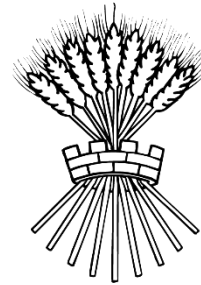


# RYEDALE DISTRICT COUNCIL



## Equalities Update Report April-September 2022

### INTRODUCTION

Within the Council Plan Ryedale District Council (RDC) highlights the importance of equality, diversity and inclusion as being essential to the delivery of its aims and objectives. Central to its theme of “Organisation: an innovative, enterprising Council’ is the determination to create a Council that is accessible to all; and a specific pledge to tackle inequality:

*“Delivering better equality across the district is central to everything the Council does and it is committed to doing all it can to be a welcoming and inclusive place characterised by diversity.”*

It expands on this priority through a commitment to creating “a district where everyone feels welcome and can thrive.” The Council Plan goes further by articulating several priorities and aims that are central to its equalities priorities:

- Safeguarding vulnerable people
- Ensuring equalities, mental health and well-being are at the heart of service design
- Training its employees and supporting and encouraging businesses and communities to do the same.

In order to deliver these ambitions, a specific Equalities Action Plan was developed in 2021/22 with the following workstreams:

- Understanding and working with our communities
- Leadership and organisational commitment
- Diverse and engaged workforce

This update report will consider each of these three objectives and the actions taken to deliver them across the year, addressing each of the 14 objectives within these workstreams in turn.

## **SECTION 1: UNDERSTANDING AND WORKING WITH OUR COMMUNITIES**

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

Profiles of Ryedale's five market towns and an overview of the area as a whole were added to the staff intranet in June. These are designed to help inform the Council's understanding of the district and share knowledge across the Council's various teams and departments. It is also anticipated that by increasing staff awareness of local communities and of the district's geographical diversity, the profiles will inform localities working under new governance arrangements come April; alongside providing immediate insight into the needs of different communities that can be utilised in existing work.

As previously reported, the Council launched its community engagement and feedback platform 'CommonPlace' in the first months of 2022. This allows residents to comment on key topics, flag issues at a local level and provide valuable insight into what is important to them, helping the Council build a comprehensive picture of life across the district and establish key priorities. Since it was launched, residents have been invited to comment on 11 topics. 16 project updates have been shared, in addition to the Council being able to provide users with the results of initial feedback on active travel in Ryedale. 299 comments have been made in response to prompts such as 'how could we make walking here better' and 'how do you feel about geothermal as a local renewable energy source?'

The Community Connect Partnership had scheduled a development day allowing all partners to provide insight and suggestions to help improve the partnership. This event was postponed and is now expected to take place in Q3. The partnership consists of a variety of statutory stakeholders, third sector organisations and representatives of hyper-local government structures such as parish and town councils; with a view of sharing knowledge within the partnership on key activities and challenges; alongside identifying mutual initiatives and improving outcomes from residents through effective multi-agency working.

Finally, linked to the development of more impactful relationships with key stakeholders the Council is undertaking work looking at its data-sharing agreements and will be developing these with partners where they are essential. Services will be informed of any additional agreements they will need at the conclusion of the ongoing review of Information Asset Registers.

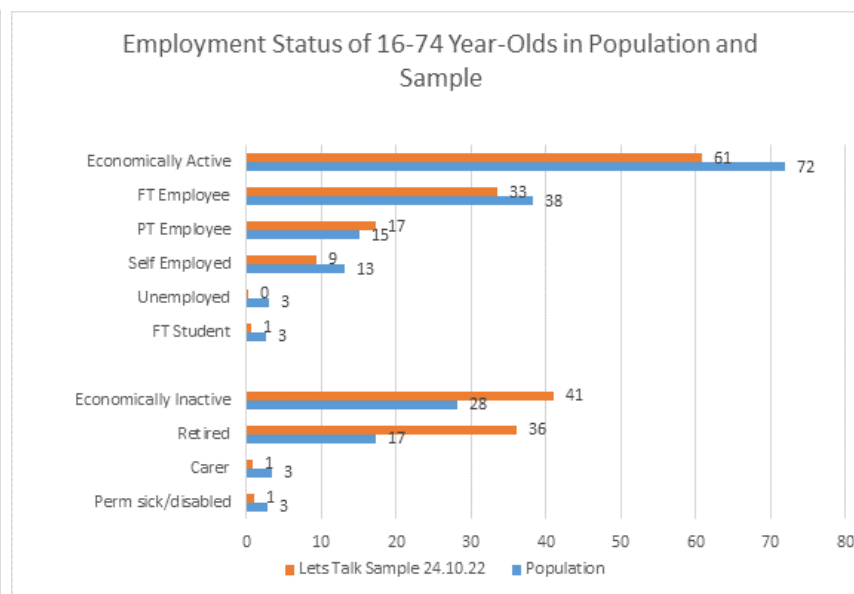
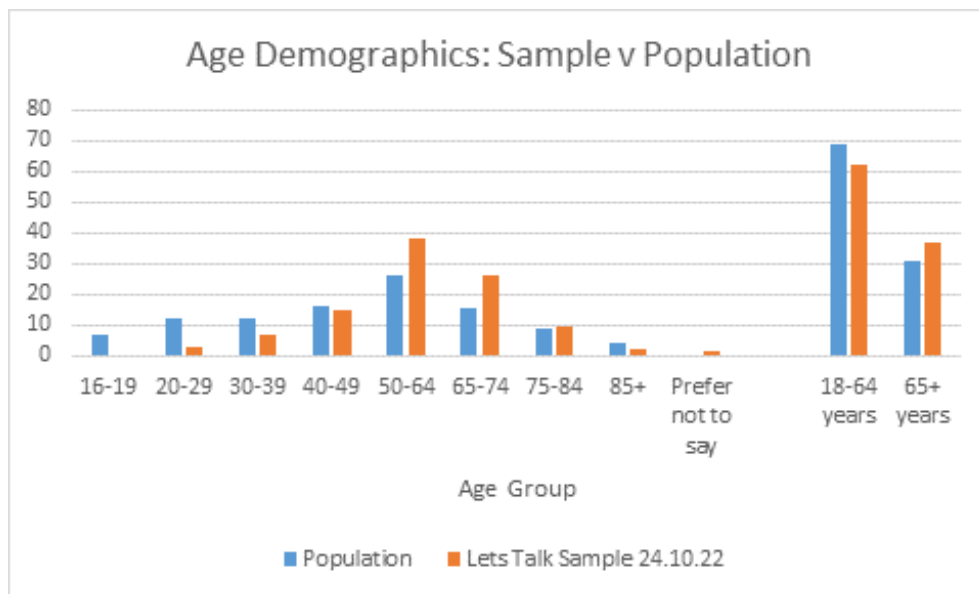
***Objective 2: Working with partners, we will implement the Place Standard in key localities across our district, as a means to gather information about community needs and aspirations and give communities a voice in decision-making.***

Community MAPS (Multi Agency Partnerships) meetings are ongoing, with good attendance from frontline teams and external partners including the police, safer communities and other statutory and third sector organisations. They are an important avenue to tackle heightened levels of community tension and anti-social behaviour. There will be more work in this area to link Community MAPS information to the results of the Let's Talk campaign in the coming months.

The Let's Talk campaign is a county-wide public consultation that will help shape priorities for the new single North Yorkshire Council. This is providing valuable insight from across the county but also ensuring the public are helping shape the future for the region. The campaign features two elements: an online consultation; and a series of in-person events that will see members of the Community Team acting as event facilitators, meaning they will attend community drop-in events around Ryedale between September and January. The project will then see all the other Community teams from across the county meeting halfway through to discuss how the campaign is progressing. The theme for the first set of events is 'Let's Talk Local', which should yield useful information about how different groups see themselves in relation to the geographical areas. Data analysis will begin around the end of September to provide insights that will inform any key activities that developed by RDC over the next six months, as well as providing of-the-minute evidence about which decisions can be made locally.

Demographic and equalities information will be solicited as part of the feedback process. For online responses, participants will only be shown demographic questions if they choose to enter their email address. The questions will be formatted to align with NYCC datasets, and include postcode, connection to area, age, gender, employment status and ethnicity. This will provide greater insight into the experiences and requirements of different diversity groups, ensuring the new authority is aware of and addressing any concerns that may go unreported or that may require further exploration.

Early results at county-wide level show that survey respondents recruited through Let's Talk are much more representative of the population than recent Ryedale-only surveys. After 2,000 responses, women are over-represented by just 5.4% and men under-represented by 8.3%; whereas Ryedale's Council



Tax Reduction Scheme 2021 survey had women at +13.9% and men at -21.9%. Age and employment status are quite well represented, but the economically inactive and retired are currently over-represented in comparison to the unemployed, students, full-time or self-employed workers. It is hoped that continued outreach will also enable more carers and disabled people to have their say.

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

Work is underway to include more protected characteristics in the annual calendar of awareness days and partnership campaigns. The categories of Age and Pregnancy & Maternity are currently underrepresented, considering the proportion of residents they affect. These awareness days are not only designed for Ryedale District Council staff but also extend to social media campaigns to engage with the public.

National Safeguarding Week was observed in June. The Council hosted a stall in Malton town centre with representation from IDAS (Independent Domestic Abuse Service), North Yorkshire Police and Fire & Rescue. Online activities were laid on for colleagues, and members of staff also attended some of the safeguarding training provided by NYCC.

Hate Crime Week was marked in October with a social media campaign. Materials are being provided by NYCC through a county-wide task & finish group attended by one of the Community team officers. North Yorkshire Police provide limited information to the Council about hate crime incidence. Historically, Ryedale has experienced lower levels of victim-based crime than neighbouring authorities. In its detailed investigation into hate crime published in 2021, the government found that North Yorkshire was the region with the lowest incidence of hate crime per person in England and Wales (based on figures from 2017 to 2020). North Yorkshire reported just 82 incidents per 100,00 people, compared to the national average of 208 per 100,00. In Ryedale, all Community and Housing staff are trained for hate crime reporting, and they pass cases to North Yorkshire Police and Prevent as appropriate. Staff in Waste & Environmental Services know to report hateful graffiti to the Community team. While the Council and local communities must remain vigilant about hate crime, however infrequent, it is unsurprising that engagement with Council messaging during Hate Crime Week was lower than comparable campaigns. For example, one campaign that performed well informed the public about dementia, which many people in our communities can expect to be affected by.

Work has also begun to measure the impact of awareness-raising efforts during Q2. The easiest cohort to track is Council staff. So far, colleagues who attended training about dementia and deafness have been surveyed; with a view to understand how the training has improved their knowledge and establish what they may do differently when engaging with members of these communities. They were asked to evaluate the training and gauge their knowledge of the topic before and after the event. Staff reported that they found the sessions engaging and rated their subject knowledge much higher after attending. Volunteers included both people who expected to use the information frequently in their work and people who simply wanted to understand the topic better. Both groups are important for raising organisational visibility of issues.

## **SECTION 2: LEADERSHIP AND ORGANISATIONAL COMMITMENT**

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

The Equality Policy Statement has undergone a slight refresh to reflect updated ownership of equalities as a service area and was added to the list of policies on the organisation's intranet in July following discussion at a managers' forum to raise awareness of the updated policy as well as the impact assessment template and process. This was preferred to creating external publicity for the signing of the statement, which would have had to take place immediately upon approval in September 2021.

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

Completing a gap analysis is a key goal for Q3 to identify areas where partnerships with voluntary and community sector groups could further equalities objectives. RDC currently engages with the voluntary and community sector to expand its understanding of the lived experiences of minority groups and to ensure they are supported to achieve their aims. By undertaking a comprehensive gap analysis, it is hoped that the Council will have a better understanding of where there is insufficient coverage of support for specific groups and can potentially work with services and providers to fill these gaps.

The Council will meet external partners early in Q3 to coordinate local responses to the cost-of-living crisis. One of the most notable initiatives that will be developed in response to this is around the provision of Warm Spaces, which is a nationwide initiative to create a network of venues and places people can go to keep warm for free over the winter months. So far this has included location such as libraries with details of venues being updated regularly on the Community Connect website. This will help residents to understand what service exist locally that can provide support to the most vulnerable.

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

One of the most important tools for evaluating progress on equalities is that of the Equality Impact Assessment (EIA). This is a tool to help policy makers and project managers use the data and knowledge that exists around the Councils communities to inform the nature of their work focussing on ensuring that they are not marginalising or discriminating against any individuals or groups. The refreshed impact assessment template was highlighted at a managers' forum to ensure that staff knew where to find the form and what to use it for. There is more work to be done in this area to ensure all responsibilities are being met: the next step will be to reach out to officers writing reports and support them to complete equalities impact assessments in more detail. Only once the exercise becomes embedded will the Council be able to collate and publish completed assessments. Plans are also being developed to provide greater feedback to the public on how successful these impact assessments have been and what has changed as a result of their findings.

***Objective 7: We will report on and publicise progress against our objectives and equality action plan.***

A report will be published to demonstrate progress against equalities objectives during the final year of Ryedale District Council. This report serves as an interim update on that body of work. Where appropriate, objectives from the action plan are incorporated into the new service plans to maintain visibility of the agenda.

The Council is conscious of the need to be flexible as it enters its last six months. An updated table of objectives can be found at the end of this report.

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

This year two contracts awarded by RDC have met the requirement for consideration of social value. One has the potential to generate a significant social value; however, due to its nature (cleaning and minor maintenance work) much of this is aligned to the Council's Environmental Action Plan and therefore has limited impact on the equalities work undertaken by the authority.

In order to evaluate social impact, the Strategy and Performance Team is looking at existing work that has a clear social value and assessing it via a recognised social return on investment methodology; information relating to the creation of social value will start to be published in the quarterly performance reports, with an annual summary produced in Q1 2023/24. This will help the Council understand what it has achieved locally in terms of helping improve the quality of life of residents and reducing inequality.

***Objective 9: We will embed equality into service planning.***

Service plans include equality objectives where appropriate. These plans will be reviewed and updated every quarter. This is also an opportunity to ensure that the new processes around impact assessing are being delivered effectively. By creating a dedicated section within service plans to track equalities work, the Council can capture additional work that is being undertaken at a local level that may fall outside of the actions covered within the strategic action plan. This will mean that the Council will be better able to report on the impacts and outcomes linked to service delivery.

Initial discussions with customer services indicated scope for a concerted effort to collect equalities information and improve complaints data capture during the rest of the year. This will be explored once the new customer services manager is in post later in September.

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

Customer satisfaction is measured through the complaints and compliments process. A dedicated quarterly report is prepared for Senior Management Board and also presented to Overview and Scrutiny committee. Overall figures are highlighted in corporate performance reports. Performance remains positive in this area and the Council is recording that 100% of complaints a responded to within 10 days.

The results of public consultations are currently reported in two places. Consultations run through CommonPlace are shown as completed, with a page analysing the feedback. Other consultations are listed on the external website, and there is work underway to improve how results are communicated back to the public. This will improve the Council's ability to meet its Engagement Statement commitment to publicise the results of consultation and involvement activities on the website in a timely way, as well as ensuring that customers are aware of what has happened as a result of their engagement.

***Objective 11: We will improve our ability to communicate with members of the community who have special communication needs.***

Translation and interpretation provision will change when the authority merges in April 2023. The biggest gap in service provision in this area relates to how the Council can provide effective translation services for those who use British Sign Language (BSL) as their primary language, so the use of appropriate translation services between now and April is currently under consideration.

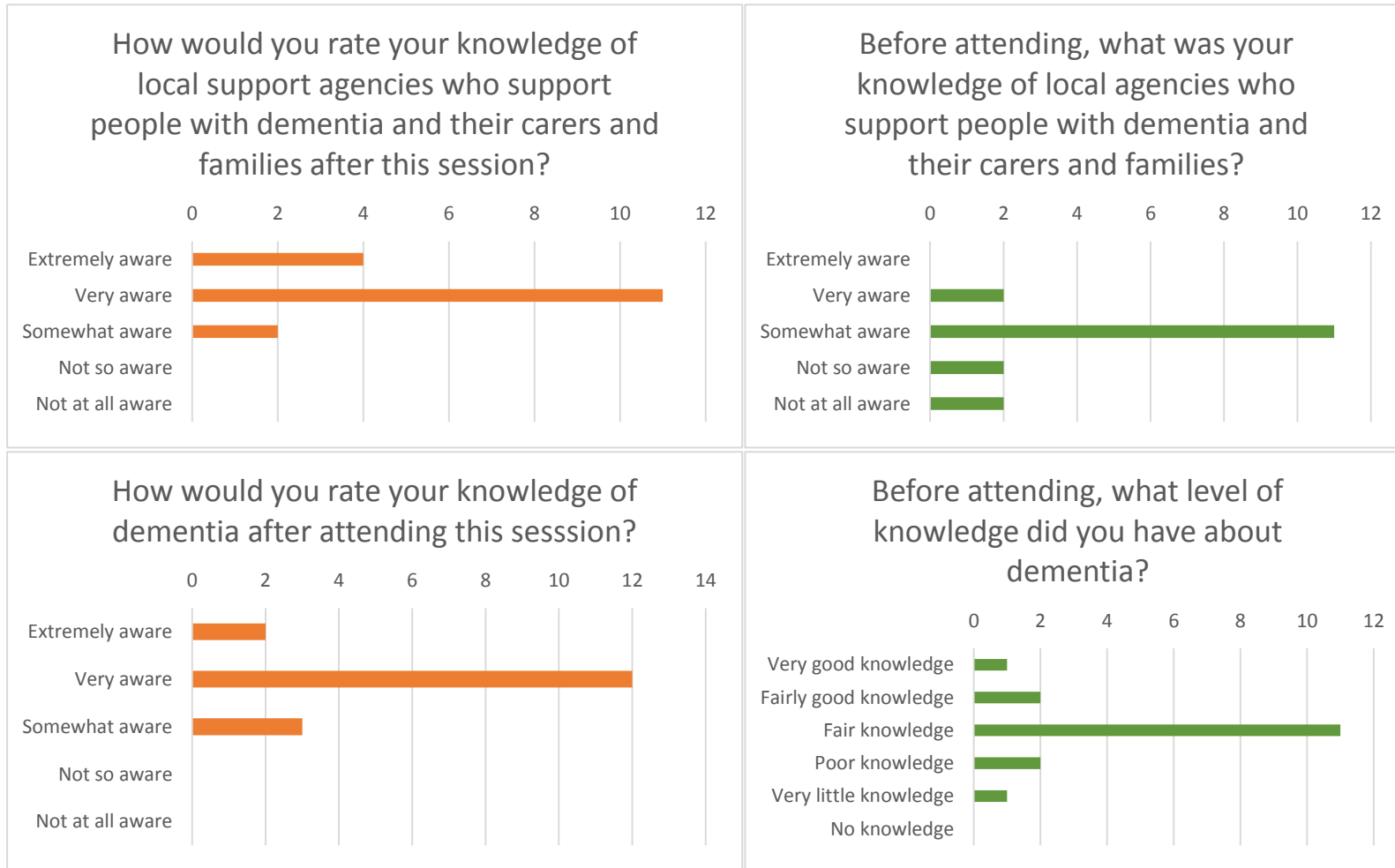
The introduction of the BSL Act 2022 has placed greater emphasis on British Sign Language as a language in its own right, with the result that local authorities have a duty to provide adequate translation and interpreting options. RDC's current contract with LanguageLine is for telephone interpreting of spoken languages: while they do offer BSL interpreting, that is only available as part of their separate video interpreting service; this can be provided on request. Whilst training and awareness sessions have been provided for staff on BSL, more work needs to be done in terms of ensuring there is adequate provision of services to support D/deaf customers.

In July, the accessibility statement was reviewed and updated (available on the website here: <https://www.ryedale.gov.uk/accessibility/>).

17 members of staff attended a dementia awareness session in June. Feedback was very positive:

- 11 participants rated prior knowledge of dementia 'fair'; afterwards, 12 were 'very aware'
- 14 of 17 participants reporting they would be able to use what they had learned at least occasionally in their job role

- 11 were 'somewhat aware' of local agencies before; 11 were 'very aware' afterwards.



Contacts with Dementia Friends have been refreshed and new admins assigned to manage the RDC account. Dementia Friends have called for local volunteers to run a dedicated awareness session for staff. In the meantime, staff will be invited to use RDC's organisation code to watch Dementia Friends videos targeted at public sector staff. These cover topics such as helping people with dementia to fill in forms or noticing signs that someone might need



extra help over the phone. Publicity for Dementia Friends was displaced by Operation London Bridge, so actions to increase staff awareness will carry over into Q3.

In terms of practical support and equipment, there is a permanent hearing loop in the Council chamber and a portable induction loop available on request. It is compatible with any t-loop-capable hearing aid; this is promoted at the front reception desk and front-line staff are trained in its usage.

Three sessions of deaf awareness training were held for staff in September. Initial feedback has been positive. Survey results will be available by the end of Q2, allowing the Council to assess how effective staff found the training.

The engagement statement is available to read on the external website. It sets out the approach to making digital documents available in alternative formats. It is acknowledged that digital does not suit everyone, and therefore alternatives will be made available on request. Suggested alternatives include accessible PDF, large print, easy read, audio recording and braille.

Reception signs are a top priority for the team developing NYC branding. Branded materials are expected to be available from October, so a goal for Q3 is to arrange visual materials for the reception area to help customers with autism and learning difficulties in interview situations. RDC is a member of the Hidden Disabilities Sunflower scheme and will be able to order materials from them to encourage people with hidden disabilities to ask for the help they need when they visit any of Ryedale District Council's offices.

### **SECTION 3: DIVERSE AND ENGAGED WORKFORCE**

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

As of 2 September, 37 managers had completed Recruitment and Selection training, which includes guidance for combating unconscious bias. This represents 16% of the workforce and every manager involved in recruitment. 224 members of staff (97% of the workforce) had completed the essential induction module on Equality & Diversity Essentials, not including Councillors, relief employees or NYBCP staff. Typically, this figure is below 100% because of staff turnover. Both figures are slightly higher than when last reported in July.

Understanding the profile of applicants and establishing where the Council is underrepresented during recruitment was included as a target in the annual plan: however, due to increasing LGR pressures this work will be unable to be completed this year. This would provide a valuable insight into who is applying for jobs at the Council and help it to understand how well the workforce represents its communities. It will therefore be taken forward by the 2023/24 action plan.

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

This objective is considered complete as the existing training offer delivers what staff need to understand EDI in a practical and effective manner. It will be supplemented during the last six months of the current administration by sessions covering dementia and deafness, as outlined above; with further items delivered as a result of the ongoing research and gap analysis work as required.

***Objective 14: We will raise awareness of our mechanisms to support employee health and well-being issues.***

There is regular Zero Tolerance messaging on the staff intranet to combat inappropriate behaviour, alongside varied health and wellbeing messages; a campaign in partnership with NYCC will be delivered in November to coincide with Anti-bullying Week.

A number of 'Wellbeing Wednesday' articles have been published on the staff intranet, covering summer holidays, endometriosis, employee support groups, World Alzheimer's Month and World Suicide Prevention Day. In Q3 Wellbeing Wednesdays will be supplemented by monthly talks on well-being and professional development. The selection of speakers is due to be finalised after consultation with staff via a short poll.

District staff have been invited to join existing NYCC networks ahead of Vesting Day to connect with colleagues across the county with similar experiences. Many of the groups cover protected characteristics. They provide staff who might be a small minority at Ryedale with a dedicated space to share their experiences and tackle feelings of isolation. Communications work is ongoing to ensure all districts are taking up the offer, including physical posters for each place of work.

The new employee benefits platform, Vivup, was opened to staff 23 May. The launch was highlighted on the staff intranet, at staff meetings and in weekly Comms roundups. Vivup sends reminders of the resources available through weekly emails. The platform signposts staff to a variety of NHS and third-party resources on handling stress, problematic debt, and healthy lifestyles, alongside discounts at major retailers and gyms.

## **CONCLUSION**

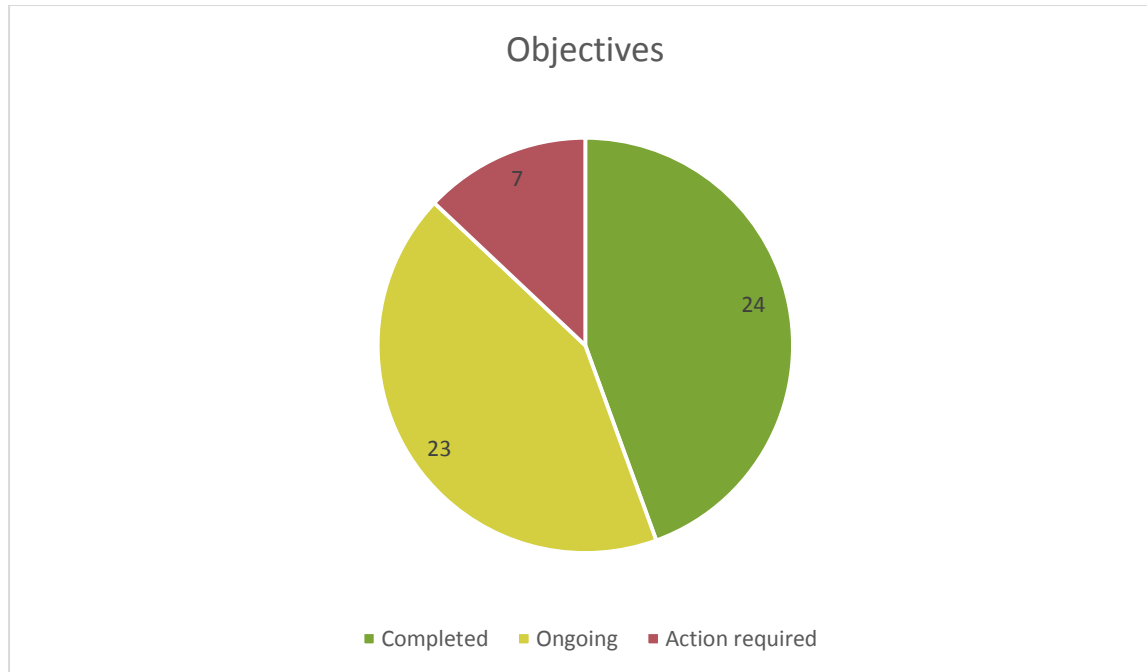
So far this year a lot of work has been undertaken to raise awareness of equalities issues in general and of Ryedale's equalities scheme in particular. Teams have more sources of information to draw on and are communicating about complex issues such as hate crime.

Staff well-being is a focus for the rest of the year as Vesting Day looms on the horizon, and there is work to be done linking issues affecting staff to the experiences of Ryedale's communities.

As the focus shifts to the new authority, it is possible that staff deprioritise collaboration with other teams, which is essential for many of RDC's goals. Therefore, a priority must be to ensure communication remains open and accessible across all teams within the Council.

At the same time, it is expected that RDC will be able to learn more about how equalities goals are pursued around the county. This might result in access to new data sources or opportunities to share in new initiatives.

Integrated travel is a priority for collaboration: the new authority will include many rural communities, and public transport naturally crosses district boundaries. At the other end of the scale, place standards and hyper-local work will need to be carried out through Localities. As soon as more is known about how those structures will work, it will be embedded in the place-based intelligence work to ensure that Ryedale's communities receive targeted support.



## EQUALITIES ACTION PLAN

Priority	Objective	Action	Measure	Owner	Due date
Understanding and working with our communities	Objective 1: We will improve our understanding of our communities by gathering, analysing and sharing profile data, which can be used for evidence-based decision-making	Establish log-ons and promote use of platform amongst service leads internally to aid in decision-making	All service managers able to access; publicity issued; BOB page available	BS	Completed Qtr 1 2022/3
		Review data-sharing agreements amongst key partners and gaps addressed	Report provided to SMB setting out data sharing agreements in place	PM	Completed Qtr 2 2022/3
		Establish permissions and access to platform for partners and promote use	DPIA/data sharing arrangements in place as required. Key partners defined and log-ons provided. Comms materials issued.	PM	Completed Qtr 1 2022/3
		Build on joint data platform with appropriate partners to extend community insight	Plan in place for data development	PM	Ongoing
			Delivery of data development plan		Ongoing: Qtrs 2-4 2022/3
	Objective 2: Working with partners we will implement the Place Standard in key localities across our district as a means to gather information about community needs and aspirations, and give communities a role in decision making	Develop/embed mechanisms for frontline community data to be collected and shared	Feed-in mechanism in place	BS	Completed Qtr 1 2022/3
		Refresh Pickering data to verify any changes to community aspirations post COVID and gain partnership buy-in on action plan	Plan in operating and actions being tracked	BS	Pick up in Q3
		Roll-out place standard event in Helmsley and gain partnership buy-in on action plan	Plan in operation and actions being tracked	BS	Pick up in Q3
		Roll-out place standard events in Malton, Norton and Kirkbymoorside and gain partnership buy-in on action plan	Plan in operation and actions being tracked	BS	Pick up in Q3

Understanding and working with our communities	Objective 3: We will foster good community relations by increasing our active participation in EDI awareness days and partnership campaigns, and championing inclusion in democratic structures	Develop understanding of hate crime incidence through data link with North Yorkshire Police	Hate crime incidence incorporated into data-sharing	BS	Resolved Q1
		Develop a calendar of awareness days linked to protected characteristics and promote appropriate messages via social messages and intranet	Calendar in place for 2022 and social media activity programmed	JLB	Ongoing
		Review/refresh materials carried by Citizen's Advice van from an equalities perspective	Material produced and in place	BS	Ongoing
		Develop RDC's active participation in Hate Crime Week	Plan in place for October week and delivered	BS / SW	Ongoing Qtr 3 20221/3
		Develop RDC's active participation in Safeguarding Week by	Participate in National Safeguarding week 2022/23 - scheduled for June 2022	BS	Completed 30-Jun-22

<b>Leadership and Organisational Commitment</b>	Objective 4: We will signal the Council's commitment to reducing inequality by publishing our equality policy statement	Refresh the equality statement, and approve through committee	Statement agreed (refresh action plan for 2022/23)	RM	Completed Qtr 1 2022/3
		Socialize understanding of the equality statement to staff internally via intranet, managers' meeting and staff meeting cascade as part of enhanced training offer (see later section)	Materials available and awareness covered on agendas	RM	Completed Jul-22
		Publicize the signing of the statement via media/social media channels, using as an opportunity to reinforce Council commitment to equality	Media statement issued; social media publicity issued	JLB	Resolved Jul-22
	Objective 5: We will reach out to partners in the voluntary and community sector and wider community to build relationships, and provide an opportunity for key issues to be raised	As part of the annual service survey, conduct structured service issue conversation using direct links with Ryedale protected characteristic groups and key community influencers (e.g.: Yorkshire East and Ryedale Disability Forum; Scarborough, Whitby and Ryedale Local Area Group of North Yorkshire Learning Disability Partnership Board; Ryedale Special Families, Malton Pride)	Meetings held; service issues relevant to protected characteristics identified and communicated to service leads	KR	Qtr 4 2022/3
		Conduct gap analysis to highlight partners working with each protected characteristic and identify any characteristics or combinations of factors without adequate external links.	List of local and national organisations produced for each protected characteristic. Actions planned to fill any gaps.	RM	Qtr 3 2022/23
	Objective 6: We will strengthen our	The equality impact assessment template is reviewed and refreshed	New template in place	RM	Completed Qtr 2 2022/3

Leadership and Organisational Commitment	processes to ensure that equality issues are considered in decision-making	Guidance is produced for managers on when an equality impact assessment is expected and publicized via training and intranet	Guidance in place	RM	Qtr 2 2022/3
		Senior management undertake to check all papers coming forward for decision to assess whether an equality impact assessment is required and to push back on any papers submitted that do not have sufficient equality data	Annual equality report includes figure on number of policies/strategies for which an EIA was produced	RM	Ongoing
		Completed equality impact assessments are made publicly available on the Ryedale District Council website	Assessments published	RM	Ongoing
	Objective 7: We will report on, and publicize, progress against our objectives and equality action plan	Activities, measures and milestones as set out in this Action Plan are adopted and picked up by Leads in their performance tracking, and subsequently in the quarterly performance report to committee	Quarterly performance report picks up relevant measures	RM	Ongoing
		An annual report on equality progress is published at the end of the 2022/23 financial year	Report published	RM	Ongoing
	Objective 8: We will refresh our procurement and commissioning processes to take account of the diverse needs of clients and ensure that provides	Procurement Action Plan is amended to require an equality impact assessment to be produced for all tenders of £25k or greater	Action Plan amended.	EH	Resolved Qtr 2 2022/3
			Number of EIAs reported in quarterly procurement report	EH	Ongoing
		Procurement Team to produce guidance for all tenderers to ensure public sector	Guidance available and part of tender process	EH	Completed Qtr 1 2022/3

Leadership and Organisational Commitment	understand the requirements of the public sector equality duty.	equality duty is understood at point of tendering			
		Procurement Team to report on social value for all contracts awarded for £25k or greater in quarterly procurement performance report	Social value reported and evidence of improvement over time	EH	Ongoing
		Contracts that are already producing social value are identified and evaluated	Social value is calculated for key projects	EH?	Qtr 3-4 2022/23
	Objective 9: We will embed equality into service planning	Satisfaction questions on core citizen facing services are incorporated into an annual citizen survey, to include demographic/equality data	Satisfaction questions agreed and incorporated; benchmarked into annual performance report	MW	Resolved Qtr 2 2022/3
		Citizen-facing services are required to take account of the survey feedback in service planning, and demonstrate this to senior managers in annual service plans	Service plan includes at least one equality objective	RM	Ongoing
		The complaints procedure is adapted to collect equality data	Equality data being collected	MW	Qtr 3 2022/3
		The equality aspect of complaints is reported as part of the annual equality performance report	Report figures available and socialised to aid service improvement	RM	Qtr 4 2022/3
		Guidance on setting of equality measures and objectives is incorporated into instructions for service plans	Guidance provided	RM	Completed Qtr 1 2022/3
		Objective 10: We will increase and improve	We will review current customer feedback activity across core services to evaluate its	Report presented to SMB	ML



<b>Leadership and Organisational Commitment</b>	our systems for gathering customer feedback and measuring satisfaction with our services	effectiveness, frequency, and adoption as part of service improvement			
		We will clarify our approach to customer engagement through an engagement statement, publicized via the intranet and staff meeting cascade	Engagement approach in place and cascaded.	ML	Ongoing
		Ryedale District Council adopts digital scanning techniques to collect customer feedback on key topics	Tool in place and delivering dashboard insights to SMB	ML	Resolved Qtr 2 2022/3
		Ryedale District Council adopts instant customer satisfaction feedback mechanisms (effectiveness, courtesy) on core citizen-facing services	Housing, benefits and customer service utilizing quick feedback tools	KR	Resolved Qtr 4 2021/2
			Satisfaction measures reported as part of quarterly performance report	ML	Resolved Qtrs 1, 2, 3 and 4 2022/3
		Public consultations and their results to be centrally logged with results reported annually as part of the report against the equality action plan	Consultations included in annual performance report	RM	Qtr 4 2022/3
		Public consultation results publicized under publications scheme on Ryedale District Council website	Results publicly available	JLB	Ongoing
	Objective 11: We will improve our ability to communicate with members of the community who have special communications needs	We will publicize our approach to availability of digital documents in alternative formats via our engagement statement, on our website, and to staff	Guidance available and socialized	RM / JLB	Completed Qtr 2 2022/2
		We will define and adopt a corporate position on translation availability across frontline services	Translation approach in place and understood. Use of translation	RM / KR	Completed Qtr 2 2022/3

Leadership and Organisational Commitment			services measured annually in performance report		
		We will work with an appropriate partner (e.g., autism society) to introduce appropriate visual support materials to help customers with autism and learning difficulties in interview situations	Visual materials available in reception and meeting rooms	PM	Ongoing Qtr 3 2022/3
		We will become a Dementia Friendly organisation by adopting this training across frontline teams	Training delivered.	EL	Ongoing Qtr 4 2022/3
			Measure of number of dementia-friendly staff incorporated in annual reports		
		We will define and develop our approach to supporting people with hearing difficulties and deafness	Frontline staff trained on support offered to people with hearing difficulties	MW	Completed Q2 2022/23
		We will improve access to translation and interpreting services with an eye for budget responsibility	BSL interpreting is available on demand. Ryedale joins NYCC interpreting contracts where feasible.	MW	Ongoing
Diverse and engaged workforce	Objective 12: We will improve our understanding of our recruitment and workforce demographics against protected characteristics, and seek to encourage successful applications from under-represented groups	We will launch an internal campaign to encourage self-reporting on My View with the objective of boosting completion	% of staff who have completed, reported in annual performance report and showing improvement on current	JW	Resolved Qtr 2 2022/3
		We will train all recruiting managers in unconscious bias	Number of trained staff reported in annual performance report	RM	Ongoing

<b>Diverse and engaged workforce</b>					
	Objective 13: We will develop and deliver a broader training offer for our workforce to ensure that equality, diversity and inclusion, and its practical application, is understood	Develop training plan relevant to different functions within the Council	Training plan agreed	EL	Resolved Q1 2022/23
	Objective 14: We will raise awareness of our mechanism to support employee health and well-being issues	DSE completions and adjustments will be reported into the Corporate Health, Safety and Well-being Group, in order to have oversight and flag potential disability issues	Adjustments reported and matters escalated as required	RM	Completed Q2 2022/23
		We will regularly raise awareness of zero tolerance and reporting mechanisms, health assured and occupational health offers, and the digital pledge with quarterly messages through the intranet and weekly staff newsletter	Comms messages distributed on BOB and staff newsletter at least once a quarter	JLB	Ongoing Qtrs 1, 2, 3 and 4 2022/3
		We will actively participate in “people” workstream developments in local government reorganisation structures	Staff feel informed and supported on LGR, measured through pulse surveys	JW	Ongoing to end March 2023