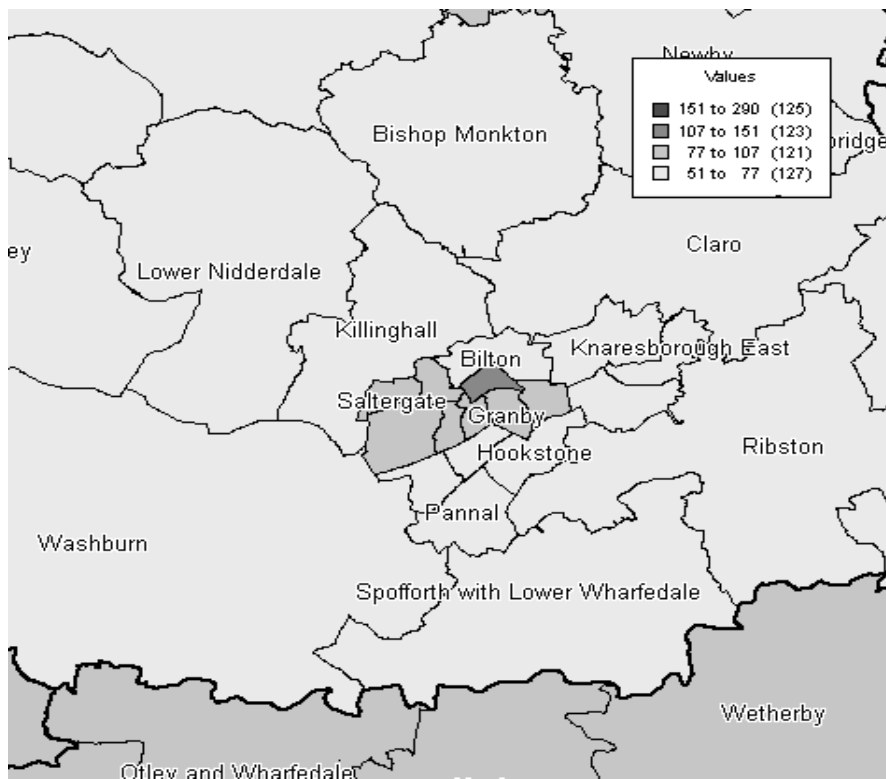


Figure 1.8

### Age Profile of Council Employees (September 2006)

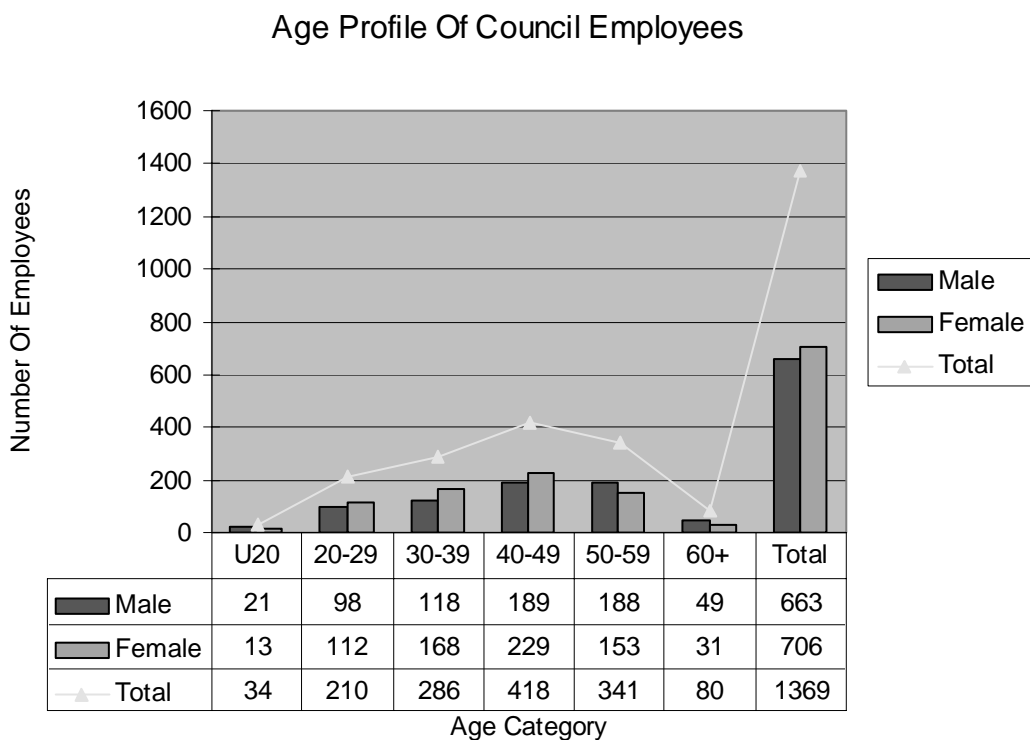


Figure 1.9

### Ethnic Profile of Council Employees

Ethnicity	Percentage
White	98.5%
Other European	0.14
Asian British	0.07
Other	0.21
Caribbean	0.07
Black Caribbean	0.07
Chinese or Asian	0.07
African	0.07
Asian	0.07
Indian	0.07
Mixed Race	0.35
Not known	0.28



## The Legal Framework- Race Equality Scheme

Appendix 2
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The Race Relations Act (1976) made it unlawful to discriminate whether directly or indirectly on racial grounds in employment, education and housing and in the provision of other goods and services. The Race Relations Amendment Act 2000 extended these provisions and now includes a general duty to eliminate unlawful discrimination and promote equality of opportunity and good race relations in carrying out their functions and specific duties to promote race equality in policy, service, delivery and employment.

The specific duties include the publication of a race equality scheme, which outlines how organisations plan to tackle race discrimination, and approach and promote equality of opportunity and good race relations. Specifically the race equality scheme should include the following:

- ❖ A summary of functions which are relevant to the duty to promote race equality and arrangements for:
- ❖ Assessing and, consulting on the likely impact of policies on the promotion of race equality;
- ❖ Monitoring policies for any adverse impact on the promotion of race equality;
- ❖ Publishing the results of such assessments, consultation and monitoring;
- ❖ Ensuring public access to the information and services provided;
- ❖ Training staff in connection with the duties imposed by the act and the specific and general duties

In addition there are specific duties relating to employment including:-

Monitoring the ethnicity of:

- ❖ Staff in post;
- ❖ Applicants for jobs;
- ❖ Promotion;
- ❖ Training

And for organisations that employ more than 150 staff they must monitor:-

- ❖ grievances;
- ❖ disciplinary action;
- ❖ performance appraisal (when these results in benefits and sanctions);
- ❖ training; and
- ❖ dismissals and other reasons for leaving

### Race in rural areas

The promotion of race equality and the challenge of racial discrimination should not be priorities exclusive to metropolitan towns and cities. Rural areas have black minority ethnic (BME) residents, visitors, tourists, students, refugees and asylum seekers. Many districts will also have Traveller, Romany and Gypsy communities – both settled and nomadic. All these groups are vulnerable to racial discrimination, racial harassment and racial attacks, and many individuals will have experienced all three. Whilst they are often highly visible in the community, in contrast, research suggests that their needs are often less 'visible' to statutory agencies.

The Economic Development Unit within the Council are currently drafting a 'Rural Community Investment' Action Plan, which will aim to address some issues regarding social inclusion in general terms which will impact on race issues in rural areas.

**Race Equality Scheme 2005- Action Plan** (Reviewed May 2005)

<b>Action</b>	<b>Year 1 05/06</b>	<b>Year 2 06/07</b>	<b>Year 3 07/08</b>	<b>Responsibility</b>
Training for Elected Members, senior managers and other appropriate employees in their responsibilities under the RRAA.	✓			Diversity Framework Group
Introduce guidance/systems to help meet the general and specific responsibilities.	✓			Diversity Framework Group
Commence "relevant" service/function impact reviews.	✓	✓	✓	Senior Management
Include assessment of accessibility as part of each Best Value review.	✓	✓	✓	Senior Management
Assess new policies for impact on ethnic minorities.		✓	✓	Senior Management
Incorporate equality into scrutiny arrangements.		✓	✓	Diversity Framework Group
Review our consultation methods for involving ethnic minorities.	✓			Community Engagement Group
Develop monitoring arrangements for each service/department and include in departmental action plans.		✓	✓	Senior Management
Publish information and proposed action for monitoring and assessment arrangements.		✓	✓	Senior Management/ Department Corporate Policy & Improvement
Develop corporate monitoring framework to evaluate/publish equality monitoring.			✓	Department Corporate Policy & Improvement
Publish ethnic monitoring employment data.	✓	✓	✓	Human Resources
Develop/participate in District-wide equality forum with partners, community and voluntary bodies.		✓	✓	Diversity Framework Group
Develop a system to assess potential corporate issues in relation to ethnic minority issues as part of the complaints system.		✓		Department Corporate Policy & Improvement

<b>Action</b>	<b>Year 1 05/06</b>	<b>Year 2 06/07</b>	<b>Year 3 07/08</b>	<b>Responsibility</b>
Produce an annual report on complaints incorporating equality issues.			✓	Department Corporate Policy & Improvement
Keep under review the provision of publication and information to ethnic groups.		✓	✓	Diversity Framework Group
Notify relevant current and future contractors of obligations under the RRAA.		✓	✓	Senior Management
Provide guidance to contractors on how they can comply with their obligations.		✓	✓	Diversity Framework Group/Procurement Group
Review and publish performance against the Racial Equality Statement.	✓	✓	✓	Department Corporate Policy & Improvement

## **PRELIMINARY ASSESSMENT OF FUNCTIONS**

As part of the duty of RRAA there is a requirement to provide a summary of functions which are relevant to the duty to promote race equality.

The Council's policy to mainstream equality issues would mean that it recognises all of its functions are relevant in this aspect of the work. However, given the low ethnic population there was a need to assess functions to identify the areas where specific policies relating to race would have the greatest impact and benefit. To do this a sample self-assessment approach was adopted based upon the key issues. These are as follows:-

- (1) Service affect on public  
Is the service a front-line service that affects the public directly?  
Is it a support service that affects public indirectly?  
*These were rated High/Medium/Low*
- (2) Is service provided to a specific group – eg Asian, Disabled etc?  
*These were rated Yes/In Part/No*
- (3) Have complaints been received that might indicate discrimination of a particular ethnic Group?  
*These were rated Yes/No*
- (4) Have any concerns been raised about the function in respect of any internal/external inspection – eg Best Value, Ofsted, Audit Commission, Scrutiny  
*These were rated Yes/No*
- (5) Does monitoring of race data take place of the particular function  
*These were rates Yes/No*
- (6) Have any other issues been raised relating to race within this function  
*These were rated Yes/No*

An overall priority was then agreed and allocated.

Following assessment it was clear that the services rated “High” were:-

- (1) Front line direct service to customers (eg Leisure, Car Parking etc)
- (2) Regulatory Services
- (3) Employment issues

Notwithstanding these assessments the target group to which any work would be directed is so small that as a single issue it would be a low priority and hence the decision to mainstream the work via equality issues.

The attached table sets out the results of the self-assessment.



<b>RACE RELATIONS AMENDMENT ACT 2000 – PRELIMINARY ASSESSMENT OF SERVICES/FUNCTIONS</b>								
<b>SERVICE/ FUNCTION</b>	<b>Service Profile</b>		<b>Special Group</b>	<b>Complaints</b>	<b>Issue of Concern</b>	<b>Monitoring</b>	<b>Other issues/ Impact</b>	<b>Overall Priority</b>
	<b>Direct</b>	<b>Indirect</b>						
<b><i>Office of the Chief Executive</i></b>								
Elections	High		No	No	No	?	No	High
<b>Corporate Policy &amp; Improvement</b>								
<b>Strategic Policy</b>		Low	No	No	No	No	No	Low
Best Value Reviews		Low	No	No	No	No	No	Low
<i>Policy &amp; Performance</i>		Low	No	No	No	No	No	Low
Community Engagement	High		No	No	No	Yes	No	High
Diversity/Equalities/Inclusion		High	No	No	No	Yes	No	High
<i>Risk Management</i>		Low	No	No	No	No	No	Low
Procurement		Medium	No	No	No	No	No	Medium
Civil Contingencies	High		No	No	No	No	No	Low
Customer Services Project	High		No	No	No	No	No	High
Overview & Scrutiny		High	No	No	No	No	No	High
Communications & Media	High		In part	No	No	No	No	High
<b><i>Community Services</i></b>								
<b><i>Housing</i></b>								
Needs assessment/allocations	High		In part	No	No	Yes	No	High
Homelessness/Housing Advice	High		In part	No	No	Yes	No	High
Housing Strategy and Policy		High	In part	No	No	Yes	No	High

Affordable Housing Development	High		In part	No	No	Yes	No	High
Public Housing management, maintenance, repairs, etc	High		In part	No	No	Yes	No	High
Housing support for the elderly	High		In part	No	No	Yes	No	High
Tenancy & Estate Management	High		In part	No	No	Yes	No	High
Mediation	High		In part	No	No	Yes	No	High
Private Sector Housing	High		In part	No	No	Yes	No	High
<b>Environment</b>								
Waste management	High		In part	No	No	No	No	High
Pest control/Trade waste	High		In part	No	No	No	No	High
Street/Environmental Cleansing	Low		No	No	No	No	No	Low
Environmental Strategy		Low	No	No	No	No	No	Low
Public Conveniences	High		In part	No	No	No	No	High
Home Energy conservation	High		In part	No	No	No	NO	High
SERVICE/ FUNCTION	Service Profile		Special Group	Complaints	Issue of Concern	Monitoring	Other issues/ Impact	Overall Priority
	Direct	Indirect						
<b>Public Protection</b>								
Occupational Health & Safety	Medium		No	No	No	No	No	Medium
Licensing: Premises, Personal, taxi/hackney carriages, animal welfare and trade licensing and registration	High		No	No	No	No	No	High
Air Quality Management, Pollution Control, Contaminated Land, Private Water Supplies monitoring	Medium		In part	No	No	No	No	Medium
Public health complaints and dog wardens	High		In part	No	No	No	No	High



Food safety, infectious disease control, public water supply quality	High		In part	No	No	No	No	High
Community Safety & CCTV	High		No	No	No	No	No	High
<b><i>Leisure and Museums</i></b>								
Sports and Leisure Facilities	High		In part	Yes (1) ?	No	No	No	High
Community Development inc facilities	High		In part	No	No	No	No	High
Sports Development	High		In part	No	No	No	No	High
Museums and Arts	High		In part	No	No	No	No	High
<b><u>Parks and Open Spaces</u></b>								
Parks	High		In part	No	No	No	No	High
Outdoor Games/Playground/ Play Equipment	High		In part	No	No	No	No	High
Crematorium, Cemeteries, Closed Churchyards	High		In part	No	No	No	No	High
<b><u>Development Services</u></b>								
<b><i>Planning</i></b>								
Development Control	Medium		No	No	No	No	No	Medium
Building Control	High		No	No	No	No	No	High
Forward Planning		Medium	No	No	No	No	No	Medium
AONB	Medium		No	No	No	No	No	Medium
<b><u>Highways &amp; Transport</u></b>								
Traffic Management, Highway Services and Road Safety	Medium		In part	No	No	No	No	Medium
Parking Services inc representations	High		In part	No	No	No	No	High
Street Lighting and Amenities	Low		No	No	No	No	No	Low
Concessionary Fares	High		In part	No	No	No	No	High

SERVICE/ FUNCTION	Service Profile		Special Group	Complaints	Issue of Concern	Monitoring	Other issues/ Impact	Overall Priority
	Direct	Indirect						
<b><i>Property Management</i></b>								
Building Management and Facilities, Electrical Building and Mechanical Services		Medium	In part	No	No	No	No	Medium
Public Building Works and Construction Projects	Medium		No	No	No	No	No	Medium
Estates Management	High		In part	No	No	No	No	High
Markets & Farmers' Markets	High		In part	No	No	No	No	High
<b><u>Economic Development</u></b>								
Business Support and Advice/Inward Investment/ Marketing and Promotion	High		In part	No	No	No	No	High
Regeneration	High		In part	No	No	No	No	High
Workspace Projects	High		In part	No	No	No	No	High
<b><u>Customer Services (inc out of hours emergency service)</u></b>	High		No	No	No	No	No	High
<b><u>Resources</u></b>								
<b><u>Information Technology &amp; Development</u></b>								
Information, Technology & Dev't	High		In part	No	No	No	No	High
Website inc accessibility	High		In part	No	No	No	No	High
<b><u>Legal and Democratic Services</u></b>								
Member Services		Medium	In part	No	No	No	No	Medium
Electoral Registration	High		In part	No	No	No	No	High
Legal Services, Debt Management and Recovery	Medium		No	No	No	No	No	Medium

Land Charges Searches	Medium		No	No	No	No	No	Medium
<b><u>Human Resources</u></b>								
Human Resources Policies/Advice		High	In part	No	No	No	No	High
Recruitment and retention	High		In part	No	No	Yes	No	High
Corporate Training and Development		High	In part	No	No	No	No	High
Occupational Health		Medium	In part	No	No	No	No	Medium
Health and Safety		Medium	In part	No	No	No	No	Medium

SERVICE/ FUNCTION	Service Profile		Special Group	Complaints	Issue of Concern	Monitoring	Other issues/ Impact	Overall Priority
	Direct	Indirect						
<b><u>Financial Management</u></b>								
Accountancy Services and Strategic Finance		Low	No	No	No	No	No	Low
Internal Audit		Low	No	No	No	No	No	Low
Payments (Creditors and Salaries/Wages)		Low	No	No	No	No	No	Low
Grants to Voluntary Organisations	High		In part	No	No	No	No	High
<b><u>Revenues and Benefits</u></b>								
Benefits (Council Tax and Benefits)	High		In part	No	No	No	No	High
Council Tax & Non- Domestic rates	High		In part	No	No	No	No	High
Cashiers and systems	High		In part	No	No	No	No	High
<b>Harrogate International Centre</b>								
Conference & Exhibitions	High		In part	No	No	No	No	High
Holiday & Business Tourism	High		In part	No	No	No	No	High
Entertainments	High		In part	No	No	No	No	High

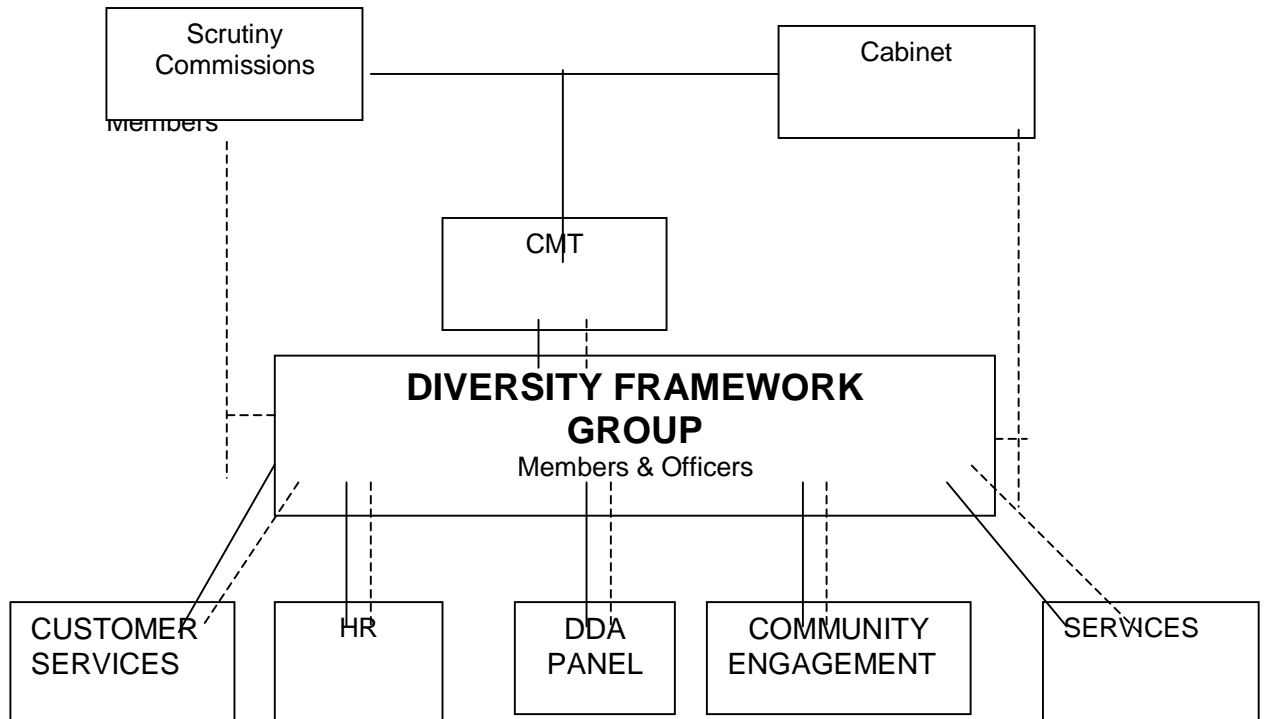
## **The Black and Minority Ethnic Population In the Harrogate District**

### **Summary of Key Findings**

- There has been a steady increase in the number of black and minority ethnic people living and working in the Harrogate District since the 2001 census.
- The largest increase is in the migrant worker population, aged 15-35. This group is crucial to underpinning the viability of the District's farming, care, hospitality and construction industries.
- BME people can be geographically located by the agencies that recruit and find accommodation for them, but these private employers will not divulge much information when approached.
- A forecasting model used at Yorkshire Futures groups the population by 15 broad non-British ethnicity groups and acknowledges that there are additional cultural sub-groups within these. All 15 key groups are now represented in the Harrogate District; the most notable is in groups of Eastern European origin.
- There is a strongly driven government agenda for community cohesion which is wider than the equality agenda. The vision includes the view that diversity is valued and people from different backgrounds should have similar life opportunities.
- Public and voluntary sector services in Harrogate District have a long-standing track-record in working to improve the equality of opportunity among the Districts majority white population but with an increasing number of minority groups there are now unfamiliar cultural issues that need to be addressed.
- Equality and diversity policies are being reviewed or strengthened in all sectors but there is work to be done in incorporating cultural issues in monitoring systems and workforce training. There is scope for a multi-agency approach to these activities.
- Black and minority ethnic people access the full range of services across the District.
- BME issues in the District are currently about individuals rather than groups and there are common key issues of concern; the lack of housing in priority needs.

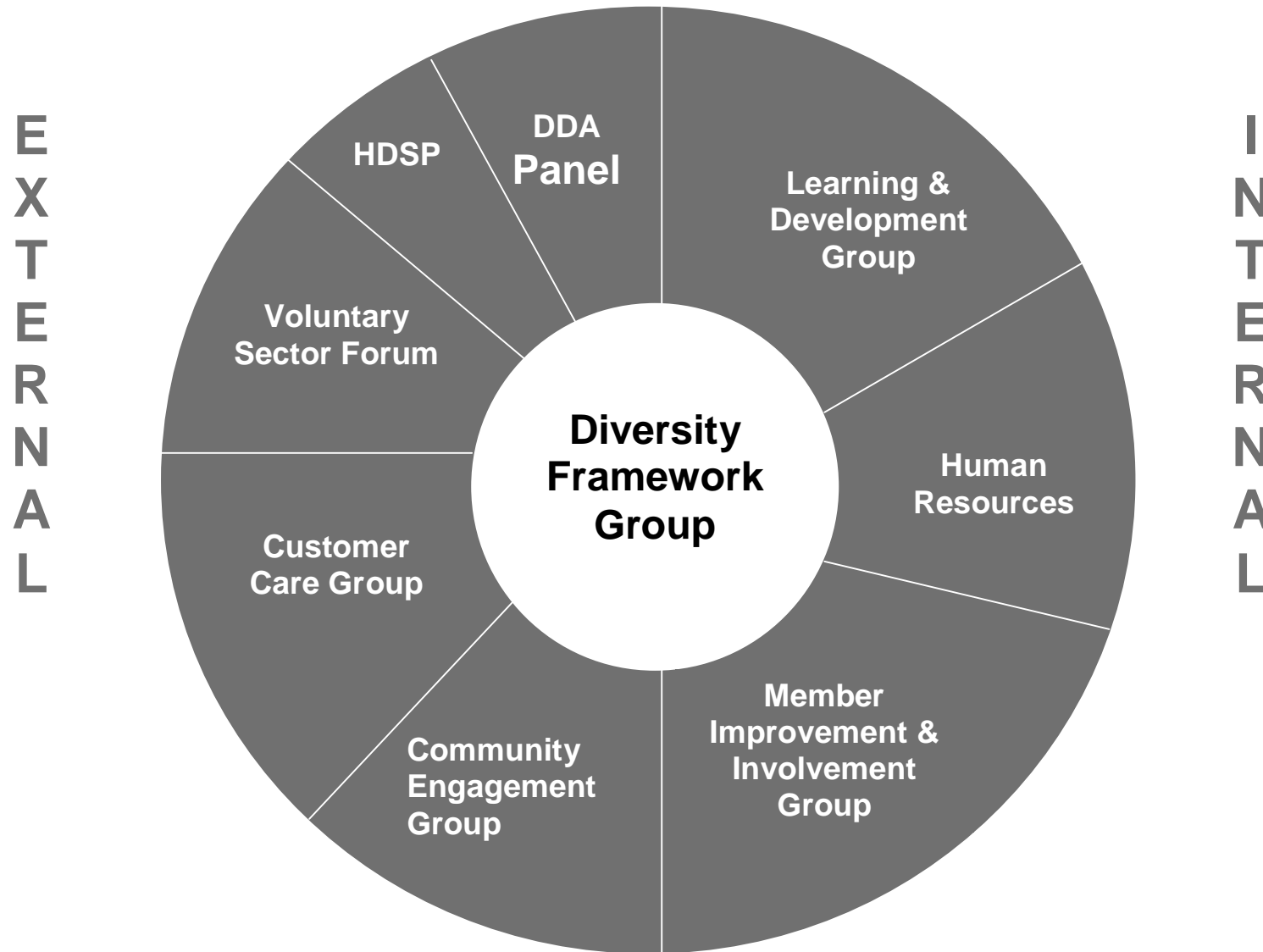
- Given the limitations of a scattered BME population engagement with them for the purposes of consultation is fragmented and feedback is not shared; communication is more with individuals than groups so feedback is not necessarily representative.
- With changing trends in health care provision and working patterns, BME people living across the sub-region will be accessing services based in the Harrogate District. Planners of the District's services should also take note of the sub-regional population forecasts.
- Strategic groups, support groups and resources are developing and becoming available for support and planning on BME issues in York and North Yorkshire. At a sub-regional level the voluntary and community sector and faith organisations are taking a strong role in these developments.

- Internal Diversity Links



Key

- Membership Representation
- \_\_\_\_\_ Reporting Relationship



DDA= Disability Discrimination Act Panel HDSP= Harrogate District Strategic Partnership



## Staff Survey

### Question Block 5: Equalities

A local authority must be a place where all staff, whatever their differences, feel valued and have a fair and equitable quality of working life. One where we accept differences between individuals and value the benefits that diversity brings to staff, the authority and clients. This section is designed to identify the effectiveness of the authority's diversity and equality policies and practices, and identify priorities for action.

To what extent do you agree with the following?	Agree Strongly	Agree	Disagree	Disagree Strongly
1 I believe the Council is committed to equal opportunity and valuing diversity in principle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 I believe the Council is committed to ensuring the principles are put into practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 I am committed to the principle of equal opportunity and valuing diversity in my workplace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 I put the principles into practice in my workplace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 The team I work in is committed to the principles of equal opportunity and valuing diversity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 The team I work in puts the principles into practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 I believe the Council's approach to Equalities is effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 I feel the Council makes its commitment to equality clear to:				
a Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Applicants and potential applicants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Other organisations/agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d The public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*The information you record in this survey will remain completely confidential. The only people who will see your survey answers are the researchers at NHS Partners. No one in the Council will see your completed survey.*

If you do not have a view or opinion on a question or statement – please leave blank

9 The organisation has policies and statements on the following areas. Please indicate your level of knowledge for each.		A Lot	A Little	Nothing
a	Equalities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	Harassment/Bullying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c	Grievance Procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d	Disciplinary Procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e	Whistle blowing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10 I feel support and advice regarding discrimination is readily available to me  
 Yes  No

11 In the past 12 months I have felt discriminated against at work because of my		Yes	No
a	My role in the organisation	<input type="checkbox"/>	<input type="checkbox"/>
b	Level in the organisation	<input type="checkbox"/>	<input type="checkbox"/>
c	Age	<input type="checkbox"/>	<input type="checkbox"/>
d	Gender	<input type="checkbox"/>	<input type="checkbox"/>
e	Part-time working	<input type="checkbox"/>	<input type="checkbox"/>
f	Disability/Special Needs	<input type="checkbox"/>	<input type="checkbox"/>
g	Race (Colour, Ethnic Origin)	<input type="checkbox"/>	<input type="checkbox"/>
h	Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>
i	Marital Status	<input type="checkbox"/>	<input type="checkbox"/>
j	Other, please specify below (e.g. religious beliefs)		

12 If you have answered Yes to any of the issues in the previous question, who is/are the source(s) of discrimination? (Cross all that apply) (If No, go to Section 6)

<input type="checkbox"/> Colleague/other employee	<input type="checkbox"/> Customers/Members of Public
<input type="checkbox"/> Elected Members	<input type="checkbox"/> Senior Managers
<input type="checkbox"/> Staff from Partner Organisations	<input type="checkbox"/> Line Manager/Supervisor

13 What form does the discrimination take? (Cross all that apply)

<input type="checkbox"/> more than one form	<input type="checkbox"/> not considered for training
<input type="checkbox"/> left out of communication	<input type="checkbox"/> allocation of work
<input type="checkbox"/> segregation	<input type="checkbox"/> allocation of shifts
<input type="checkbox"/> not considered for promotion	<input type="checkbox"/> allocation of leave
<input type="checkbox"/> Other, please specify below	

14 Have you reported this? Yes  No

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If you do not have a view or opinion on a question or statement – please leave blank

15 If not, why not? (Cross all that apply)

<input type="checkbox"/> Nothing would happen	<input type="checkbox"/> Possible victimisation
<input type="checkbox"/> Unaware of procedures	<input type="checkbox"/> Time required to report
<input type="checkbox"/> Concern about being labelled as a troublemaker	<input type="checkbox"/> Other, please specify below