

# Equality, Diversity & Inclusion Strategy

July 2018 – June 2020

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# Contents

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Introduction .....	3
Equality and Diversity for the Benefit All Residents .....	3
The Public Sector Equality Duty .....	6
Our Corporate Priorities .....	7
Leaders at Every Level.....	7
Promoting Equality, Diversity and Inclusion in the Community .....	8
Inclusive towns .....	10
Digital services – accessible services.....	12
Celebrating everyone’s contribution .....	14
Reducing the impact of migration .....	16
Young people with additional needs .....	18
Promoting Equality, Diversity and Inclusion within Barnsley Council.....	20
All employees feel safe, valued and supported .....	22
Diverse workforce that better reflects the community it serves.....	24
A flexible workforce with the skills and commitment to meet needs of a diverse community .....	26
Equality and inclusion is at the heart of everything we do.....	28
Better engagement with diverse communities to help improve services ..	30
How we will know if we are making a difference .....	32
Community Equality Objectives .....	32
One Council Equality Objectives .....	33

# Introduction

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## Equality and Diversity for the Benefit All Residents

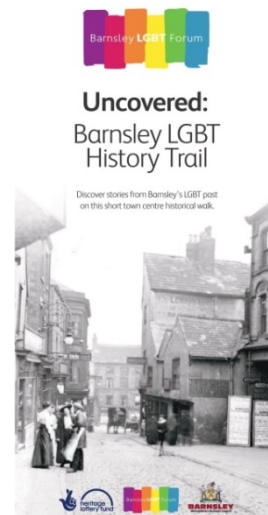
Welcome to Barnsley Council's Equality, Diversity and Inclusion Strategy 2018-2020. We are confident it will build on the progress made over the previous years and help to further embed Equality, Diversity and Inclusion in everything we do, to help make Barnsley a better place for everyone.

We are committed to helping Barnsley become a more prosperous and vibrant place, making the most of the energy and hard work of our residents. We know however that we can only do this if we also help to remove the barriers some people face to achieving their potential and working with others. Inequality and discrimination hold us all back.

This strategy also builds on the excellent work that is already taking place in the community to promote equality, diversity and inclusion. The progress made over the past few years to promote equality and diversity in our community has been a true partnership between the Council, other agencies such as the Police and Berneslai Homes, but most importantly, with local residents and volunteers.

### ***Celebrating Diversity***

Every year communities come together to celebrate the contribution made to life in Barnsley with festivals and events such as LGBT Pride and Destination Barnsley Festivals. They work closely with the community to ensure these festivals are a success.



**1 Barnsley History Trail; commemorating 50 years since the decriminalisation of homosexuality for men over 21.**



**2 Map showing the home towns of people attending the Destination Barnsley International Festival 2017.**

We will work with the community and all our major venues and attractions to host a festival in 2020 to celebrate the contribution that disabled people make to life in Barnsley. This borough-wide, week-long, arts, culture and sport festival will be the first festival of its kind anywhere in Britain.

### ***Working with the Community***

With our key partners we have helped to develop and support a network of equality forums which have continued to grow and be our critical-friends. On issues as varied as customer services, health, transport, education, culture and leisure, these forums have not only challenged us to provide services that better meet their needs but also helped us to find the right solutions.

There are many other groups, organisations and individuals doing great work to help new arrivals access services and integrate into the local community – conversation classes, community libraries and support groups. We will continue to work with all these groups to help promote equality and diversity in Barnsley.



3 Refugee Council, Barnsley Council and Berneslai Homes with new arrivals, enjoying the start of the World Cup 2018.

### ***Designing in Access and Inclusion***

We are rebuilding Barnsley Town centre. By the time we are finished we think it will be the most accessible and welcoming market town for disabled people anywhere in Britain. We are working with local disabled people every step of the way through the design and build process for the new Glassworks, Library@theLightbox, the new bridge over the railway and the public realm.



4 “Library @ the Lightbox”: highest disability access standards designed to be an integral part of the building from day one.

But access and inclusion is about much more than bricks and mortar – it is also about having the right services and support in place. We have worked with Age Concern to launch the Access Barnsley service, with Disabled Go to host disability access guides to over 1000 venues on-line, and promoted initiatives such as Safe Places, Dementia Friendly and the Breastfeeding Welcome scheme.

### ***Digital Services for All***

As we improve our customer service and move into the digital age we are enabling customers to access our services online, 24/7 from the comfort of their own homes. We are also trying to ensure no one is left behind because they have no internet access or can't use our website. We have already put in place video interpreting services for Deaf people and Easy Read information for people with learning difficulties for example. However, we have much more to do and this strategy outlines how we hope to get there.



5 Working with the Deaf Forum to produce a video to explain Council Tax

### ***A Diverse Council for a Diverse Community***

We also have a responsibility to ensure that we have a workforce that reflects and has the skills to meet the needs of the diverse local community. This means, for example, we need to recruit more disabled people and further reduce our gender pay gap. Working with and listening to our diverse employees and communities will help us find the right solutions.

We will also make sure that we consider the impact that our services and policies have on diverse communities when we make decisions, involving and listening to the views of the community too.

As the Leader and Chief Executive of the Council we will make sure that the Council puts equality, diversity and inclusion at the heart of everything we do.



**Sir Stephen Houghton**  
Leader



**Diana Terris**  
Chief Executive

## The Public Sector Equality Duty

The Equality Act 2010 was introduced to consolidate and strengthen all previous anti-discrimination legislation affecting the following protected characteristics:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race - this includes ethnic or national origins, colour or nationality
- religion or belief - this includes lack of belief
- sex
- sexual orientation.

The Act creates a Public Sector Equality Duty which requires public bodies to consider the needs of all individuals in their day to day work - in shaping policy, in delivering services and in relation to their own employees. By understanding how their activities can impact on different people, public bodies are better placed to deliver efficient, effective and inclusive services.

The Public Sector Equality Duty requires public bodies, in the exercise of all their functions, to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the act,
- advance equality of opportunity between people who share a protected characteristic and those who do not,
- foster good relations between people who share a protected characteristic and those who do not.

The Public Sector Equality Duty is supported by specific duties, which require public bodies, including local authorities, to:

- publish relevant, proportionate information demonstrating their compliance with the Equality Duty, at least annually,
- set themselves specific, measurable equality objectives and review these at least every four years.

The development, adoption and implementation of this Strategy will ensure that we fulfil these duties and support our determination to be recognised as a model of excellent practice in equality, diversity and inclusion.

## Our Corporate Priorities

This EDI strategy supports our Corporate Plan (2018-2020) priorities and helps us to ensure the benefits of these will accrue to all sections of the community:

- thriving and vibrant economy
- people achieving their potential
- strong and resilient communities

We believe that a more equal, diverse and inclusive Barnsley will be more successful and prosperous for everyone and create a fairer society where everyone in Barnsley can achieve their potential. Our Strategy will therefore focus on a number of priority areas where we believe we can make a difference to equality, diversity and inclusion and in so doing contribute to building a stronger Barnsley.

We also know that we have to make changes to ourselves if we are to help challenge inequalities in the community. We need to have a workforce that better reflects the diversity of the local community and that has the skills and knowledge needed to better meet the diverse needs of that community. We must make sure that whenever we plan changes to services and make decisions for the future that we listen to local people and seek to reduce inequalities and strengthen the links between people from different backgrounds.

## Leaders at Every Level

We have invested in developing leaders at every level of our organisation, supporting this with a comprehensive training and development programme for managers and future leaders. The programme has ensured that delivering equality, diversity and inclusion are at the heart of what it means to be an effective leader and manager.

This Strategy, building on the achievements of our three previous Equality Schemes (2009 to 2018), is now taking a fresh approach. Whilst the Strategy will still ultimately be overseen by Cabinet and the Senior Management Team we have asked that our key boards take a lead in implementing equality and diversity – and they have developed the objectives and actions outlined in this strategy and will oversee their implementation and performance between now and June 2020.

## Promoting Equality, Diversity and Inclusion in the Community

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The Strategy seeks to promote equality and fairness in the community – we have identified a range of outcomes that are our long-term aims for promoting equality, diversity and inclusion when delivering services and supporting our communities. These are:

1. A Town Centre that is accessible, safe and welcoming to all.
2. Accessible and inclusive services that don't leave people behind
3. Barnsley's diverse communities and their contributions are celebrated
4. Reducing negative experiences, impacts and perceptions of migration
5. Young people with additional needs achieve better outcomes

For each of these we have identified a number of specific objectives and actions for those areas where we believe we can make significant progress towards these outcomes over the next two years.



## Inclusive towns

We are redeveloping Barnsley town centre so it is fit for the 21<sup>st</sup> century and provides an attractive, safe and welcoming place for everyone. We will do this because it is the right thing to do for Barnsley people who have the right to expect equal access and opportunities, but also because it will help build a stronger economy for us all.

We will make sure the new town centre is the most accessible market town in the region and in the country, meeting the needs of disabled people with all types of impairments and conditions.

We will harness both the community spirit of local people and the opportunities presented by digital services to deliver innovative new services to support access and inclusion to the town centre, its facilities and events.

We also want to diversify the town centre offer, to provide more choice to visitors whether they be shopping, have an evening out or visiting the town for its leisure and cultural attractions. By so doing we think we can draw on the entrepreneurial energy of Barnsley's increasingly diverse communities, starting and growing a new variety of food, retail and leisure businesses.

But we also want to ensure that all our principal towns across the borough can be just as accessible and welcoming to disabled people, their families and friends.

The **Town Centre Board** will oversee this work and make sure we deliver on our commitments to access and inclusion in the town

centre. The **Principal Towns Board** will make sure the access initiatives are rolled out to our other main towns and shopping areas.



<b>A Town Centre that is accessible, safe and welcoming to all</b>	
<b>Objective</b>	<b>An accessible built environment and public spaces</b>
Actions	<ul style="list-style-type: none"> <li>• Develop access standards for new town centre buildings and facilities to help meet the needs of all types of disability including autism, learning disability, sensory impairment, mental health and dementia</li> <li>• Involve local disabled people in the design of new buildings and public spaces</li> </ul>
<b>Objective</b>	<b>Innovative support to enable people to access shops and leisure</b>
Actions	<ul style="list-style-type: none"> <li>• Develop offer of support to access the town centre to a wider range of impairment groups - from scooter hire to access mapping and shopping buddies</li> <li>• Explore how digital services can be harnessed to improve access to the town centre</li> <li>• Raise awareness of access support services in the town centre with disabled shoppers and visitors, their family and friends</li> </ul>
<b>Objective</b>	<b>A safe, inclusive and welcoming town centre</b>
Actions	<ul style="list-style-type: none"> <li>• Work towards Purple Flag status by developing a safer evening and night time economy</li> <li>• Work with local diverse communities to make sure the Library@theLightbox is a successful hub for all communities in Barnsley</li> <li>• Work with new and prospective start-ups to help encourage a more diverse range of food, retail and leisure offers</li> </ul>

<b>Objective</b>	<b>Improved access to all principal town centres in the borough.</b>
Actions	<ul style="list-style-type: none"> <li>• Encourage local disabled people to become involved in identifying and designing access improvements</li> <li>• Ensure disability access improvements are integrated within improvement schemes</li> <li>• Extend coverage of access support schemes such as Disabled Go and Safe Places within Principal Towns</li> </ul>

## Digital services – accessible services

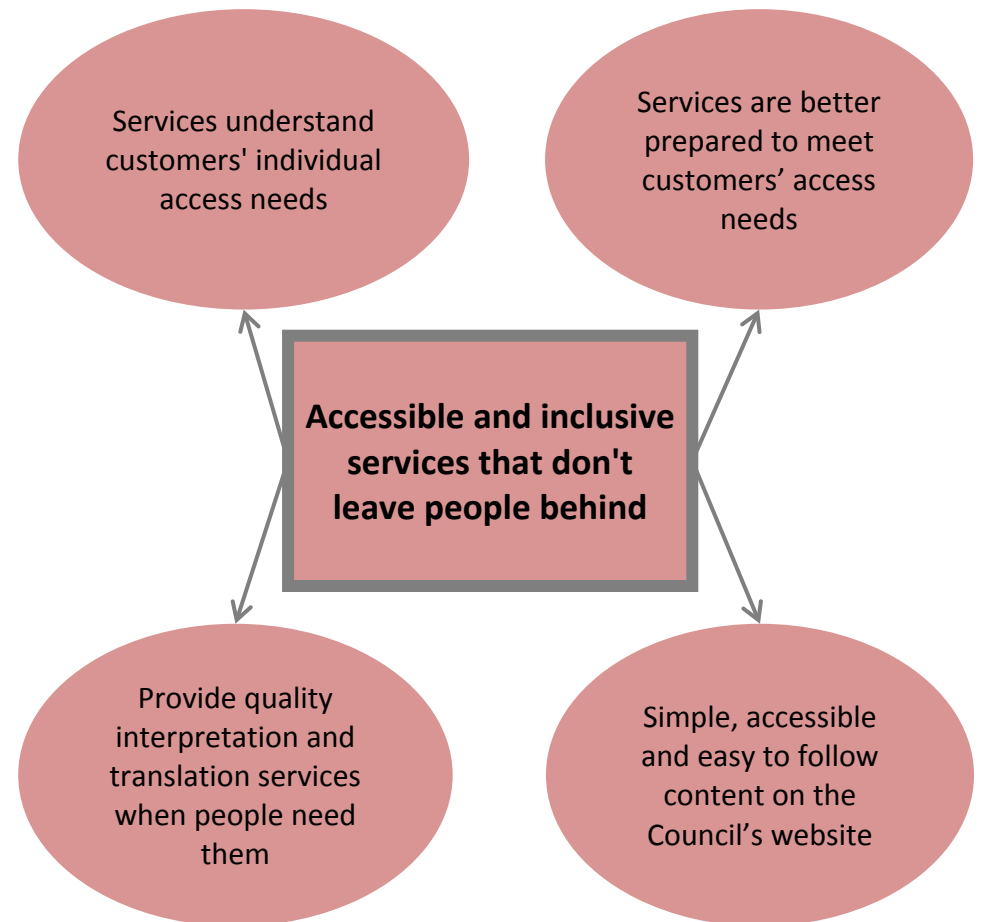
As technology develops and customers tell us they expect more services to be easily accessed on-line, our services are becoming increasingly digital. Not only does this enable us to offer new innovative services but also to deliver these in faster and more cost-effective ways. For some disabled and older customers this may mean they can access more and more services from the comfort of their own home, at a time of their choosing.

However we know that for some other people accessing services on-line can be a major problem – maybe because they are not on-line, because they are disabled or they have limited English. So we will make sure we ask our customers if they face any of these barriers when accessing our services and discuss with them how we can make sure the services most important to them are accessible and inclusive.

This means providing relevant information in Easy Read and in British Sign Language, providing interpretation over the telephone or by video link, and making our on-line forms as easy to use as possible.

We will keep working with our customers who experience these barriers to accessing services by asking them to help test out our new digital services to make sure we make these as easy to use as possible.

The **Digital Leadership Team** will make sure we develop our digital services without leaving people behind.



<b>Accessible and inclusive services that don't leave people behind</b>	
<b>Objective</b>	<b>Services understand customers' individual access needs</b>
Actions	<ul style="list-style-type: none"> <li>• Identify and meet individual customer access needs</li> <li>• More Council services provide more accessible service options for disabled customers</li> <li>• Develop ability for customers to tell us about their access needs on-line</li> </ul>
<b>Objective</b>	<b>Services are better prepared to meet customers' access needs</b>
Actions	<ul style="list-style-type: none"> <li>• Roll-out Minimum Access Standards across the council</li> <li>• Ensure services, when going digital, don't leave customers behind</li> <li>• Provide ongoing support and guidance for services to improve accessible communication</li> </ul>
<b>Objective</b>	<b>Simple, accessible and easy to follow content on the Council's website</b>
Actions	<ul style="list-style-type: none"> <li>• Consider how to involve customers in the development and review of our web content</li> <li>• Improve employees' understanding of how to develop easy to use web content</li> </ul>

<b>Objective</b>	<b>Provide interpretation and translation services when people need them</b>
Actions	<ul style="list-style-type: none"> <li>• Review interpretation contracts to ensure that the council services can meet the language needs of customers</li> <li>• Review and update training for employees on Accessible Communication</li> <li>• Increase awareness of the availability of translation and interpretation services with employees and the community</li> </ul>

## Celebrating everyone's contribution

Barnsley is made up of people from a huge variety of backgrounds and cultures, men and women, gay and straight, disabled and able-bodied, young and old. Everyone makes a contribution to making Barnsley such a great place to live, work and visit and we think this should be celebrated.

That is why we support and work with the community to plan festivals such as LGBT Pride, Destination Barnsley and International Women's Day. We are currently planning a major disability festival for 2020 which will celebrate the contribution disabled people, their families and friends make to life in Barnsley and change how people think about disability.

We will remove barriers to volunteering so new arrivals can get even more involved in our local neighbourhoods and communities.

By working alongside each other, celebrating everyone's contribution and bringing different communities together we can build stronger, safer and healthier communities for all.

The **Stronger Communities Partnership** will oversee this area of work.



<b>Barnsley's diverse communities and their contributions are celebrated</b>	
<b>Objective</b>	<b>Diverse festivals and events involve local people and challenge stereotypes</b>
Actions	<ul style="list-style-type: none"> <li>• Support equality forums to host a range of festivals and events to help celebrate diverse communities and cultures</li> <li>• Support promotion of festivals to increase attendance by wider community</li> <li>• Develop, plan and deliver a Disability Festival for Barnsley in 2020</li> </ul>
<b>Objective</b>	<b>Love Where You Live involves and celebrates all communities</b>
Actions	<ul style="list-style-type: none"> <li>• Help promote Love Where You Live to all diverse communities to encourage volunteering</li> <li>• Celebrate volunteering within diverse communities under the Love Where You Live brand</li> </ul>
<b>Objective</b>	<b>Diverse community groups' events and activities are promoted to wider community</b>
Actions	<ul style="list-style-type: none"> <li>• Work with local diverse communities to make sure the Library@theLightbox is a successful hub for all communities in Barnsley</li> <li>• Work with diverse communities to promote their events and festivals to wider community eg Eid, Diwali, Deaf Awareness</li> </ul>

	Week, LGBT History Month etc.
<b>Objective</b>	<b>Remove barriers to volunteering for new arrivals</b>
Actions	<ul style="list-style-type: none"> <li>• Review the Council's volunteering policy and initiatives to enable greater participation by new arrivals</li> <li>• Work with community and voluntary sector partners to help support new arrivals to take-up volunteering opportunities</li> <li>• Highlight the contribution made by new arrivals to the borough through volunteering</li> </ul>

## Reducing the impact of migration

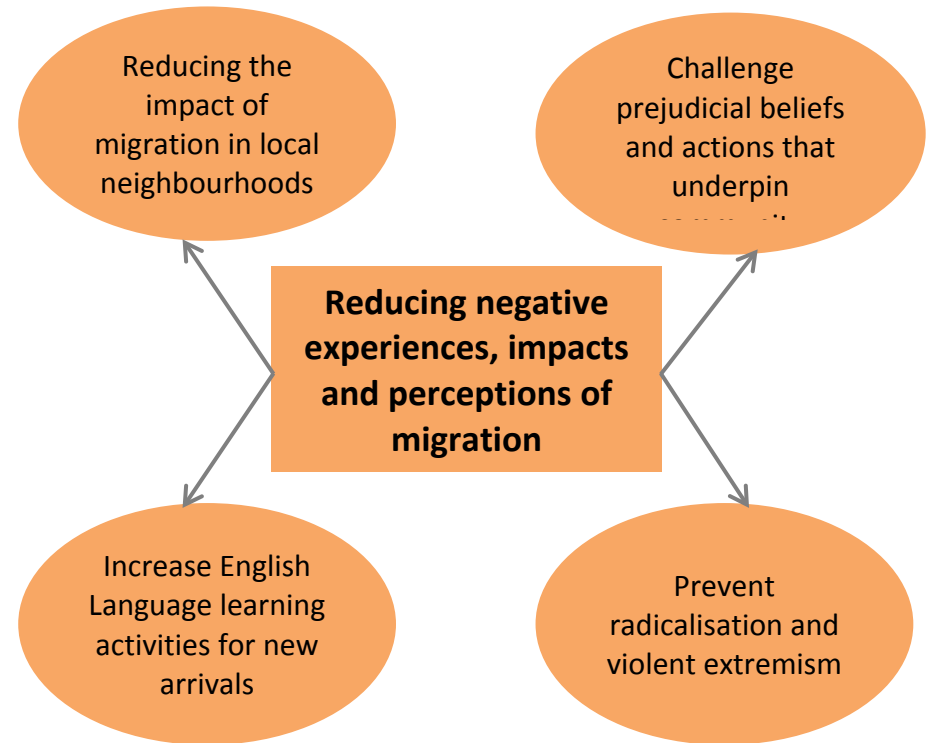
New arrivals to the borough bring their skills, expertise and energy to the local community, culture and economy. However, we also recognise that the arrival of new people into a community can have an impact on residents and local services either because they do not understand local customs or practices, or because they cannot access important services due to lack of knowledge or communication barriers. If not addressed properly this can cause tensions between different sections of the community and in local neighbourhoods.

We are working to minimise any impact of migration and strengthen links between communities by increasing the provision of English language classes and ensuring new arrivals are aware of local laws and customs.

Barnsley has successfully secured 'Controlling Migration' funding which we are using to identify and intervene when waste, recycling and housing concerns associated with new arrivals are identified in local neighbourhoods.

We will also continue to prioritise challenging hate crime and preventing radicalisation and violent extremism to protect our communities.

The **Safer Barnsley Board, Tolerance and Respect Sub-Group** will ensure this work is implemented and the objectives met.



<b>Reduce negative experiences, impacts and perceptions of migration</b>	
<b>Objective</b>	<b>Challenge prejudicial beliefs and actions that underpin community tensions.</b>
Actions	<ul style="list-style-type: none"> <li>• Plan and organise activities for Hate Crime Awareness Week that involve children and young people.</li> <li>• Develop a community tension early warning system and coordinate interventions as appropriate.</li> <li>• To develop a communications strategy on Hate and Harassment that is specific to Barnsley.</li> <li>• Develop a library of training resources for all stake-holders to use with their employees and volunteers.</li> <li>• To work with educational establishments to improve reporting of prejudice-related incidents.</li> </ul>
<b>Objective</b>	<b>Reducing the impact of migration in local neighbourhoods.</b>
Actions	<ul style="list-style-type: none"> <li>• Utilise Controlling Migration Fund to identify and intervene when waste, recycling and housing concerns associated with new arrivals are identified in local neighbourhoods.</li> </ul>
<b>Objective</b>	<b>Increase provision of suitable English Language learning activities for new arrivals</b>
Actions	<ul style="list-style-type: none"> <li>• Work with Migration Yorkshire to maintain an up to date and widely used list of language learning resources classes, and activities in Barnsley.</li> <li>• Devise a programme of support for the development of new classes and activities for new arrivals - eg provide</li> </ul>

	<p>small grants and facilitate volunteering by residents.</p> <ul style="list-style-type: none"> <li>• Facilitate more Council employees volunteering with language learning.</li> </ul>
<b>Objective</b>	<b>Prevent radicalisation and violent extremism</b>
Actions	<ul style="list-style-type: none"> <li>• Provide outreach, training and education for community groups and organisations to support capacity and resilience for challenging violent extremism and the narratives that underpin them.</li> <li>• To draw on regional resources to develop projects in local communities, to challenge attitudes to difference and to develop a counter-narrative to extreme views.</li> <li>• Develop a community cohesion development framework so services can identify the contribution they make towards community cohesion and potential areas for improvement</li> </ul>



## Young people with additional needs and vulnerable adults achieve better outcomes

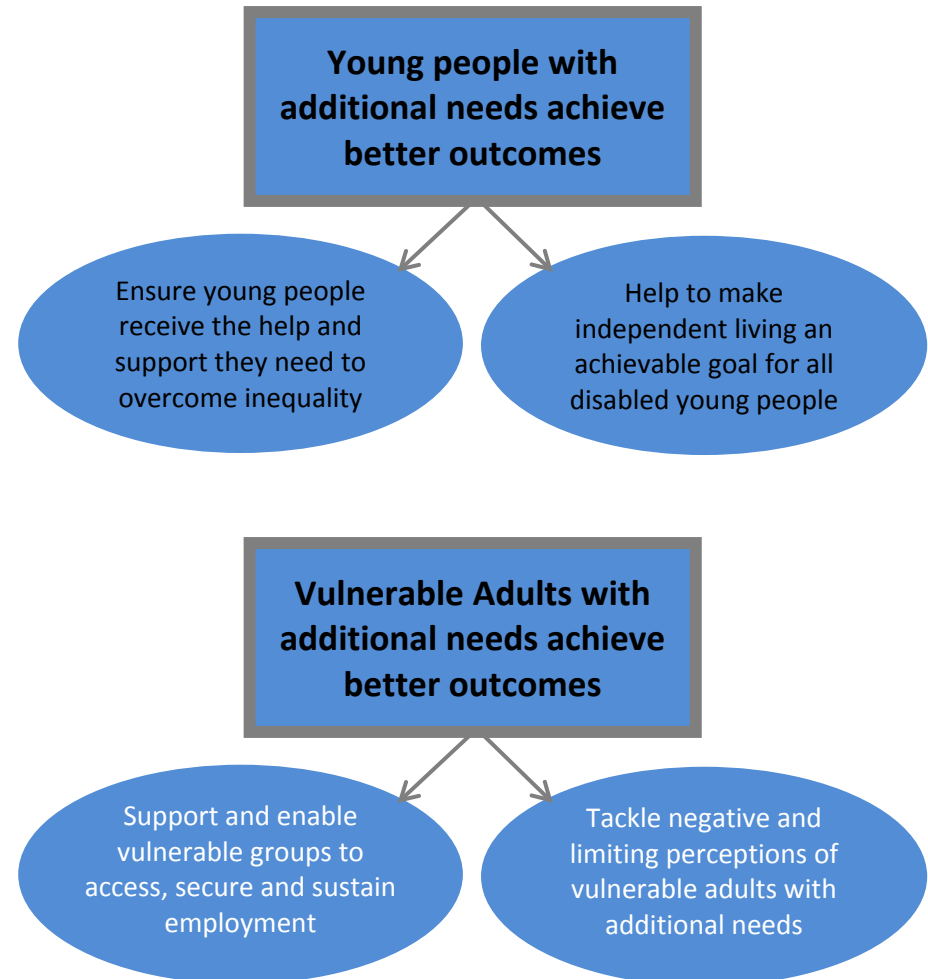
Young people with additional needs face barriers to living independently, often due to the skills, confidence and experience they have been able to develop when young, and the barriers they face accessing the appropriate services and support when adults. Whilst there is also considerable work taking place to support young people with additional needs as they transition to adulthood and independence, we will take further steps to support their first steps towards independent living, utilising the networks and experience of those disabled people who have successfully made the same journey.

Other young people face inequalities during their primary and secondary school years. Some find they are subject to prejudiced-based bullying or harassment due to their ethnicity, sex, gender identity, sexual orientation or disability. Young people addressing their trans identity need understanding and support.

The **Children and Young People's Trust Executive Group** will be invited to oversee this outcome via the **Special Educational Needs and Disability (SEND) Strategy Group** and incorporation of the objectives within the **Children and Young People Plan** (to be refreshed in summer / autumn 2018).

Employment is an important element to developing independence. Quality work supports health and wellbeing, reduces poverty. Still too many vulnerable adults face difficulties in gaining and sustaining work. **The Local Integration Board** will lead work to co-ordinate support for

vulnerable adults to access employment, reporting to the Early Help (Adults) Board and be supported by **the More and Better Jobs Taskforce**.



<b>Young people with additional needs achieve better outcomes</b>	
<b>Objective</b>	<b>Help to make independent living an achievable goal for all disabled young people.</b>
Actions	<ul style="list-style-type: none"> <li>• Involve more SEND young people in community disability activities and projects.</li> <li>• Involve more SEND young people in activities and groups, to help influence the service design and decision-making.</li> <li>• Link young people with those who have made successful transition to independent living.</li> </ul>
<b>Objective</b>	<b>Ensure young people receive the help and support they need to overcome inequality</b>
Actions	<ul style="list-style-type: none"> <li>• Engage with young people to develop ways to challenge prejudicial bullying and hate.</li> <li>• Develop a toolkit to encourage trans-positive approaches to supporting young people.</li> </ul>

<b>Vulnerable Adults with additional needs achieve better outcomes</b>	
<b>Objective</b>	<b>Support and enable vulnerable groups to access, secure and sustain employment</b>
Actions	<ul style="list-style-type: none"> <li>• Integrate support services so that vulnerable adults are enabled to gain and sustain employment.</li> <li>• Develop employment support pilot in Barnsley to support vulnerable adults with multiple barriers.</li> <li>• Develop and implement a supported employment programme for vulnerable adults with multiple barriers.</li> </ul>
<b>Objective</b>	<b>Tackle negative and limiting perceptions of vulnerable adults with additional needs</b>
Actions	<ul style="list-style-type: none"> <li>• Support services, local partners and businesses to open up employment opportunities for vulnerable adults which supports their ongoing independence.</li> </ul>

If we are to promote Equality, Diversity and Inclusion in the community, as outlined above, then we must make sure Barnsley Council embeds these principles in its own policies, culture and working practices. The Strategy therefore also outlines a number of outcomes that seek to embed equality into everything we do when recruiting and developing employees, when making decisions and when planning services. These are:

1. All employees feel safe, valued and supported.
2. Diverse workforce that better reflects the community it serves.
3. A flexible workforce with the skills and commitment to meet diverse needs of a diverse community.
4. Equality and inclusion is at the heart of everything we do.
5. Better engagement with diverse communities to help improve services.

For each of these we have identified a number of specific objectives and actions for those areas where we believe we can make significant progress towards these outcomes over the next two years.

The actions associated with these outcomes and objectives will be overseen by the **Organisation Improvement Board**.

## **All employees feel safe, valued and supported**

To enable our employees to give their best we need a working culture and practices that help them to feel safe, valued and supported. The

employee survey undertaken in 2017 demonstrated that as an employer we are generally doing well:

- 86% of employees responded that they are always treated with dignity and respect by their line manager and colleagues.

- 79% of employees consider Barnsley Council to be an equal opportunities employer.
- 77% considered equality and diversity to be an important part of their job
- 67% consider the Council to put equality and diversity at the heart of everything it does
- 87% responded that they have the skills and knowledge to handle equality and diversity issues in the workplace.

However, we want to keep improving and listening to our employees. That is why we have relaunched our employee diversity networks to enable employees to discuss and raise issues that may be of concern to them, and to assist us when developing policies such as implementing digitalisation in the workplace.

We have for many years implemented Equal Pay in our pay and reward policies. Nonetheless we know that more needs to be done if we are to reduce the average pay gap between men and women who work for the council (the 'Gender Pay Gap'). We have a comprehensive action plan to investigate the causes of the Gender Pay Gap and to challenge any inequalities that may be identified.

We will also make sure we consider the impact of all our Human Resources policies and procedures on diverse groups of employees whenever these are introduced or reviewed.



All employees feel safe, valued and supported	
Objective	Develop employee diversity networks, increasing engagement activity.
Actions	<ul style="list-style-type: none"> <li>• Develop and promote employee diversity networks.</li> <li>• Encourage employees to take a lead with these networks and generate discussion topics and feedback to inform</li> </ul>

	policy.
<b>Objective</b>	<b>Workforce Mobilisation responds to the needs of all employees.</b>
Actions	<ul style="list-style-type: none"> <li>• Review IT projects to ensure needs of disabled employees are addressed.</li> <li>• Review Supporting Disabled Employees at Work Policy in light of Workforce Mobilisation.</li> </ul>
<b>Objective</b>	<b>Reduce the gender pay gap</b>
Actions	<ul style="list-style-type: none"> <li>• Undertake annual Gender Pay Gap analysis and identify actions.</li> <li>• Investigate causes of gender imbalances in different grade posts.</li> <li>• Undertake disability and ethnicity pay gap reviews.</li> </ul>
<b>Objective</b>	<b>Promote equality, dignity and respect at work.</b>
Actions	<ul style="list-style-type: none"> <li>• Review Dignity at Work policy and amend if necessary.</li> <li>• Promote Gender Identity Guidance with managers and employees.</li> <li>• Continue to roll out the Barnsley Leadership Programme to all managers.</li> </ul>
<b>Objective</b>	<b>Give due regard to the equality impact of our HR policies</b>

	<b>and practice.</b>
Actions	<ul style="list-style-type: none"> <li>• Use employee survey to identify any significant differences in experiences and develop appropriate responses.</li> <li>• Undertake EIA process for all HR policy reviews.</li> </ul>

**Diverse workforce that better reflects the community it serves**

We believe that a diverse workforce will be better able to meet the needs of a diverse community because collectively they will have the skills and understanding necessary to provide flexible service more suited to the circumstances and requirements of the community.

The greatest challenges we face to having a diverse workforce are in the number of disabled people and the number of people from black and minority ethnic (BME) communities that we employ, both of whom are currently significantly under-represented in the workforce.

To achieve this we will:

- Utilise positive action, such as job carving\* and disability as a lived experience requirement in job profiles to address the under-representation of disabled employees.
- Identify and try to remove barriers faced by BME people, especially new arrival workers from abroad, when applying for jobs with the Council.

\*Job Carving is a way of tailoring job opportunities to meet the needs of disabled candidates. It involves 'carving' out from a range of different job roles those tasks that best suit their capabilities and that do not require higher levels of professional skills to complete.



**Diverse workforce that better reflects the community it serves**

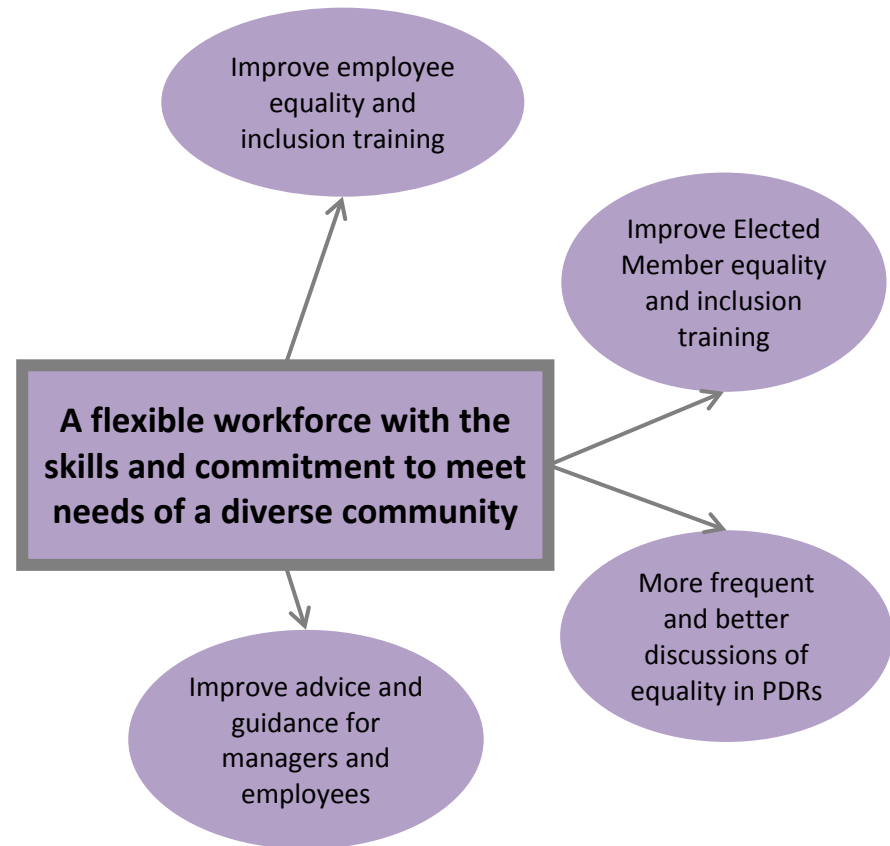
<b>Objective</b>	<b>Positive action to support greater diversity in the workforce.</b>
Actions	<ul style="list-style-type: none"> <li>• Pilot and, if successful, implement 'disability as lived experience' in relevant job profiles and a job carving programme.</li> <li>• Identify initiatives to recruit apprentices into non-gender-stereotypical occupations.</li> </ul>
<b>Objective</b>	<b>Remove barriers to employment for new arrivals.</b>
Actions	<ul style="list-style-type: none"> <li>• Help signpost people to appropriate support for fluency requirements and converting qualifications.</li> <li>• Outreach with community to raise awareness and understanding of British public sector recruitment process and to promote Barnsley Council as an employer of choice.</li> <li>• Engage with the community, job applicants, and employees to better understand the barriers experienced.</li> </ul>
<b>Objective</b>	<b>Improve workforce diversity data</b>
Actions	<ul style="list-style-type: none"> <li>• Enable employees to maintain / update their diversity data.</li> <li>• Enable recruitment system to upload diversity data directly into employee records for successful candidates.</li> </ul>

## **A flexible workforce with the skills and commitment to meet needs of a diverse community**

All customers have different preferences and requirements when using our services, and those with protected characteristics are no exception. The only difference is that their requirements can often determine whether or not they are able to receive the service at all – for example because they are deaf and need a BSL interpreter or they have a learning disability and need information in Easy Read. Others may require the service to be provided in different ways which meets their circumstances – for example people who are new arrivals may not know what services exist or how to apply for them.

To meet these different requirements better in the future we need to have a flexible and skilled workforce. In recent years we have improved the equality and diversity training offered to employees and we have also seen a big increase in the number of employees who have completed one or more of the training courses on offer.

- 87% of employees who responded to a survey last year said that they have the skills and knowledge to handle equality and diversity issues in the workplace.
- Over 2,000 on-line Equality and Diversity courses have been completed by employees in the last 3 years.





<b>A flexible workforce with the skills and commitment to meet diverse needs of a diverse community</b>	
<b>Objective</b>	<b>Improve equality and inclusion on-line training offer.</b>
Actions	<ul style="list-style-type: none"> <li>• Review and update POD training courses and employee induction</li> <li>• Develop new courses for Equality Impact Assessment process.</li> <li>• Promote greater completion of POD courses.</li> </ul>
<b>Objective</b>	<b>Improved training for elected members</b>
Actions	<ul style="list-style-type: none"> <li>• Review and update training offer for Elected Members.</li> <li>• Review and update Elected Member induction to ensure equality and inclusion is embedded.</li> </ul>
<b>Objective</b>	<b>Improve advice and guidance for managers and employees</b>
Actions	<ul style="list-style-type: none"> <li>• Review and update intranet resources to support implementation of manager's equality and inclusion responsibilities.</li> <li>• Improve business partner support provided to service managers.</li> </ul>
<b>Objective</b>	<b>Enable more frequent and better discussions of equality and inclusion objectives in PDRs</b>
Actions	<ul style="list-style-type: none"> <li>• Develop self-assessment tool for employees to inform their PDR.</li> </ul>

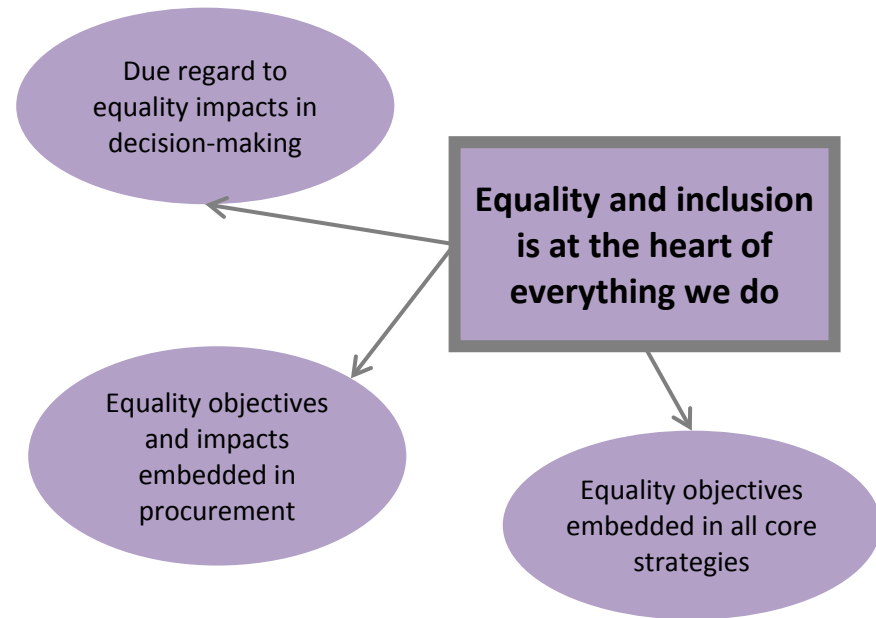
## Equality and inclusion is at the heart of everything we do

To truly be an equal, diverse and inclusive locality leader, provider and commissioner of services, and employer, we must make sure that these principles underpin everything we do and all of our decision-making. That means that every time we plan a new service, develop a new policy or strategy, or make a decision about a contract or budget efficiency saving that we fully understand the impact this will have on diverse sections of the community.

We also have a Public Sector Equality Duty to be able demonstrate to the community how we have considered the impacts of our decisions and what the outcome of these considerations has been.

We have made significant improvements in how well we do this: 82% of cabinet reports now include a clear and robust summary of the equality implications (where there are any) of the decision Cabinet are being asked to approve.

Over the next two years we will continue this improvement and ensure that our procurement process and the development of core strategies similarly embed clear equality, diversity and inclusion objectives.



**Equality and inclusion is at the heart of everything we do**

<b>Objective</b>	<b>A decision-making process that gives due regard to the impacts on diverse groups</b>
Actions	<ul style="list-style-type: none"> <li>• All cabinet reports include a summary of the main equality impacts.</li> <li>• Review project management guidance to assess effectiveness at embedding Equality Impact Assessment process.</li> </ul>
<b>Objective</b>	<b>All core strategies to articulate and embed equality objectives.</b>
Actions	<ul style="list-style-type: none"> <li>• Support relevant boards to develop clear equality objectives and measures that address inequalities in the local community or within the workforce.</li> </ul>
<b>Objective</b>	<b>Consider equality objectives and potential impacts in procurement projects.</b>
Actions	<ul style="list-style-type: none"> <li>• Undertake review of procurement process to assess effectiveness of embedded Equality Impact Assessment process.</li> </ul>

## Better engagement with diverse communities to help improve services

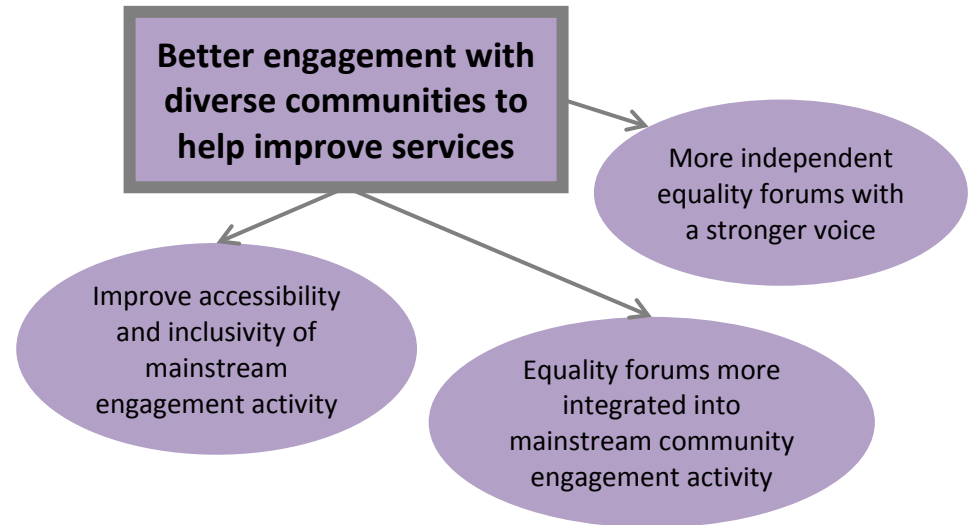
The network of equality forums that we and our key partners Barnsley Homes, SY Police, SY Fire and Rescue, Barnsley Hospital and Barnsley College, continue to encourage and support the development of an effective and collective voice for diverse communities. They work with us and other local service providers and commissioners constructively to make sure that services understand and meet the needs of Barnsley's diverse communities.

Some of these forums are facilitated by support services contracted by the Council:

- Barnsley Together Forum for race Equality – supported by Voluntary Action Barnsley
- My Barnsley Too Disability Forum – supported by Cloverleaf Advocacy
- Barnsley Deaf Community Forum – supported by Leeds Involving People

Others such as the LGBT Forum and the Gender Equality Forum operate independently without the need for direct support.

We will continue to work with these forums and find more effective ways for them to influence service design and delivery. We will also work with partners and support services to ensure that over time they are more self-supporting and independent, and can integrate further with mainstream community engagement activity.



<b>Better engagement with diverse communities to help improve services</b>	
<b>Objective</b>	<b>More independent equality forums with a stronger voice</b>
Actions	<ul style="list-style-type: none"> <li>• Support forums to need less support and to identify alternative funding</li> <li>• Develop Elected Member forum champions to ensure forums are engaged with and receive feedback</li> <li>• Regular engagement activity reports to the Stronger Communities Partnership Activity Groups as appropriate</li> </ul>
<b>Objective</b>	<b>Equality forums more integrated into mainstream community engagement activity</b>
Actions	<ul style="list-style-type: none"> <li>• Review equality forums and how they integrate with service user / carer engagement</li> <li>• Review equality forums and how they integrate with partnership / stakeholder engagement activity</li> </ul>
<b>Objective</b>	<b>Improve accessibility and inclusivity of mainstream engagement activity</b>
Actions	<ul style="list-style-type: none"> <li>• Develop guidance to ensure equality questions are asked consistently and appropriately</li> <li>• Support implementation of SmartSurvey to ensure it is accessible and inclusive.</li> <li>• Support services to increase response rate to surveys from diverse communities</li> </ul>

## How we will know if we are making a difference

The following performance indicators will be used to help us know whether we are making progress with our equality outcomes and objectives. Performance will be reported to the relevant boards and steering groups (as outlined in the relevant sections above) every 6 months.

Every year we will also publish an annual report on our website outlining our progress.

### Community Equality Objectives

#### *A Town Centre that is accessible, safe and welcoming to all*

Measure	April 2018	Target
New buildings and venues in the town centre that meet agreed access standards.	New measure	To increase
Number of shoppers and visitors registered with the Access Barnsley service.	New measure	To increase
Number of Safe Places in Principal Towns.	8	24
Number of Disabled Go listings in Principal Towns.	New measure	To increase
Number of hate incidents reported in town centre	New measure	No target

#### *Accessible and inclusive services that don't leave people behind*

Measure	April 2018	Target
Number of customer accounts with identified communication access needs.	17	50
Number of services involved in ConnectAbility project.	1	5
Number of services meeting the relevant Minimum Access Standard.	2	10
Number of contacts using VRS and VRI.	25	50
Number of Accessible Communication POD course completions.	213	400

#### *Barnsley's diverse communities and their contributions are celebrated*

Measure	April 2018	Target
New arrivals supported into volunteering through the Council's Volunteering Policy.	0	To increase

#### *Reduce negative experiences, impacts and perceptions of migration*

Measure	April 2018	Target
Number of potential community tensions identified and reported	New measure	No target

Number of educational establishments that routinely report prejudice-related incidents of bullying and hate incidents	New measure	To increase
Number of hate and harassment incidents reported by young people (under 25 years)	New measure	No target
Number of waste, recycling and housing issues reported in areas with higher levels of inward migration	New measure	To reduce
Number of people in previous month who have engaged with English Language learning activities	New measure	To increase
Number of people in previous year who have passed English Language (as secondary language) qualifications	New measure	To increase
Number of Employee Supported Volunteering days used for English Language learning activities	0	To increase

***Support young people with additional needs to achieve better outcomes***

Measure	April 2018	Target
Number of schools adopting trans toolkit	0	To increase

## One Council Equality Objectives

***All employees feel safe, valued and supported***

Measure	April 2018	Target
Number of discussion contributions on diversity networks in previous year.	0	To increase
Number of disabled employees for whom IT adjustments have been made	New measure	To increase
Mean Gender Pay Gap.	8.1%	To reduce
Median Gender Pay Gap.	12.4%	To reduce
Proportion of HR policy reviews that include robust EIA process.	New measure	To increase
Proportion of employees always treated with dignity and respect by line manager / supervisor	86.3%	90%
Proportion of employees always treated with dignity and respect by colleagues	86.5%	90%

***Diverse workforce that better reflects the community it serves***

Measure	April 2018	Target
Number of disabled people successfully recruited using job carving or disability as	0	20

lived experience		
Proportion of shortlisted applications received from BME applicants	30%	41%
Proportion of successful applications from BME applicants	5%	11%
Number of recruitment enquiries generated at jobs and skills fairs	No data	To increase
Proportion of employees for whom we hold disability data	47%	80%
Proportion of employees for whom we hold ethnicity data	61%	80%
Percentage of employees who are disabled	6.3%	8%
Percentage of employees who are BME	2.2%	3%

***A flexible workforce with the skills and commitment to meet needs of a diverse community***

Measure	April 2018	Target
Equality and Inclusion POD course completion rate in previous 3 years	0.62	0.75
Manager satisfaction-rate with business partner support	No data	To increase
Number of completions of PDR self-	No data	To increase

assessment tool.		
Number of Elected Members completing training courses	To enter	To increase

***Equality and inclusion is at the heart of everything we do***

Measure	April 2018	Target
Percentage of cabinet reports that include a robust equality impact assessment.	81.60%	90%
Percentage of Core Strategies that include equality objectives and measures.	No data	To increase

***Better engagement with diverse communities to help improve services***

Measure	April 2018	Target
Number of Council services participating in equality forum engagement activities.	New measure	To increase
Number of engagement activities undertaken with equality forums (Council and partners).	48	50
Average percentage of responses to public surveys from disabled people	New measure	24%
Average percentage of responses to public surveys from BME people	New measure	5%