



## Contents

This annual report is in 3 sections:

<b>Section 1</b>	<b>Introduction and context of Leeds</b>	Page 3
<b>Section 2</b>	<b>Progress against equality improvement priorities 2011-2015.</b> This is a look back at what we have achieved in the last 4 years. It cannot include everything we have done, but gives a flavour, and indication of direction of travel. Where the equality improvement priorities are being continued for 2015-18, detailed information about these are included in section 3 rather than repeated in this section	Page 8
	<b>Summary of equality improvement priorities 2011-2015</b>	Page 26
<b>Section 3</b>	<b>Equality Improvement Priorities 2016– 2020.</b> This outlines the equality areas that we will be focussing on in the future. It includes the rationale for each area, and how we will know we have made a difference.	Page 28
	<b>Summary of our Equality Improvement Priorities 2016-2020</b>	Page 58

## Section 1

### Introduction and Context of Leeds

#### Setting the Scene

“Our vision is for Leeds to be a compassionate, caring city that helps all its residents benefit from the effects of the city’s economic growth. We will focus on creating the right conditions for the economy in Leeds to prosper and, hand in hand with that, ensure a consequence of that growth is a reduction in the inequalities that exist in Leeds.”

(Cllr Blake and Tom Riordan 2015)

We are committed to making equality a reality for all the citizens of Leeds. Leeds will be a city where people are able to recognise, value and embrace diversity and difference. We will support people from different backgrounds and ages to feel comfortable living together in communities. We will work with organisations across Leeds to promote a clear and consistent message that prejudicial views or behaviour that could result in hate incidents or crimes are not tolerated or condoned. We will work with communities to ensure people are treated with dignity and respect and the causes of unfairness are understood and addressed.

We will ensure that we show kindness, and empathise with the difficult situations people find themselves in. We will do what we can to work with them to help them alleviate these.

In our aim to be a compassionate city we want to live in an equal society which recognises different people’s different needs, situations and goals and removes the barriers that limit what people can do and can be

In line with our duties and responsibilities under the Equality Act 2010 we are committed to:

- eliminating unlawful discrimination, harassment and victimisation;
- advancing equality of opportunity; and
- fostering good relations within and between our communities with a view to building good community relations

#### **Our equality aims are that:**

- all our existing and potential service users are treated with dignity and respect;
- our partnership and contract arrangements promote equality of opportunity;
- we will work with and between communities to help develop and strengthen relationships;
- our workforce will be reflective of all sections of society; and
- each employee feels respected and able to give of their best.

We will treat everyone with the same attention, courtesy and respect regardless of:

- Age,
- Disability,
- Race or racial group (including colour, nationality and ethnic origin or national origins),
- Religion or belief,
- Sex
- Marriage and Civil Partnership,
- Gender reassignment,
- Pregnancy and maternity
- Sexual orientation,
- Caring responsibilities,
- Social class, or
- Trade union activity.

### **Leadership**

Our strong, visible political leadership and organisational commitment to improving our equality outcomes are key drivers in making progress around equality. Our leaders have sponsored individual objectives and continue to promote equality and diversity through strategic decision making, management responsibility and influence through committees and steering groups. Our leadership comes in many forms including structurally:

**Member Champions Working Group** role is to support and promote the development of the equality agenda for Elected Members, engage with communities, and to act as a political interface with key policy areas

**The Inclusion and Diversity Members Steering Group** review and advise on the workforce and make-up of Leeds City Council (LCC). They assist and enable officers to help make the LCC workforce population representative of the city; it focuses in on protected characteristics, targeting chief officer hot spots and cross-cutting initiatives.

### **Executive Member for Communities**

**Executive Member for Employment Enterprise and Opportunity** (with a lead on inequality)

**Member Champions for Older People, Lesbian, Gay Bisexual and Transgender (LGB T) , and Religion or Belief**

**Communities Board** - supports partnership work that takes action to deliver the aspirations of the Leeds Vision 2030 in relation to 'all Leeds communities will be successful'

**Corporate Leadership Team** with corporate responsibility for championing and steering the equality agenda

**Equality and Diversity Board** promotes, integrates and progresses equality and diversity issues consistently across all council directorates and services. It provides challenge and sharing mechanisms in relation to both employment and service delivery, to support the council in meeting its aims.

**Migration Partnership** is a cross-sector, city wide, strategic forum for those working with all migrant communities in Leeds. It provides a mechanism for developing and influencing policy, and driving forward good practice in relation to migrant communities in Leeds, across the region and nationally'

**Cross Council Migration Group** aims to understand migration issues at a cross council level and work together to address them

### ***Equality Policy***

We have a clear equality policy which outlines our approach. The tools that we use make sure that this is consistent and sustainable. It describes how we use our equality impact assessment tool, use consultation and engagement to inform us, focus on equality strategically and within services, as well as in relation to commissioning and partnership working

### ***Monitoring and publishing progress***

Each year we produce an annual update showing progress against our equality priorities, and this is the final report against the 2011-15 priorities. It is impossible to reflect all the work that has been done, so this account does not set up to do this, but provides a short narrative on progress and/or with examples of the priorities in action.

### **About Leeds**

In order to be able to make good decisions we need to understand Leeds and who lives here. We use a range of information to do this including both qualitative and quantitative information. An overarching description follows with information taken from the census, and this information, combined with other information included on the Observatory (<http://observatory.leeds.gov.uk/>) is used to inform our council priorities.

Based in West Yorkshire, Leeds is the second largest local authority in England, covering an area of 552 square kilometres. It is an area of great contrasts. It includes a densely populated, inner city area with associated challenges of poverty and deprivation, as well as a more affluent city centre, suburban and rural hinterland with villages and market towns. The most recent census (2011) indicates that Leeds has a population of 751,500<sup>1</sup>, representing a 5% growth since the previous census in 2001. The age structure for Leeds is broadly similar to that for England and Wales with the notable exception of the 20-29 age band which in Leeds accounts for 17.5% of the population compared to 13.6% in England and Wales; children (aged 0-15)

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<sup>1</sup> OSN latest data estimates the population of Leeds at 761,500 (mid-year estimate of population 2013)

account for 18.3% of the city's population, while people aged 65+ accounts for 14.6%.

Leeds is an increasingly diverse city with over 140 ethnic groups including black, Asian and other minority ethnic populations representing almost 19% of the total population compared to 11% in 2001. The number of Leeds residents that were born outside of the UK has increased from 47,636 (6.7% of the population) in 2001 to 86,144 (11.5%) in 2011, with just over 20,300 people being born in the EU (12,026 born in EU accession countries) and just over 61,000 born elsewhere. Of the 86,144 people born outside the UK, more than half arrived in the last 10 years, 67% were between the ages of 16 and 44 when they arrived in the UK and 29.5% were aged 15 or younger. Data from the city's schools, shows there are more children and young people of black and minority ethnic heritage, particularly Black African and White Eastern European. The number of children and young people with English as an additional language (EAL) has also increased in recent years, from 13% in 2010 to 16% in 2014. In addition to English language, there are over 170 languages spoken in Leeds schools with the main languages spoken being Urdu, Punjabi and, increasingly, Polish.

There is no direct count of disability, but the census collects information in relation to 'long term health problems or disability'. In Leeds 83.4% of people say that their day to day activities are not limited by long term health problems or disability, 7.7% say they are limited a lot and 8.9% say that they are limited a little. Leeds has a relatively high level of its working age adult population in receipt of Incapacity Benefit (IB) due to mental ill health (50% of IB claimants identify a mental health problem). Employment rates for female users of mental health services in Leeds are significantly below the national average. In 2014, 3,099 adults in Leeds were identified as having a moderate or severe learning disability. Over the last four years there has been an increase in the Leeds learning disabilities population of about 5%. This growth is particularly focussed amongst younger people with the most profound needs for care.

In addition we know that many people have dual equality characteristics which can increase the barriers they may have in accessing services eg

- Women are more likely to have a limiting health problem or disability; 17.7% of all women and 15.4% of all men have a limiting health problem or disability;
- Just over 4,600 young people (aged 0-15 years) have a limiting health problem or disability;
- Just under 57,000 older people (aged 65 and over) have a health problem or disability."

The proportion of people who say they are Christian is lower in Leeds (55.9%) than across the whole of England and Wales (59.3%), while the proportion of people who say they have no religion is higher (28.2% and 25.1% respectively) and; compared to England and Wales, Leeds has higher than average proportions of people stating their religion as Jewish (0.9% compared to 0.5%), as Muslim (5.4% compared to 4.8%) and as Sikh (1.2% compared to 0.8%).

The 2011 Census collected information on civil partnerships for the first time, reflecting the Civil Partnership Act 2004 which came into effect in the UK on 5

December 2005. Married people account for 41.5% of adults in Leeds; 0.2% of adults in Leeds are in a registered same-sex civil partnership, mirroring the rate for England and Wales and; 40.8% of adults in Leeds are single (never married or never registered in a same-sex civil partnership), much higher than the England and Wales rate of 34.6%. We do not publish data relating to transgender as due to small numbers individuals would be easily identified.

As a growing city Leeds is seeing significant changes to the make-up of the population, in particular...

- We have an ageing population; as the baby-boomer generation grows older there will be implications not only in terms of public services, ensuring that older people get excellent care and support when they need it and are enabled to live independently, but also in terms of the labour market as we make the most of the skills and talents that everyone has to offer.
- In the last decade the BME population in the city has increased from 11% to 19%, and the number of residents born outside of the UK has almost doubled. There have been many localised impacts across the city - with complex, related issues such as 'national identity', language proficiency, transient populations and variations in birth rates that in turn influence service provision and the wider interface between communities.
- In part linked to demographic change, in part linked to wider social change, patterns of faith have also changed across the city - different ethnic and religious groups have very different age profiles and understanding these differences are key to helping plan and deliver the appropriate services.
- Economic and social deprivation remains concentrated in specific localities, with long-term challenges such as access to employment, poor housing, language and literacy, skills, health and care responsibilities, being compounded by the recent welfare changes. According to the Index of Multiple Deprivation, over 150,000 people in Leeds live in areas that are ranked amongst the most deprived 10% nationally more than 20% of the city's population. While the impact of poverty on children can be found in all areas of the city, two of our wards have over 40% of children in poverty.

## Section 2

### Progress in Equality Improvement Priorities 2011 -2015

#### Equality in action ...

The following provides an overview of the 2011-15 equality priorities with examples of what we have done to make a difference. The priorities were developed in line with, and to compliment, the council values and the best council business plan. This update is not intended to provide a comprehensive view of all the work that has been undertaken, but rather to provide a flavour and examples from across all services. More detailed information against each equality objective is included in the annual reports which were produced in 2012, 2013 and 2014.

<http://www.leeds.gov.uk/council/Pages/Equality-improvement-priorities.aspx>

Much of the work described will continue alongside and/or are embedded within the new priorities which have been established for 2016 –20, and where this is the case it is clearly indicated alongside the priority information.

The 2011-15 equality priorities were developed alongside the council values and the city priorities, and relate to these areas. The progress information is therefore organised in the same way, beginning with the equality priorities relating to the council values, and then looking at the equality priorities relating to each of the Best Council City Priorities

#### Equality Priorities in relation to the Council Values

There were a number of agreed equality objectives which responded to the council values which are:

- Working as a team for Leeds
- Being open, honest and trusted
- Working with communities
- Treating people fairly
- Spending money wisely

Examples of how we have met each of these, and our approach to them is included below:

**Equality objective:** There is good evidence of the equalities profile of Leeds based on national and local data which is regularly reviewed

**Progress:** The demographics of Leeds continues to inform our work and we actively strive to understand where there are differences in outcome for different communities. Our demographic evidence (overview in Section 1) is included in the Observatory (<http://observatory.leeds.gov.uk/>) and this is used widely, both in terms of service delivery, understanding our workforce and to develop our equality improvement priorities.

We use both qualitative and quantitative data to help us understand the position. We



therefore ensure that there is robust consultation and engagement which informs what and how we try to improve services.

By using and reviewing the data and engaging with communities we can improve access to services and facilities as the example below shows:

**Allotments and Equality Monitoring** We wanted to ensure that issues of equality were being considered on allotments, e.g. when serving eviction notices, managing waiting lists and general consideration to accessibility. Responses to a survey showed that 23% of allotment holders have a mental health condition; 3.1% have a physical impairment; and users are predominately male.

The results of the summary were shared with the self-managed allotment associations who were encouraged to be aware that a percentage of their allotment plot holders would likely have a mental health condition and to take this into consideration with any communication with plot holders. In relation to this, Allotment Associations reviewed their procedures with some updating their allotment rules.

Many allotment sites are reliant on using temporary chemical toilet facilities; there was a need for better toilet facilities and to provide better access for those with mobility issues. Using the equality data analysis and raising the value and importance of an allotment site, enabled some sites to secure grant funding for better toilet facilities.

**Equality objective:** Equality groups are integrally involved in consultation and engagement activities

**Progress:** All consultation and engagement opportunities strive to engage the appropriate groups including all equality characteristics. Work is currently taking place to strengthen their involvement with locality working eg through community committees.

The Equalities Assembly continues to be one of the ways in which we engage with equality groups. Specific examples have included workshops around:

- Better lives
- Transport

Examples of where we have consulted equality groups and the difference this has made have included:

**Out 2 18 and Transtastic** Out 2.18 and Transtastic is a youth group that provides a safe and secure location for people who identify as Lesbian, Gay, Bisexual, Transgender, Questioning (LGBTQ). This is one of the few places that allow attendees to feel confident in their sexuality.

The group has been involved in fun, supportive and influencing activities including attending the Youth Pride Games in Manchester 2013, working with Blast - an organisation who works with boys and young men around child sexual exploitation, and working with the Fixers media project to produce a website for young LGBTQ

youths. The outcomes for young people in the group include:

- Learning skills that help them make informed choices and stay safe
- Improve service provision for LGBTQ people by challenging the way things are done
- Building confidence and self esteem

**Signing the Covenant between Religion or Belief Organisations and Leeds City Council** In summer 2014, a report titled 'Leeds City Council - Taking Religion or Belief Seriously' was produced. One of the recommendations was for the council to publish a clear strategy for engagement with religious communities.

Working with Leeds Faith Forum, the council have set out the relationships between the council and religion or belief organisations in the city. The Covenant, which is a joint commitment between faith communities and local authorities, will practically focus on developing the following key areas of work:

- Sharing examples of work already being undertaken, in particular best practice.
- Ensure the council and the religion or belief sector share learning and development opportunities where possible.
- Provide clarity around the availability of support and funding from the council and Third Sector.
- Ensure the religion or belief sector take part fully in city wide and local community consultations to inform the delivery of public services.

All key religion or belief organisations along with the council have signed the Covenant. Leeds Faith Forum is acting as the key delivery partner and a working group formed from the Third Sector Partnership is to monitor the covenant.

**Tenant Empowerment** As a result of information from responses from the STAR survey (tenant satisfaction survey 2013) the following projects were developed:

- Leeds Parent Champion Project: to improve parenting skills and improve cultural awareness, within Burmantofts' large BME population, a pilot was run (summer 2014) in partnership with the Together Women's Project and facilitated by Total Families. Free 6-8 week courses for 16-45 year olds were held. Topics covered included 'supporting parents with children with disability' and 'improve families' opportunities to be heard'.
- HUGO (Helping You Get Online): the STAR survey showed that 50% of tenants citywide had internet access in their homes (not including mobile devices), and in some areas (e.g. inner south) the figure was as low as 47%. This project involves a digitally enabled bus bringing an internet style cafe to the doorstep. It does this by flooding free Wi-Fi across each neighbourhood that it visits. The project, assisted by volunteers, was created in partnership with Leeds Federated, First Bus, Job Centre Plus, IGEN and Learning Partnerships.

These projects have resulted in improving skills, increasing community involvement and reducing anti-social behaviour.

**Equality objective:** Councillors and officers have a reputation for championing equality issues relevant to Leeds and ensuring they are taken into account when making major decisions

**Progress:** At all stages there has been strong political and officer leadership around the equality agenda, including with a clear focus on poverty. We have had two performance indicators which have enabled us to be clear about the extent to which decisions have taken equality and consultation consideration into account. These have been beneficial and helped us learn. However, the assessment of the indicators was made retrospectively and, whilst useful in terms of providing feedback to officers undertaking these decisions, it was less helpful in terms of informing the decisions under review. They have helped us to put a 'spotlight' on equality in the decision making process.

There is a member champions working group which is a cross-party forum involving elected members from all the main political parties: Labour, Conservative, Liberal Democrat and Green, and it is chaired by the Assistant Chief Executive. The forum addresses and challenges progress against the council's equality priorities.

Scrutiny have, in the last year have led inquiries into domestic violence, including a focus on female genital mutilation, and on migration. Both of these have further informed the agendas and led to specific work being taken forward to address these areas.

On an individual basis leaders are keen to support equality and 2 examples follow:

**Olewale Symposium** 17 April 2015 – The Leader of the Council (2003-4 and 2010-15), Cllr Wakefield attended to give his support and during his speech he reiterated that Leeds will not tolerate racism and said that 'Leeds is a City of Sanctuary within the UK wide network of Cities of Sanctuary, and we are striving to make this concept a reality, with Leeds as a safe and welcoming place for everyone'

**Female Genital Mutilation NHS conference** 24 February 2015 – Tom Riordan, Chief Executive, spoke at the conference and reflected on the current position and progress which had taken place since the first city region conference on FGM which was held in Leeds in September 2014 (where both Cllr Blake, elected Leader of the Council 2015, and James Rogers, Assistant Chief Executive, spoke). He said that he was pleased that Leeds was working together as a city to eradicate female genital mutilation, which was totally unacceptable.

**Equality objective:** To make Leeds City Council an 'employer of choice' for people from groups in our communities whose diverse backgrounds are not yet fully represented in our workforce

**Progress:** Work is continuing to encourage self-identification and disclosure, and to ensure there is an open and welcoming culture. This priority continues to be an equality improvement priority for 2016 – 2020.

Since 2011 there have been a variety of projects and work areas taken forward to

strengthen the open and welcoming culture and examples are:

**Graduate programme:** BME testimony Below is the testimony of a BME member of staff on the council's graduate programme:

The graduate programme has presented me with some fantastic opportunities. I have helped to organise a key regional event in the Education Summit 2015, I have been involved in a cross council project on safeguarding, and I have become a governor at a primary school in Leeds, which has been great in better understanding my role within Children Services.

With a strong support network from colleagues and with opportunities to develop and strengthen my skills and knowledge; working in Leeds City Council has been a very positive experience. I look forward to developing my career further.

**Equality Objective:** To improve opportunities for progression to senior levels in the organisation particularly for black and minority ethnic and disabled staff

**Progress:** There are a range of development opportunities which have been developed over the last 4 years, which are aimed at supporting people to reach their potential within the council. One example is around mentoring and the following gives an individual's experience of participating in this:

**Mentoring made a difference to me** – personal testimony from a disabled member of staff about being mentored:

I found out about the opportunity for mentoring through the Disabled Staff Network and I jumped at the chance. My mentor asked me what I wanted from being mentored, so I have been focusing on building my skills to be able to advance my career. She is a great listener, she encourages me, sets me challenges, and helps me explore my reluctance to deal with certain situations. She is warm and friendly. Most importantly, my mentor is in my corner.

**Equality objective:** To demonstrate increased engagement, year on year, for staff from groups whose diversity is not yet fully represented in our workforce.

**Progress:** The council continues to support the corporate staff networks which represent BME, women, LGB T, and disabled staff. These are largely self-managed groups, whose chairs meet on a regular basis with the Assistant Chief Executive, Head of Equality and a Head of HR as the Diversity Staff Forum. This provides a conduit for discussions and concerns to be raised.

The example below focussed on the further development of the LGB T hub:

**LGB T Hub and Staff Network Working in Partnership** Work has been undertaken to align the internal LGBT Staff Network more closely with the Councils LGB T consultation Hub.

A staff survey, open to all staff not just LGB T, has attracted 40 new members to the Staff Network mailing list. However, numbers willing to attend meetings and events were low with most only wanting to receive electronic communication updates.

To address this, members of the Staff Network were actively encouraged to take part in Hub events. Now, regular meetings are taking place with the Staff Network organiser and Hub organizer to ensure that resources (including staff time and budget) are shared as effectively as possible.

Marketing and communications go to both mailing lists where appropriate. The venue for the Hub meetings changes from meeting to meeting to encourage a wider participation. A social element has also been added to the end of meetings. Also, social media has been used to communicate with other pre-existing LGB T networks. In addition, targeting of sub-groups such as women, Trans and BME has also taken place, sometimes via other agencies.

There have been a lot of positive outcomes from the changes. For example, volunteers have come forward to write a Terms of Reference for the Hub and set up a Bi sub group and to work on proposals for an LGBT Community Centre.

Further proposals are being developed to focus on Trans, BME and Women's issues. The Hub / Staff Network is also discussing assisting with setting up an LGB T Professionals Network in the city and working with a private sector sponsor (a large construction company) who wish to support LGB T issues as part of their Corporate Social Responsibility.

## **Equality priorities in relation to City Priority**

### **Reduce crime levels and their impact across Leeds**

**Equality objective:** Address the impact of burglary on vulnerable communities

**Progress:** Burglary rates dropped significantly after this priority was developed and therefore resources and attention were diverted into other priorities including domestic violence

**Equality objective:** Tackle domestic violence and protect and support the most vulnerable young people

**Progress:** Domestic violence was identified in 2014 as one of the council's breakthrough projects. This highlights the importance of this issue to the council and provides a focus on cutting through traditional boundaries and engaging partners and communities differently.

This priority continues to be an equality improvement priority for 2016 – 2020.

An action plan was developed as described below:

**Domestic Violence Local Action Plan** On 3 September 2014, members participated in a domestic violence workshop which brought together participants from a range of partners. These partners included: Housing Leeds; Asha; Hamara Centre; Leeds Domestic Violence Team; Leeds Safeguarding Team; West Yorkshire Police; the JESS; Beeston, Cottingley, Middleton clusters; members of the public from across the inner south area.

After a brief presentation about the new city wide Domestic Violence Strategy and an action plan, the group was presented with a local flavour of the domestic violence issues affecting inner south Leeds. The group then split into three discussion groups covering each of the three wards which make up inner south: City and Hunslet; Beeston and Holbeck ; Middleton Park.

Participants were given the opportunity and space to talk about domestic violence and abuse and the way it manifests itself in relationships. A particular challenge is recognising domestic violence and abuse in a relationship. Examples of this discussed include: controlling behaviour in relationships between young people; emotional and financial control in a relationship; intergeneration violence and abuse; domestic abuse for individuals living in extended families; the way domestic violence and abuse manifests in different communities who make up inner south Leeds.

Following the workshop, a local action plan was drafted and services are currently discussing how the action plan can be resourced. This supports the wider strategy for Leeds.

**Equality objective** – To improve city wide approaches to dealing with hate crime

**Progress:** There has been a slight rise in reported incidence over the last year. This is seen as a sign of success in improving confidence in the systems and therefore increasing reporting. In addition to increasing reporting the focus is on decreasing repeat incidents. The current Hate Crime Strategy for Leeds was developed in 2014 and this outlines the approach taken to challenge, report and stop hate crime.

This priority continues to be an equality improvement priority for 2016 – 2020.

An example of work is below:

**Hate Incident Reporting System for schools and children's settings in Leeds**

In autumn 2014, the Children's Services Equality and Diversity Board implemented a revised process for reporting hate incidents in schools and other children's settings. Pre- 2014, hate incident reporting only focussed on schools and academies (excluding other children's setting such as children centres) and didn't meet the requirements of the latest equality legislation (for example: in terms of the breadth of protected characteristics) nor of Ofsted's new inspection framework. Collecting numbers of incidents rather than specific details of incidents made it difficult to track

the impact of the interventions which were implemented.

The new process was developed through a multi-agency approach which brought key stakeholders together to develop preventative strategies in order to ensure that children and young people feel safe and supported. The new system encompasses all hate incident categories and provides intelligence and support for addressing issues, identifying incidents and patterns within communities.

Hate incidents and bullying can potentially have a detrimental impact on the experience of children and young people growing up in Leeds. This system is an attempt to develop a coordinated city wide approach to monitoring and tackling hate crime and bullying, including responding to patterns of activity at both school and cluster level. It provides invaluable intelligence and assists in the delivery of the Children and Young People`s Plan and the Leeds Hate Crime Strategy.

**Equality priority** – To increase a sense of belonging that builds cohesive and harmonious communities

**Progress:** With increasing focus in recent years on migration we are keen to ensure that our ambition to be an open and welcoming city is a reality for everyone. We recognise the tensions that can arise as new people come into our city and we want to ensure that there is understanding and respect on both sides. Work continues to encourage innovative ways of doing this. One example is the ‘Conversation dinners’ arranged for local residents, in Chapeltown, Harehills, and Alwoodley. People came together to share good food and chat with neighbours they had never met before. The events were enjoyed by all who attended with everyone meeting new people, particularly people from different walks of life and backgrounds.

This priority continues to be an equality improvement priority for 2016 – 2020.

Another example of work is below:

**Migrant Access Project** (MAP) is very important to Leeds City Council to help reduce pressures on statutory services and to help new arrivals settle in Leeds.

Two hour weekly drop-in sessions are delivered in partnership with Touchstone and Public Health. Members drop in to share their successes as well as their issues. Those who are unable to attend are offered the opportunity to a separate one to one with the Commissioning Officer for the MAP or the Community Development Worker at Touchstone. Services have been informed of the drop in and are invited to attend, some services such as Leeds Skyline (works with mainly African communities in preventing and testing of HIV), Niche tobacco, Voluntary Access Leeds have continued to attend drop-ins to learn about the migrant community network and to support their activities. Members of the Migrant Community Network (MCN) raise concerns and possible solutions, request support needed in order to meet the needs of their communities.

Through the project, members are fully supported and connected to services who

both understand and are able to support their needs. The project helps members to build their confidence and also provides the necessary support to help members to integrate.

Since the drop-in started in June 2014, there have been 27 drop-ins and 199 visits. A total of 11 services have attended - a mix between the public and third sectors.

## **Equality priorities in relation to City Priority**

### **Maximise regeneration investment to increase housing choice and affordability within sustained neighbourhoods**

**Equality objective:** Ensure that housing and regeneration investment meets the changing needs of individuals and communities

**Progress:** There is increasing change in the demographics of Leeds which impacts on the housing requirements. We are constantly reviewing this to ensure that we understand the changes and are able to respond to these in a timely way. Our housing strategy has been developed to help us do this and the example below gives more details:

**Increasing housing provision, to meet the changing needs of individuals and communities and to provide choice and affordability** Leeds has one of the fastest rates of population growth in the UK. Analysis of the census from 2001 – 2011 illustrated the population of Leeds had increased by 5.1%, from 715,600 to 751,500. Research identified that households headed by women with children, BME groups and those living in social rented housing are more likely to live in overcrowded or substandard housing. Almost 40% of Council tenants identify themselves as disabled or with long term ill health. In addition there are significantly high numbers of BME people and disabled people who are unemployed.

To meet increasing housing demand, the council has embarked on the largest programme of council housing development in the city, working with partner agencies and departments such as City Planning to increase housing choice and affordability within sustainable neighbourhoods. The Council Housing Growth Programme will provide 1500 new council homes including 750 new build; bring back 400 long term empty properties into use and the acquisition of other new properties directly from private developers.

To ensure that these new properties are let sensitively to meet the needs and aspirations of tenants, individual local lettings policies have been developed for each of the new build sites to allow the council to respond to local needs and have a localised approach to the letting of specific property type. The vision for Leeds is to be a compassionate, caring city that helps all its residents to benefit from the effects of the city's economic growth. The focus is on creating the right conditions for the economy in Leeds to prosper and as a consequence of the growth, reduce the inequalities that exist in Leeds.



In comparison to the city wide average of 33% properties offered to non-white British applicants in 2014/15, a total of 109 new build properties have been successfully let to date as part of Little London and Beeston Hill and Holbeck Regeneration Project. A breakdown of lettings is given below:

- 50% of properties are let to people who were overcrowded
- 58% of properties are let to women who were the main applicant.
- 39% of properties are let to Black/Black British.

**Equality objective:** Improve housing conditions and energy efficiency

**Progress:** This priority continues to be an equality improvement priority for 2016 – 2020.

The example below sets out work which has taken place in Armley to improve heating efficiency.

**Introduction of Biomass Heating in Armley** Leeds has continued to make informed investments to ensure housing conditions are of a good standard. These investments include removing less efficient heating systems and replacing them with modern, low carbon alternatives. Work is currently in progress to install a Biomass heating system at three sites in Armley: Phil May Court, Armley (a sheltered complex of 30 one bed flats), and two multi story flats Clyde Grange and Clyde court, 200 high rise flats. The new Biomass system will provide heating and hot water to all dwellings and it is anticipated that it will achieve at least a 10% reduction in energy costs for the residents. The provision of low carbon and affordable heating will contribute to the city's priority of tackling fuel poverty and carbon reductions. The project is underway and it is anticipated it will be completed by December 2015. Fuel poverty is broadly defined as households on lower incomes living in a home which cannot be kept warm at a reasonable cost. Fuel poverty is usually a result of three interacting factors: low household income, low energy efficiency standard of a property and high fuel prices.

The Biomass district heating scheme in the Phil May court and The Clyde's will provide green energy and give tenants controllable heating and hot water facilities, allowing them to monitor and manage their own energy consumption. In addition, Housing Leeds has a £12 million investment programme to upgrade or replace domestic central heating installations. A significant proportion of this spend is the removal of inefficient heating systems for new, more efficient system and the introduction of gas heating systems in up to 500 properties, currently serviced by electric storage heaters.

## Equality priorities in relation to City Priority

### Increase the number of people supported to live safely in their own home

**Equality focus:** All citizens of Leeds will have access to, and benefit from, joined up services provided by integrated health and social care teams

**Progress:** The council is working hard to ensure that services are joined up and that there is easier access to services by the citizens of Leeds. A major area of work has been in relation to the health and social care teams, in order to bridge the potential gaps that can occur when an individual is receiving care from both the health sector and social care.

This continues to be an equality improvement priority for 2015-18, and information in relation to this is included in section 3. An example of how working across teams and organisations benefits the family follows:

#### **Families First Programme: Domestic violence / parental mental health issues**

The circumstances in this particular household involved a Mum who was addicted to prescription medication. She was struggling with parenting and needed support to apply behaviour strategies within the home, including bedtime routines.

In addition, the family had financial issues and needed support to increase household income and ensure the house had appropriate beds etc. for the children. The mother had also experienced significant domestic violence from a former partner, some of which had been witnessed by her children. The emotional impact had led to school attendance issues and limited involvement in leisure activities. The extended family also had support issues.

Intervention was led by the Health for All Families First keyworker. This intervention included: home visits; close working with the Targeted Services Leader; addiction support; self-esteem and confidence support; support to get job ready; support to the extended family; advice on health; access to social activities. Positive outcomes from the interventions included:

- The children's presentation, attainment and attendance at school improved.
- A restraining order against the ex-partner was secured.
- The family are more financially stable.
- Mum is engaged in appropriate treatment for her substance misuse.
- Mum is continuing to engage with key worker support to enhance her approach to parenting in the home

**Equality objective:** To promote achievement of agreed personal outcomes (including increasing access and equity of access to services) across all equality characteristics to encompass all communities and citizens of Leeds

**Progress:** This priority continues to be an equality improvement priority for 2016 – 2020.

The information below is an example of work which has taken place to progress this

objective

**Transforming Day Provision for people with Mental Health Needs** Day service provision in Leeds, for people with mental health needs, has always been made up of a mixture of council run and voluntary sector provision. These provide both building based and community services. Responding to need, significant financial challenges, and a reduction in grants a review was undertaken in 2011 to ensure a model of service provision was in place that used resources effectively and efficiently to deliver positive outcomes for service users.

The review included: research and analysis of existing provision and potential need; an audit of service usage across all day services; extensive consultation and engagement activities with all interested stakeholders, with significant contributions from existing service users. This was then used to inform the proposed new provision for the Mental Health Recovery Service, the tendering process and contract specification and future monitoring of service provision.

The following outcomes are as a direct result of involving service users:

- Setting up the Mental Health Advisory Board (the body overseeing the transformation programme) which included a specific requirement within its constitution for a co-chair role, to be filled by a service-user representative – ensuring the voice of service users is always heard
- Agreement to continue work supporting those people concerned with the term ‘recovery’ – concerns had been raised during consultation about what a recovery service would mean to people and specifically whether this would lead to discharge, some felt they would ‘never recover’
- user led recovery groups in addition to staff led recovery groups

**Equality objective:** All citizens will have access to appropriate services and or support, with assistance to develop appropriate services from within the community

**Progress:** This priority continues to be an equality improvement priority for 2016 – 2020.

The information below is an example of work which has taken place to progress this objective

**Community Consultation of Leeds Adult Social Care directly managed BME Day services for older people** Adult Social Care manages ten day-centres for older people. Two of these centres (Apna and Frederick Hurdle day centres) provide specialist support to Black and Minority Ethnic communities. A review was undertaken taking into account: the needs of existing and potential service users; take up of current service provision; demographic data; research into other complimentary services within Leeds and financial pressures.

An important aspect of this was involving people who currently use these services, their carer’s and family as well as other interested groups such as: staff; elected

members; trade unions; partner organisations. All methods of engagement were used including workshops, questionnaires, briefings with trade unions and staff, letters to GP's and establishing a reference group. This was designed and done jointly with the council and Leeds Involving People, a service user and carer organisation.

Although service users could and did use these mechanisms it was also felt that some people may find it difficult to express their views, experiences and concerns in such settings. So 1-2-1 meetings were arranged with all service users. Adopting a co-production and co-design approach meant that everyone who participated was able to be involved in the design of a service that would meet the needs of the diverse communities.

Outcomes of discussions included:

- Some people preferring ASC continuing to manage the service, but the majority recognised that keeping things as they are is not viable
- Suggesting a partnership with a voluntary sector provider taking over management of the two services and delivering a wider range of day support to BME communities – was the preferred model
- Recognising that there should be better links should be established with local BME community groups and Neighbourhood Networks
- Proposing the centres should have a wider remit in relation to the services on offer, explore opening to a wider client group and operate as a Community Resource Centre
- Recognising that existing resources within BME communities should be more effectively used, in particular volunteering opportunities

## Equality priorities in relation to City Priority

### Do well at all levels of learning and have the skills for life

**Equality objective:** Support children from all equality communities to be ready for learning

**Progress:** This priority continues to be an equality improvement priority for 2016 – 2020.

The information below is an example of work which has taken place to progress this objective

**Every Disabled Child Matters Charter (EDCM)** Councillor Judith Blake signed the revised EDCM 'Local Authority Disabled Children's Charter' on behalf of the council enabling Leeds to fulfil its pact with disabled children and to put them at the heart of all future decisions which impact upon them. A comprehensive audit was undertaken to assess whether Children's Services and its key partners were meeting the commitment of the charter, which identified some areas for improvement.

A 'monitoring plan' was created, implemented, monitored and revised on a regular

basis. Progress against the monitoring plan and the charter in general is reported regularly to the Complex Needs Partnership Board and Children's Trust Board .

As a result, the following areas for disabled children and their families have been improved:

- Better and additional short breaks.
- Joint working and a coordinated approach through disabled children working group.
- Access to child care for working parents of disabled children.
- Empowerment and participation through parents groups and forums.
- Early support and improved transition for disabled young people to adult services.
- A sub-group of disabled children under Leeds youth council to increase their voice and influence.

## Equality priorities in relation to City Priority

### Create more jobs and improve skills

**Equality objective:** Increase access to employment opportunities and up skill the workforce

**Progress:** This priority continues to be an equality improvement priority for 2016 – 2020 with a focus on mental health, and apprenticeships. The council is keen to focus on both skills to enable people to be successful in the work place, and in promoting work. The example below highlights a project to ensure language provision is accessible, so that people are closer to the job market

**Learning English in Leeds Website** English for Speakers of Other Languages (ESOL) provision used to be overseen by Skills for Life. Despite central government funding cuts, which have had a negative impact on ESOL provision nationally, Leeds has continued to provide ESOL. The main provider is Leeds City College, with more provision now in the hands of the voluntary and private sector.

Research and analysis undertaken in 2010 identified patterns of ESOL provision, funding and attendance were complex. Key to this was access to information about ESOL provision across the city.

The Learning English in Leeds website made a difference to students and professionals by providing:

- An accessible and comprehensive online directory of ESOL provision in Leeds
- A 'one stop shop' for adult migrants wanting to develop their English language skills, and for advisers
- Assisting new arrivals in finding the most appropriate ESOL classes and planning their progression across provision in Leeds

- Space for the ESOL sector in Leeds to develop practice and plan strategically to meet the language education needs of learners

Website: [www.lel.help](http://www.lel.help)

## Equality priorities in relation to City Priority

### Support the sustainable growth of the Leeds economy

**Equality objective:** Improve financial inclusion

**Progress:** This priority continues to be an equality improvement priority for 2016 – 2020.

The example below gives an indication of work which is taking place

**Welfare Benefits Advice** Welfare Benefits were approached by members of the Bangladesh Centre Committee in Harehills who were concerned about the lack of advice services available to members of the Bengali speaking community who were not confident with their English. As a result of this, a pilot of welfare advice surgeries was set up within the Bangladesh centre on Roundhay Road.

The surgeries were supported by a local Bengali interpreter and advice workers provided for free from GIPSIL's welfare team, a voluntary sector serving the local community.

Detailed evaluation is currently taking place on the project however initial feedback is that residents are:

- now accessing services that they feel comfortable using
- seeking more informal advice that reduces the risk of being misadvised
- needs are being identified and addressed at an earlier stage reducing the need for crisis intervention

**Leeds City Credit Union stories** The Leeds City Credit Union has assisted numerous people with saving, debt advice and solving debt issues. Below are 2 examples.

**Mrs X** had rent arrears of over £3k. She was signposted to a Money and Budgeting Support Officer (MABS) which assisted her with reducing her arrears prior to appearing in court in regards to her tenancy. Mrs X works in a supermarket and worked overtime in an attempt to save as much money as possible. Despite this, struggling to budget after separating from her husband, LCCU intervention saved Mrs X's tenancy and also saved Housing Leeds the cost of court proceedings to have her evicted.

**Mr and Mrs Y** were struggling with numerous debts after finding themselves on benefits for the first time in their lives. Both of them were in a serious car accident

leaving Mr Y to act as Mrs Y's carer. Also, Mr Y incurred injuries that caused his HGV license to be revoked. Mr and Mrs Y are proud people and were initially resistant to LCCU's help.

These financial pressures led to anxiety and further health issues. Ultimately, LCCU attended several appointments with Mr and Mrs Y including two home visits to tackle all their debts and open a budget account. Mr and Mrs Y subsequently started paying into a LCCU bill paying account for 7 months and cleared their rent arrears. They are feeling happier and their health has improved.

## Equality priorities in relation to City Priority

### Improve journey times and the reliability of public transport

**Equality objective:** Enable access for all to local services, education and employment centres by public transport

**Progress:** Work with partners has continued and will do so. There has been discussions via the Equalities Assembly which resulted in some specific work eg with the Youth Council about bus prices, a workshop led by WYPTE around equality and diversity issues. As a result of these a good working relationship with WYPTE has been developed, and when they want to engage with customers (usually around disability) eg trolley bus (see example below), 20 year transport strategy, they approach the Equalities Assembly.

### New Generation Transport Project

Leeds City Council in partnership with the West Yorkshire Combined Authority has been working on the development of the New Generation Transport (NGT) scheme for Leeds since 2007. NGT would see the creation of a 14.3km rapid transport network running from South to North Leeds via the city centre. At a capital cost of £250m, it is one of the largest investments in UK transport infrastructure outside London. One of the City's main transformational projects, the NGT trolleybus scheme is key to creating an integrated rapid transport network for Leeds to support the city's future development, transform public transport and offer a real and attractive alternative to travel by car.

A significant amount of consultation has taken place with members of the public, residents and businesses dating back to 2008. In November 2013 the NGT project team established the 'Equality Access User Group' (EAUG) to specifically advise on the development of the NGT project. The purpose of the group is to act as the 'voice of the customer', in order to provide the NGT Team with a practical understanding across a range of equality characteristics, on the equality access issues involved in providing Leeds with a trolleybus system throughout the key milestones of the NGT scheme.

The issues and possible solutions that have been identified to date have been fed back into the design process for NGT and it is envisaged that this iterative process

will continue at each stage. Establishing the EAUG has helped to develop a constructive working relationship with equality representatives that is adding value to the development of the designs for NGT. Members of the EAUG group have expressed their support for the process that has been established to identify and action equalities issues on the NGT project and have cited it as an example of good practice.

## Equality priorities in relation to City Priority

### Get more people involved in the city's cultural opportunities

**Equality objective:** Increase participation in Leeds' cultural and sporting opportunities

**Progress:** Considerable work has taken place to ensure everybody can participate in the cities big sporting events such as the Tour de Yorkshire where we provided disabled viewing areas, with adjacent parking and fully accessible toilet facilities, at the finish line This priority continues to be an equality improvement priority for 2016 – 2020.

The example below gives an indication of work which is taking place

**Leeds Museums and Galleries – volunteering** Effort continues to be made to attract a diverse array of people to become volunteers at Leeds Museums and Galleries. Analysis of equality data supplied through volunteers application forms, findings from an on-line survey, feedback from Volunteer Managers and Voluntary Action Leeds networks and lessons learned from previous volunteering projects identified under-representation of men and Black and Minority Ethnic people volunteering, particularly in Museums and Galleries.

A number of actions were identified to increase volunteering in general but also to target those under-represented groups. These include for example:

- Creating broader advertising opportunities through Voluntary Action Leeds and producing some targeted advertising
- Ensuring that volunteering opportunities are flexible enough to meet the needs of volunteers and the service
- Arranging visits to communities and organisations to spread the word about volunteering opportunities.
- Making connections with people by collecting oral stories and 'objects in a suitcase' – these will form changing and emerging history
- Offer a range of projects at Temple Newsam, other museums and within communities.
- Write to all key BME organisations and societies across the city to arrange publicity sessions.
- Use current volunteers to help sell the benefits of volunteering e.g. social and confidence building

Over time these actions have led to the following outcomes:



- Improved the diverse representation of volunteers
- Increased the range of volunteering opportunities
- Capturing people's stories and journeys that will contribute to the rich history of Leeds
- Gained positive feedback from volunteers and sharing their time to promote motivation and to recruit new volunteers

**Equality objective:** Enhance the quality of Leeds' parks

**Progress:** Work continues to develop play areas that are accessible for children with disabilities eg next to the car park at Temple Newsam, and to take account of local people's thoughts eg Norma Hutchinson Park in Chapeltown. There has also been a refurbishment at Middleton Park which makes it more accessible in terms of the café, car park and footpaths.

This priority continues to be an equality improvement priority for 2016 – 2020.

The example below gives an indication of work which is taking place to make sure that events held in parks are more inclusive.

**Volunteer Access Stewards Scheme at Leeds City Council Outdoor Events** The need for specialist stewards at LCC events was identified in 2014 based on feedback from disabled customers, and officers (LCCs Access Officer and the Events Team). This feedback highlighted that some disabled people attending events would benefit from being able to identify stewards on site who could provide specific information on the accessible services and facilities provided at events. It was also identified that accessible services and facilities which were provided at events sites required supervision/ management to avoid mis-use or abuse by people who did not require them.

Introducing the Access Stewards has enhanced the experience of many disabled visitors. Through good practice, the council hopes to create a culture of confidence in the disabled community such that all disabled users have no 'perception' of barriers when considering attending an event. The council has made a commitment to always endeavour to 'go beyond the minimum' in terms of provision of accessible services and facilities.

## **Summary of Our Equality Improvement Priorities 2011-2015**

This list below shows all our 2011-15 equality priorities which are explained later in more detail in section 2. Many of these priorities are continuing into 2016-20 (these are shown by \*), as there are still gaps in outcomes that we have prioritised as areas to address. Section 3 gives more details of the 2016-2020 equality priorities

### **Equality Focus in relation to Council Values:**

- There is good evidence of the equalities profile of Leeds, based on national and local data, which is regularly reviewed
- Councillors and Officers have a reputation for championing equality issues and ensure that the equality issues relevant to Leeds are taken into account when making major decisions
- Equality groups are integrally involved in consultation and engagement activities
- To make LCC an employer of choice' for people from groups in our communities whose diverse backgrounds are not yet fully represented in our workforce\*
- To demonstrate increased engagement, year on year, for staff from groups whose diversity is not yet fully represented in our workforce\*
- To improve opportunities for progression to senior levels in the organisation particularly for black, minority ethnic and disabled staff\*

### **Equality Focus – Best City for Communities**

- Address the impact of burglary on vulnerable communities
- Tackle domestic violence and protect and support the most vulnerable young people\*
- Improve citywide approaches to dealing with hate crime\*
- There is a sense of belonging that builds cohesive and harmonious communities

### **Equality Focus – Best City to Live**

- Ensure that housing and regeneration investment meets the changing needs of individuals and communities\*
- Improve energy efficiency\*

### **Equality Focus – Best City for Health and Wellbeing**

- All citizens of Leeds will have access to, and benefit from, joined up services provided by integrated health and social care teams\*
- We will promote achievement of agreed personal outcomes (including increasing access and the equity of access to services) across all equality characteristics to encompass all communities and citizens of Leeds\*
- All citizens will have access to appropriate services and or support, with assistance to develop appropriate services from within the community\*

### **Equality Focus – Best City for Children and Young People**

- Support children from all equality communities to be ready for learning\*

### **Equality Focus – Best City for Business**

- Increase access to employment opportunities and up-skill the workforce\*
- Improve financial inclusion\*
- Enable access for all to local services, education and employment centres by public transport
- Increase participation in Leeds cultural and sporting opportunities\*
- Enhance the quality of Leeds' parks\*

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## Section 3

### Equality Improvement Priorities 2016- 20

#### ***Our Approach to Protected Characteristics***

We have taken into account the protected characteristics as required under the Equality Act 2010. In addition we are conscious that a number of the protected characteristics are disproportionately represented in those living in poverty and we also recognise poverty as a barrier that limits what people can do and can be. Priorities are therefore included that address poverty.

We are conscious that there is not an equality priority for every protected characteristics but all characteristics are taken into account. We are committed to equality for all our citizens and believe that improving a service for one community will have knock on effects for all. We will continue our work across all the protected characteristics, whether or not there are specific equality improvement priorities which are explicitly focussing on them. We will consider all communities when we give due regard to equality at both strategic and operational activities. This will include through work taken forward by services and through our staff networks and Equalities Assembly work

#### ***How we have developed our priorities***

**Our Equality Improvement Priorities for 2016-2020** have been informed by knowledge captured in a variety of ways including during the development of our Best Council Plan and our budget setting process. They link closely to these as they are the overarching priorities for the council.

The **Best Council Plan** (BCP) sets out what the council will do to help improve the lives of local people and how we will measure progress in delivering better outcomes across Leeds. For 2015/16 the council has 6 strategic objectives:

- 1 Supporting communities and tackling poverty
- 2 Promoting sustainable and inclusive economic growth
- 3 Building a child-friendly city
- 4 Delivering the better lives programme
- 5 Dealing effectively with the city's waste
- 6 Becoming a more efficient and enterprising council

We have also identified 7 break-through projects that will help to deliver these objectives. Five of the projects are explicitly linked to equality:

- Domestic violence and abuse;
- Housing growth and jobs for young people;
- Making Leeds the best place to grow old and;
- Reducing health inequalities through healthier lifestyles
- Rethinking the city centre

Equalities (and specifically tackling inequalities) is integral to our BCP 2015/16 objectives. Performance in delivering our BCP objectives and breakthrough projects is monitored on a regular basis by the Corporate Leadership and elected members. Progress is published quarterly.

Work is underway to refresh the Best Council Plan for 2016/17 with refreshed outcomes, priorities and key performance indicators. These will support a renewed ambition: for Leeds to be the 'best city in the UK', it must be a compassionate, caring place that helps all its residents contribute to and benefit from the effects of economic growth, thereby reducing the range of inequalities that still exist. An emphasis on tackling inequalities will therefore be at the heart of the council's strategic planning, drawing on the equality improvement priorities presented here.

## Consultation

Equality improvement priorities have been informed by a wide range of appropriate engagement and consultation opportunities

We aim to avoid duplicating consultation and over consulting and we aim to use the outcomes from existing consultation exercises, where this is appropriate and relevant. All council officers have access to the results of our consultation activities through our 'talking point' online database which can be used to inform decisions.

Two major consultation exercises which have informed both the council priorities and the equality priorities have been:

- The Vision for Leeds 2030 - After listening carefully to what local people, businesses and organisations said the Vision reflects that to be the best city in the UK, we need to:
  - Be fair, open and welcoming;
  - Have a prosperous and sustainable economy; and
  - Have successful communities.
- Budget setting has used ongoing consultation as well as specific and focused events. Our budget is informed through the wealth of consultation evidence gathered and since 2012 there have been only minor changes to these priorities. In addition, residents and service users have had significant involvement in on-going service-led change projects.

We use different ways of engaging with communities so that we can engage widely eg

- Our **Equalities Assembly** was established in 2009 as a mechanism for communities to engage, challenge and influence equality related decisions by participating in themed workshops, focus groups and challenge events. Adult Social Care, for example, engaged the Assembly as part of their 'Better Lives Lived Local' Account Annual Refresh. As a result of this engagement, Adult Social Care gained a greater insight into the needs of clients and this informed the development of their priorities

- The use of **social media activity** across the council which has increased significantly over recent years and as a result we are better able to engage with a different and growing audience for example, Housing Leeds use social media to get information to their online tenants in a timely manner and have established a single Facebook page (877 followers – March 2015) and a single twitter account (1,232 tweets and retweets – March 2015) for the city to promote awareness campaigns/days; celebrate Religious/Cultural events; promote housing campaigns, partnership working, good news events and; answer questions from tenants who post on Facebook/Twitter.
- **Engaging directly with service users** to ensure that service provision meets their needs for example, in June 2014, Adult Social Care carried out community consultation and engagement activities (involving service users, their families and carers) to ensure that services were meeting the current and potential future needs of BME day centre service users and related BME Older Peoples services in the community. The outcomes of these engagement activities are being used to inform the design of a service that will meet the need of the diverse communities.
- **Marketing campaigns** eg our domestic violence marketing campaign provides a further example of the methods that we use to interact with our communities which included the use of focus groups with service users, perpetrators and the general public (through our citizen's panel, which has in excess of 4000 members representative of our communities) and groups of young people who evaluated the effectiveness of posters produced by other cities across the UK. Our domestic violence engagement process resulted in the collection of `stories' for a DVD which highlighted the different aspects of domestic violence and abuse.
- **Citizens panel** - we run the Leeds Citizens' Panel to find out what people in Leeds think and need. This panel has 4,000 members who are representative of our communities, and provide a balance of people of different ages, backgrounds, and from different parts of Leeds. They are invited to take part in around 5 to 10 surveys each year (either online or through the post) and to attend discussion groups in person to talk about things in more detail

## Monitoring

Our Equality Improvement Priorities are an integral part of the council's performance management system, and will be reported on accordingly. In addition, there will be a formal annual report to indicate progress. There will be further equality considerations as our priorities are implemented.

An annual update will be provided against the equality improvement priorities in line with the requirements of the Equality Act 2010

## Equality Improvement Priorities 2016 – 20

The equality improvement priorities are shown under the 2 headings of 'Strong Economy' and 'Compassionate City', and are then grouped for ease of reference and reading. The sub headings do not relate to specific priorities for the council within the Best Council Plan

### Strong Economy

#### *Achieving Potential*

**Improvement Priority** – children and young people do well at all levels of learning and have the skills for life

**Equality focus** – The gaps in learning outcomes

**What difference do we want to make** – Narrowing the gaps in learning outcomes for those on free school meals, looked after children, special education needs or disability, and BME children

#### **Equality analysis – why this is important as an equality improvement priority**

Education and learning has a significant impact on life chances. Higher levels of numeracy and literacy are associated with a range of improved outcomes such as higher incomes and chances of long term, well paid employment. Anyone part of the 40+ % of young people not getting 5 good GCSEs has a 1 in four chance of being not in education, employment or training two years later.

Learning outcomes are improving in Leeds, but not at a fast enough rate to close the gap with national levels. Learning outcomes for vulnerable groups are improving, but not fast enough to close the gap between the Leeds average and their peers nationally. Vulnerable groups of children and young people can include those with special educational needs and disability, some ethnic minority groups, those in receipt of free school meals (FSM) or pupil premium, Children Looked After and Care Leavers, those with English as an additional language and those living in deprived communities.

Not all vulnerable groups do less well at all ages in all schools, but broadly speaking the gaps between vulnerable groups and their peers, alongside the gaps to national performance, are one of the toughest and most complex problems facing the city. For example, in 2007, the gap between the proportion of FSM eligible and non-eligible students achieving 5+A\*-C including English and maths at GCSE was 31 percentage points. By 2013, despite an increase of 15 percentage points in the raw attainment for FSM students, the gap between FSM and Non-FSM in Leeds had increased by 1 percentage point, and the gap between Leeds FSM and national FSM had also increased by 1 percentage point.

There are important contexts. The most recent school census shows:

- 16% of the school population have English as an additional language
- 24% are from Black or minority ethnic groups

- 20% of children are eligible for FSM
- 18% had special educational needs.
- 26% of children lived in households in areas identified as being amongst the 10% most deprived areas in the country
- 37% of children live in the 20% most deprived areas of Leeds
- for some individual schools over 90% of children live in the 20% most deprived areas.
- 21% of children- 33,175 in total- are in child poverty and numbers are expected to grow significantly

The city is growing fast, with an additional 10,000 people since the 2011 census. There are over 10,000 new births in the city per year and the latest Migration Profile indicates that over 7,000 international migrants arrived in the last 12 months. Around 19% of the total population comes from minority ethnic groups.

Additional documents: Annual report on Educational Standards

**Key Actions:** Targeted support and challenge for schools with significant proportions of relatively low achievers from vulnerable groups, including academies.

Recognise that while the issue is concentrated in some schools, *all schools have some vulnerable pupils and otherwise good or outstanding schools can need support and challenge around the performance of vulnerable groups, and performance in particular year groups and subjects can vary.*

Support and challenge schools around the use of the pupil premium as a way to maximise the performance of vulnerable groups.

Act as a key broker in developing support to schools to improve through the use and promotion of school led improvement systems

**Key Indicators:** Educational achievement gaps at age 5, 11, 16 and 19 for those on free school meals, looked after children, special education needs or disability, and BME children

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**Improvement Priority – the jobs market**

**Equality focus –**Integrate employment support with mental health support, and Set equality targets for BME apprenticeships

**What difference do we want to make –** improve access to the jobs market for those with mental health conditions, and to increase the number of apprenticeships accessed by BME communities

**Equality analysis – why this is important as an equality priority**

14,010 Employment and Support Allowance (ESA) claimants and 1,440 Incapacity Benefit (IB) Claimants working age in Leeds have a mental and behavioural disorder, which has increased over the last 2 years by 2,930 as claimants move from IB to



ESA.

10% of learners on apprenticeships are from Black and Minority Ethnic groups, compared with 19% across adult learning as a whole

Additional documents: Mental Health Framework 2013

**Key Actions:** Improve employment outcomes for out-of-work claimants with mental ill health.

Improve access to apprenticeships for BME young people.

Ensure equal access to the economy, skills and jobs and work to reduce poverty.

**Key Indicators:** Increase the number of people experiencing mild to moderate mental ill health moving into work.

Increase the proportion of BME young people accessing and completing apprenticeships

Improve digital infrastructure and digital inclusion to improve access to jobs, skills & learning (*in conjunction with digital inclusion priority below*).

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#### Improvement Priority – Digital inclusion

**Equality focus** – ensuring digital inclusion to provide greater access to jobs, skills and learning to reduce poverty

**What difference do we want to make-** ensure all residents have greater access to information and services

**Equality analysis – why this is important as an equality priority**

Lack of connectivity impacts on people’s ability to easily and readily access services and opportunities which adds to financial and rural exclusion.

Analysis of the 2010 Index of Multiple Deprivation shows that 23% of premises in West Yorkshire with the poorest connectivity (no superfast provision) are in the 20% most deprived areas in the country. Lower income levels and lower rates of adoption mean there is less incentive for the market to extend into these areas.

For some people the costs of having a home broadband connection (which all rely on having a landline telephone contract) are prohibitive

**Key Actions:** Deliver the Superfast West Yorkshire Phase II programme to increase the coverage of superfast broadband provision across the district.

Deliver enhanced connectivity to priority locations by encouraging development of wireless networks across the city using LCC owned tall residential buildings, and encourage providers to make free residential wifi provision available to residents in the blocks concerned

Work with delivery partner on the LCC free city wireless concession agreement to

encourage roll out of free public wifi using LCC street furniture and buildings

**Key Indicators:** 98% of premises across West Yorkshire and York able to access superfast broadband by end 2018.

Number of buildings with free residential wifi provision

Utilisation rates including number of sessions used and average length of session.

Number of locations/neighbourhoods with free outdoor public wifi

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**Improvement Priority – Financial inclusion**

**Equality focus –** Helping people out of financial hardship; Tackling the financial challenges of poverty, deprivation and inequality

**What difference do we want to make-** support vulnerable people who face financial hardship

**Equality analysis – why this is an equality improvement priority**

Poverty is recognised as an issue that impacts on equality, and financial exclusion as a barrier to an equal society. We know that poverty and financial exclusion disproportionately affect people within specific equality groups, particularly single parents, and people with mental health problems. For example, a report by the Mental Health Foundation asked people to identify the causes of their anxiety, almost half of those survey (45%) said that financial issues caused them to feel anxious (Living with Anxiety, 2014).

The recession, the slow recovery and welfare changes have impacted on the poorest members of our society, and have led to increased problems of financial hardship and distress. Over the past five years the total number of people claiming benefit has grown, with the number of both housing benefit and council tax benefit claimants increasing by 10%.

The implementation of the welfare changes from April 2013 has contributed to many families fall into rent and council tax arrears or further into arrears. As a result in 2013/14 the council saw over 6,000 people accessing its Local Welfare Support Scheme for both emergency (food and fuel) and basic needs provision (household goods) totalling over £1.4 million in direct awards. Mirroring national trends the city has also seen the emergence and significant growth of foodbanks, supported by the establishment of the Leeds Food Aid Network to coordinate emergency food provision across the district.

Another trend which has emerged in recent years is an increase in the number of people in employment who are living in poverty. Nationally over 5 million people now live in households where at least one member of the household is in work, yet they live in poverty. This is symptomatic of a labour market which is characterised by low

pay, temporary, part time and zero hour contracts.

Running alongside these changes has been a rise in the number of high cost lenders and the widening of financial exclusion. Data from StepChange debt charity shows the number of people seeking debt advice is increasing year on year. A report published in 2011, on financial exclusion in Leeds since 2004, found that financial exclusion was not only impacting on the poorest households but had also extended to areas where households were generally on median earnings. The 2010 research also highlighted that lone parents (38%) were far more likely than the average survey sample to use high cost sources of credit, have less savings and be experiencing financial difficulties.

**Key Actions:** Deliver financial support schemes which support the most vulnerable.  
Promote affordable credit and banking services as an alternative to high cost lenders.  
Prepare for the implementation of Universal Credit

**Key Indicators:** Increase provision of free welfare and debt advice  
Growth in credit union membership.  
All front line staff are trained

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### ***Improving Representation***

#### **Improvement Priority – Workforce**

**Equality focus –** developing a skilled and diverse workforce which is:

- representative of the City and citizens feel that the City is theirs
- a safe, inclusive and welcoming workforce where everyone is treated with respect and dignity and people say “I feel like I count “
- one where every person who works for the Council will have an appraisal and development plan which gives them the opportunity to develop their careers with the Council.
- inclusive at all levels of the organisation
- engaged ,empowered and motivated to take personal responsibility for creating an inclusive and diverse workforce

**What difference do we want to make-** the council workforce will be representative of the communities in Leeds

#### **Equality analysis –why this is an equality improvement priority**

We collect workforce data and have compared our data against the census information. Since the last census the profile of Leeds has changed and our work force no longer reflects the community in terms of some protected characteristics. At 31st March 2015 the council employed approximately 15605 people:

- Women make up two-thirds of our workforce (50% of whom are employed at senior levels - JNC);

- BME staff makeup 13% of our workforce (the majority of whom are within the lowest pay grade band, A1-C3);
- Over one-third of our staff identify as religious, the largest proportion of people identify as Christian;
- less than 5% of people below the age of 25 and;
- 7% of our workforce identify as carers
- 2% of our workforce disclose their identity as LGB T
- 6% of our workforce disclose that they identify as disabled

We recognise that our workforce profile needs to improve to better reflect our communities and a key challenge is for us to maintain and improve a diverse and representative workforce against a backdrop of a shrinking Council. We are striving to become a Council which remains high performing, efficient and enterprising despite being smaller in size. The financial and economic backdrop remains challenging and we have seen many people leave the organisation under our Voluntary Early Leaver Initiative. However, we continue to recruit in many service areas and we have the opportunity and ambition to be an employer of choice for all communities in the City.

**Key Actions** Revisit existing development programmes eg Step up and Emerging Leaders and co-ordinate all recruitment pathways with better utilisation of existing schemes such as Graduate/School leavers and Apprenticeships to target protected characteristics.

Increase disclosure rates of staff by leading a campaign around the topic of 'why we need your information' through use of insite etc. to build trust

Introduction of compulsory e-learning module around Inclusion and Diversity (timed for September around Inclusion week)

**Key Indicators** Increase in the proportion of people with protected characteristics recruited into the Council

An increase in the representation of employees with protected characteristics at leadership and management levels in the Council

Improved disclosure rates of protected characteristics

Increased engagement scores

Appraisal rates of 100%

An increase in the number of people meeting or exceeding Values and behaviours on Treating People Fairly

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**Improvement Priority** – Ensuring the membership of major boards, including City Development’s extended management team and those for key events, is broadly representative of the city’s population.

**Equality focus** – representation on major project and partnership boards

**What difference do we want to make-** increase the diversity of board membership

**Equality analysis –why this is an equality improvement priority**

Due to personnel changes and reorganisation, representation of women at a senior level in City Development has fallen in the last two years. There is also a lack of representation across most of the other protected characteristics but particularly in ethnic minority and disabled groups at first, second and third tiers in the directorate.

**Key Actions:** Review membership of major boards.

Memberships of Sustainable Economy & Culture Partnership Board, Extended City Development Directorate, 2023 European Capital Of Culture Board and proposed South Bank Partnership Board analysed and compared to Leeds population.

Where no appropriate and relevant representative exists, identifying the steps required to ensure that in the future there is a sufficient pool of people from groups that are under-represented.

**Key Indicators:**

Reduce the gaps in representation between % of board membership and resident population of specific identified boards

## Compassionate City

### ***Living Safely and Well***

**Improvement Priority** – keeping people safe from harm

**Equality focus** –domestic violence

**What difference do we want to make** – people in Leeds can lead safer, healthier and happier lives and are free from the risks, threats and harms associated with Domestic Violence and Abuse

**Equality analysis – why this is important as an equality priority**

One of the ambitions of the city is to tackle the prevalence and impact of domestic violence and abuse and it has been named as one of the Council's 7 breakthrough projects.

There have been over 14,000 reported incidents of domestic violence and abuse in Leeds within the last 12 months. Both men and women may experience incidents of inter-personal violence, however; women are considerably more likely to experience repeated and severe forms of violence. Within Leeds, over 80% of victims of domestic violence and abuse are women. A third of all domestic violence reported incidents had children present. There are issues relating to under-reporting from victims of different communities.

Additionally those communities/ wards with the highest levels of poverty and deprivation account for a disproportionately higher levels of domestic violence and abuse reporting than the more affluent parts of the city. The ten most deprived wards across Leeds account for almost 50% of all reported domestic violence incidents.

**Key Actions:** Introducing a 'routine enquiry' pilot initiative in GP practices, to promote early identification and timely intervention for women

Implementing a range of perpetrators/ instigator programmes to change behaviour, and sustain change

Delivering an Integrated Offender Management response for high risk perpetrators

Deliver effective publicity and marketing campaigns

Develop and introduce a network of DV Champions/ Ambassadors across the city

Encourage greater reporting of domestic violence and abuse amongst BME communities

Establish the front door safeguarding hub to respond effectively to the risk of domestic violence and abuse and coordinate effective support

**Key Indicator:** Reduce repeat incidence rate of domestic violence and abuse

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**Improvement Priority** – Community Tolerance and Respect

**Equality focus** – increase awareness and understanding of hate crime and  
Reduce the occurrence and impact of hate crime

**What difference do we want to make** – improve community tolerance and respect

**Equality analysis –why this is important as an equality priority**

In 2014 Leeds Anti Social Behaviour Team (LASBT), working in partnership with the Police, Stop Hate UK and Hate Incident Reporting Centres across Leeds, played a lead role in developing and delivering the current '**Hate Crime Strategy for Leeds**'. The strategy reflects the Government's Plan to tackle hate crime, 'Challenge it, Report it, Stop it', published In 2012, aiming to prevent and reduce levels of hate crime by ensuring victims and witnesses are supported, and offenders are brought to justice.

During the year to end of March 2015, LASBT received 293 reported Hate Incidents, (slightly down on the figures for 2013/13 when it received 331 reports). 227 (77.5%) of all reports received were identified as being reported under the 'Race' strand, 26 (8.9%) were linked to 'Sexual Orientation' reports and 23 (7.8%) were identified as 'Disability' hate incidents, with 17 (Faith, Transgender and Other). LASBT subsequently opened 108 hate related cases for investigation.

Data from West Yorkshire police shows that during the same period the police recorded 1282 reported Hate Incidents across Leeds, an increase from the previous 12 month period of 107 reports (2013/14 – 1175 hate incidents).

1072 (83.6%) of all reports received were identified as being reported under the 'Race' strand, 88 (6.8%) were linked to 'Sexual Orientation' reports and 58 (4.58%) were identified as 'Disability' hate incidents, with 64 (Faith and Transgender reports).

Hate Crimes recorded by the police also rose slightly during 2014/15 to 831 from the 2013/4 figure of 810.

Taking the three sets of data together the overall figures for Hate Incidents and hate Crime were 2406 in 2014/5, a small increase on the 2316 recorded during the same period in 2013/4.

Additional documents: Safer Leeds Plan 2015/16, Hate Crime Strategy for Leeds, 'Challenge it, Report it, Stop it' (2012)

**Key Actions:** Deliver training and publicity to increase awareness and understanding of what constitutes hate crime

Build victims' confidence to report hate crime

**Key Indicators:** Number of Hate Crime reports

Reduce the number of repeat victims

**Improvement Priority** – people in Leeds are safe and feel safe in their own homes, in the streets and in places they go

**Equality focus** –child sexual exploitation

**What difference do we want to make** – Prevent and protect children from sexual exploitation

**Equality analysis – why this is important as an equality improvement priority**

Child sexual exploitation has been recognised as a strategic priority for both the Community Safety Partnership (Safer Leeds Executive) and the Leeds Safeguarding Children Board.

In 2013 - 2014, 153 new cases were recorded in Leeds and between April 2014 and April 2015 there were 317 new cases recorded. The majority of cases were recorded as White British, (75%) and 65% were aged between 14 and 18 years old at the time sexual exploitation was recognised as a concern, with girls and young women accounting for 81% of all cases. This mirrors the previous local data and is in accordance with the national picture. The increase in the number of young people identified as at risk of, or experiencing CSE, highlights the commitment of all agencies to safeguard children and young people in Leeds from being sexually exploited.

Research indicates that boys and young men are less likely to be identified as at risk of, or experiencing sexual exploitation, partly due to professional attitudes being less protective towards them than towards girls and young women. Also there are possibly more barriers for boys and young men in telling a trusted adult of their risk or experiences. One consequence of this is that, boys and young men may be more likely to externalise their thoughts and feelings, which may influence behaviours that can be interpreted and responded to as anti-social or offending behaviour rather than vulnerability. Whilst there has been a marked increase in the number of boys and young men identified as at risk of CSE locally, the under representation of boys and young men remains a recognised area of challenge.

For children and young people from Black, Asian or other ethnic minorities, there are a number of complex and interrelating reasons as to why they are less likely to be identified by agencies and why their experiences of CSE remain 'hidden'.. Additionally, for children and young people from South Asian communities in particular, there is a recognised gap with regard to understanding and identifying the complexities of CSE and how it can be linked to other emerging areas that require strategic and operational attention, such as forced marriage and honour based violence.

The under-identification of children and young people from Black, Asian or other ethnic minorities, and also for children and young people who have a physical or learning disability "remains a concern" both nationally as recognised by Office of Children's Commissioner, and locally and is key challenge and priority area for strategic development.

Additional documents: Child Sexual Exploitation Strategy



## Unheard Voices report

**Key Actions:** increase understanding of locations and individuals or groups who sexually exploit children and young people

Develop agency reach and impact on harder to reach communities by delivering a programme of CSE awareness raising and training sessions /events for children, young people, parents /carers and the wider communities

Work proactively with education establishments and local communities to help them to better identify and respond appropriately to concerns about CSE

**Key Indicators:** Increase the overall number of boys assessed to be at risk of, or experiencing CSE and provide appropriate intervention, support and protection in accordance with the Leeds managing a CSE concern pathway

Increase the overall number of girls and young women from South Asian communities assessed to be at risk of, or experiencing CSE and provide appropriate intervention, support and protection in accordance with the Leeds managing a CSE concern pathway

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**Improvement Priority** –supporting all citizens of Leeds to live safely in their own home

**Equality focus** –is on ensuring that we have *identified and removed as many organisational barriers as possible to people who need to access services through health and social care teams.* We have identified that one of the key barriers is information. We must ensure that people who require services can make fully informed decisions about their care. To do this they need to have clear and concise information on the options available to them and on the potential consequences of any choices, in formats they can easily understand.

**What difference do we want to make** – to increase the number of people supported to live safely in their own home by ensuring that all citizens of Leeds have access to accurate timely and appropriate information on what is available. Access to such information supports people using the service, and those who support them, to make high quality informed decision about how they want their care needs meeting.

**Equality analysis – why this is important as an equality priority**

The way we develop and deliver Adult Social Care in Leeds is directed by the three better lives themes

- Better Lives through Housing Care and Support - we will promote achievement of agreed personal outcomes (including increasing access and the equity of access to services) across all equality characteristics to encompass all communities and citizens of Leeds
- Better Lives through Enterprise – all citizens will have access to appropriate services and or support, with assistance to develop appropriate services from within the community

- Better Lives through integration – all citizens of Leeds will have access to, and benefit from, joined up services provided by integrated health and social care teams

The Adult Social Care equality priorities were refreshed in May/June 2014 to reflect what we were being told was important to our service users and carers and to align to the three Better lives themes. The messages we have been receiving are that communication at all levels needs to be improved. People who use the service, their families and others important to them are telling us that either they feel they do not have the information they need, or that it is in a format or language they find difficult to understand. We need to ensure that people have all the relevant information to be fully involved in the planning and provision of their care and make high quality decisions about their care.

Examples are the use of jargon, not providing clear and concise information regarding the various options available, not checking understanding and proceeding in a manner and at pace appropriate to the individual.

Though we are able to evidence clear progress against the priorities there is still some way to go. The degree of change in Adult Social Care, the integration agenda, the Care Act and the need to reduce costs, make it critical that we ensure good clear communication. The priorities in place provide the drive to ensure that the people using our services have the information they require to make clearly informed decisions on what is best for them, being clear about what is available, how it is provided and what it may mean for them.

Additional documents: Care Act 2014

**Key Actions** Development of an Information and Advice Strategy to support the implementation of the Care Act 2014

Work to enhance staff skills in communicating with a range of individuals provide Master classes by an expert in the use of Plain English in social care and included this in QA of case files. Provide sessions to new social workers around communication.

Support work to enhance the design of information pathways to ensure clarity and understanding.

Work with emergent communities to identify and where possible remove the organisational barriers to accessing services and ensure these communities can access the support they need

**Key Indicators** One of the National reported Indicators asks people receiving services about whether they have adequate information and this is being used as the Key indicator to judge progress. We will use this as an overarching Key Indicator of progress

We will be collecting data regarding information accessibility through consultation and engagement and via our quality assurance processes.

We will present both the over-arching KPI and a range of stories and feedback from communities and individuals to provide a broad understanding of the progress of the priorities.

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**Improvement Priority** - To improve the health of the most vulnerable in Leeds

**Equality Focus** – Perinatal education programme targeting families with additional needs.

**What difference do we want to make** – Improve perinatal support to families with additional needs and at risk of poorer outcomes including recent migrants; asylum seekers; refugees; those who have difficulty reading/speaking/understanding English; have learning difficulties; those who have low level mental health problems; and others made vulnerable through a variety of factors.

**Equality analysis – why this is important as an equality priority**

The link between poverty and health and the importance of redressing health inequalities has been well-documented (e.g. Marmot 2010). The Joint Strategic Needs Assessment (JSNA) provides evidence of health inequalities that exist for vulnerable groups, and this priority seeks to address one aspect of this.

This is new work with planned capacity, utilises an evidence based approach, and targets protected groups to reduce health inequalities. Leeds Maternity Health Needs Assessment provided the evidence of poorer outcomes among the families targeted with this programme while Leeds Service Review of Ante-natal and Early Post-natal Support for Families with Complex Lives highlighted the limited availability of targeted and community based perinatal support.

The Perinatal Education Programme targets families with additional needs as there is evidence in this group of poor access to services and poor outcomes such as infant mortality, low birth weight, poorer language and communication skills in young children, and poorer school readiness.

Additional documents: Marmot (2010); JSNA 2015, Leeds Maternity Health Needs Assessment, Leeds Service Review of Ante-natal and Early Post-natal Support for families with Complex Lives

**Key Actions** Deliver a programme of support to 200 families which targets families with additional needs and who have been made vulnerable through a variety of factors.

**Key Indicators** The number of families with additional needs at risk of poorer outcomes engaged with the programme.

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**Improvement Priority – Fuel Poverty and Improving Energy Efficiency**

**Equality focus –** work to improve properties and assist tenants living in fuel poverty over the next 4 years

**What difference do we want to make –** Reducing Fuel Poverty for Housing Leeds tenants in order to improve health and wellbeing

**Equality analysis – why this is important as an equality priority**

Fuel poverty is a product of low incomes and high energy costs. It affects the most vulnerable residents in our communities and can have adverse impacts on their well-being. Fuel price rises are combining with flat incomes to increase fuel poverty, with 3.5 million households living in fuel poverty in 2010 compared to 1 million households in 2004. As fuel bills continue to rise and incomes remain stagnant, Leeds recognises that more residents will be at risk of falling into fuel poverty unless the causes are addressed.

The effects of cold caused by fuel poverty are not evenly spread - young children, particularly disabled children, and old people are most at risk of hypothermia. Children living in cold homes are twice as likely to develop respiratory conditions. Cold can make some health conditions such as musculoskeletal disorders, respiratory illness, mental health and cancer worse and can mean that frail people are more at risk of falls. These conditions make a major contribution to the gap in life expectancy between the most prosperous and most disadvantaged wards.

Reducing fuel poverty, and therefore increasing affordable warmth, increases life expectancy, improves mental health and wellbeing and reduces health inequalities. It improves children's educational achievements and school attendance and reduces the incidence of childhood asthma. It also promotes social well-being and independent living, with older people able to use the whole house following central heating installation. This potentially reduces or delays admission to hospitals and care homes and reduces bed-blocking and winter pressures on the NHS.

The five Leeds wards with the highest percentage of households that suffer fuel poverty all have an above average (or higher) concentration of BME communities in council housing. They are likely to have low incomes which will exacerbate fuel poverty. Income maximisation will also help alleviate fuel poverty.

Some property types are inherently more expensive to heat than others, particularly system-built properties and pre-1930 buildings. Housing Leeds will therefore target energy efficiency improvements in the lowest performing property types (according to SAP), which are the most expensive to heat, thereby addressing the energy demands of properties on a 'worst first' basis.

**Key Actions:** Install solar panels and reduce energy costs for tenants  
Build a new, biomass fuelled district heating scheme in Armley  
Programme of external wall insulation to improve energy efficiency through Green Deal to be rolled out.  
Gas central heating and boiler replacements to take place in prioritised areas.

## Targeted Improvements to properties with Low 'SAP' Ratings

**Key Indicators:** 230 properties in the Clydes multi-storey blocks and Phil May Court sheltered complex will be provided with affordable, energy-efficient heating and hot water.

Reduce number of households in fuel poverty

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### *Living at Home*

**Improvement Priority** – to enable older people to remain in their homes as long as they wish

**Equality focus** – Provide support and accommodation needs of older people

**What difference do we want to make** – to enable older people to remain in their homes as long as they wish

**Demographic growth:** The number of older people in Leeds is growing and by 2020 it is anticipated that those most in need of care and support, mainly older people aged 75 plus will increase by around 13%. Leeds City Council has recognised that this demographic shift requires a change in how services for older people are delivered. Overall, 39% of Council tenants are currently aged 55 and over and 4% are aged 85 and over. It is projected that over the next 15 to 20 years this could increase significantly to 68% of tenants being over 55, and 18% of these being over 85 years old (Renew Research, 2014). The LCC Adult Social Care Strategy - 'Better Lives for Older People' has identified the need for approximately 900 units of Extra Care housing by 2020.

Housing Leeds has a portfolio of approximately 4200 Category 2 sheltered units in 127 schemes across the city (these are purpose built units for older people usually with communal facilities and a visiting Sheltered Support Officer). Housing Leeds also manages 235 Category 1 properties (purpose built units for older people but with no communal facilities or visiting Sheltered Support Officer, but with the availability of telecare). In addition, Telecare Leeds also provides 24 hour emergency support to a further 831 general needs council properties.

As 75% of LCC tenants over 65 (and 66% of tenants over 85) live in general needs housing it is essential that the project also considers options for developing other housing and support solutions for all older tenants. It is well known that social isolation has a huge impact on overall physical and mental health, and so an important part of the project is to look at the wider role of sheltered housing in providing a community that all tenants feel part of, within the wider community

**Customer consultation:** Emerging themes from customer consultation are: most tenants moving into sheltered housing do so at the point that their support needs increase, usually once diagnosed with an illness or their mobility has reduced. Most

don't wish they had moved earlier to plan for the future; the property was the main consideration when applying for housing, rather than the support package, e.g. applying for bungalows regardless of whether sheltered or not; level access and a reliable working lift to flats on the first floor and above was very important; security was very important, particularly window locks, security lighting

**Key Actions:** Review the support models available for older tenants

Support the Development of Extra Care housing provision by joint working with Adult Social Care and other local housing providers

To improve accessibility and kerb appeal across sheltered schemes

**Key Indicators:** To have a wider range of support choice available to better meet the needs of older people in Leeds

Increased availability of housing choice and provision including Extra Care and Sheltered Schemes across Leeds for older people

That accessibility and the physical appearance of sheltered schemes is improved. The service better meets the long term needs and sustainability of sheltered housing for older people in Leeds

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**Improvement Priority – housing options for young people**

**Equality focus –** to reduce homelessness for 16 to 24 year olds, such as care leavers, young offenders and young people whose relationship with family has broken down. In addition, to reduce homelessness from existing young tenants who find it difficult to maintain successful council tenancies

**What difference do we want to make –** improve housing options for young people

**Equality analysis – why this is important as an equality improvement priority**  
National research indicates that under 25s now account for more than half of people seeking help with homelessness and make up over half of those living in homeless accommodation services in England 62% are young people becoming homeless due to family and friends no longer willing to accommodate due to a relationship break down. Some are more at risk than others, 13% of young people experiencing homelessness are young offenders, 11% are care leaver (source Young & Homeless 2014: Executive summary- Homeless Link).

In 2014 Leeds had 2,339 16-24 year olds presented themselves as homeless. Out of the 2,339, 302 of them were 16/17 year olds. In most circumstances, it has been identified that the interests of young people (especially 16 and 17 year olds) are best served by living with their parents and that they should move to independent living in a planned way. In 2014 the youth mediation workers in Housing Leeds prevented homelessness in 447 cases, and there have been no B&B placements for 16-24 year olds in the past 12 months.

There are 2,861 (5%) lead tenants aged between 16-24 who live in council properties. A customer STAR satisfaction survey in 2014 identified that 59% of 16-24 year olds who complete the survey were satisfied with the overall service from Housing Leeds, and those least satisfied also finding their current financial situation difficult. The findings also showed that younger tenants were most likely to find it difficult to manage their finances and afford energy bills.

**Key Actions:** Develop a new tenants (aged 16-24) focus group to better understand support needs and how young tenants can be better supported to maintain a successful tenancy.

Review the way Housing Leeds supports tenants with additional support needs including young people, and deliver relevant service enhancements.

Replacing Local Lettings Policies with Community Lettings Policies.

Engage with young tenants by modernising communication methods and using eg live Twitter feeds and online forums

**Key Indicators:** Improve the tenant STAR satisfaction survey of 2014

Reduce the number of age related Local Lettings Policies (currently covering almost 7000 properties)

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### ***Enjoying Culture and Sport***

**Improvement Priority – Cultural opportunities**

**Equality focus –** working to ensure equality groups are fully involved in the European Capital of Culture bid development and engagement, and Make all aspects of our activities as fully accessible as our resources allow, including access to buildings, collections, events, exhibitions, learning and to our staff and volunteers as well as visitors

**What difference do we want to make-** improving access to and involvement in cultural opportunities.

**Equality analysis – why this is important as an equality priority**

There are physical access challenges which exist at several sites, and we are working to overcome these so that everyone can access the cultural opportunities in Leeds Museums and Galleries.

There is scope to improve intellectual access at our sites, and we are taking into account people's varied needs and preferred learning styles by adopting clear interpretive guidance

**Key Actions:** Continue to consult and engage with all equality groups in developing the Capital of Culture bid to ensure it reflects the diversity of the city's population and encompasses events, experiences and opportunities that are accessible to different audiences.

Complete physical access audits of nine sites

Review existing interpretive guidance / marketing

**Key Indicators:** Number of Audits completed

Review completed

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**Improvement Priority – Quality of parks in Leeds**

**Equality focus –** Equal access for all:

- Something for everyone - young and old
- Facilities for disabled people - including play
- Reflect cultural / ethnic / religious background of visitors

**What difference do we want to make –** To improve the quality of parks in Leeds with a focus on community parks that provide and develop facilities and activities available for everyone who wishes to visit.

**Equality analysis – why this is important as an equality priority**

Parks and Countryside operate a site assessment programme based on the national Green Flag Award standard known as Leeds Quality Park (LQP). This assesses the quality of provision on a range of site typologies with emphasis placed on the user experience. The sub-criteria in the Green Flag/Leeds Quality Park covers the following from an equality perspective:

**Equal access for all**

- Something for everyone – young and old
- Facilities for disabled people – including play
- Reflect cultural/ ethnic/ religious background of visitors

Analysis of the assessment data allows for 'scoring' of provision against a 10 point scoring line with 0 being very poor and 10 being exceptional. To be considered as passing LQP a site must score 7 or more.

From 2015 onwards Parks and Countryside will conduct these assessments with support from volunteer judges drawn from the community who have been provided with training to undertake the judging alongside council staff.

Our performance against the LQP assessments is currently reported annually using the existing indicator 'the percentage of parks and countryside community parks which meet Leeds Quality Park status' and we propose to add an additional equality sub-indicator 'percentage of sites assessed that achieve a score of 7 or above



against equal access for all'. This is measured as a score out of 10 across the broad 'equal access for all' perspective not for each individual strand ( e.g. age, accessibility, ethnicity, religion etc.)

**Key Actions:** Develop an additional equality sub indicator

**Key Indicators:** Increase the percentage of parks and countryside community parks which meet Leeds Quality Park status:

100% of community parks meet Quality Park status by 2020

Increase percentage of sites assessed that achieve a score of 7 or above against equal access for all sub criteria

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**Improvement Priority –** Ensure that all sports and leisure facilities and activities are as fully accessible as reasonably possible

**Equality focus –** to improve access to sports and leisure facilities

**What difference do we want to make-** to increase participation in sports and leisure facilities for disabled people and women.

**Equality analysis – why this is an equality improvement priority?**

We offer a wide range of activities that can enhance the physical activity levels of a broad section of the community, offering access to public sessions for people of all abilities and backgrounds through intelligent programming, reasonable adjustments and specific sessions such as Leeds Let's Get Active, women's and disability sport sessions. However, the annual customer survey identifies access is an issue for some groups.

This is supported by local knowledge, customer suggestions and complaints regarding sessions and facilities. This also shows that participation of girls/young women in sport reduces significantly as they hit puberty/become teenagers. Nationally this has resulted in the This Girl Can campaign

The sport service had developed strong partnerships with Adult Social Care and currently hosts learning disability bases in 10 leisure centres and plans to expand on this where possible. ASC are keen to develop further bases for older people and are working with sport to identify possible locations.

A partnership with ASC led to the development of Holt Park Active, which provides activity for people with learning disabilities, older people and people with physical disabilities. ASC provide specialist services and support people to attend the mainstream activities in the centre. The provision of this wellbeing type of centre is now central to the Vision for Leisure Centres.

To ensure the community are aware of sessions, facilities and opportunities available

to them a wide range of media including website, twitter, facebook, leaflets, posters, newsletters, one to one sessions, meetings and links with external organisations are used to ensure people receive information in a format that is relevant to themselves

We continue to ensure a fair pricing policy that allows people to use our facilities and attend our activities at appropriate pricing levels. Examples include: Breeze Card, LeedsCard, LeedsCard extra, Bodyline Card, free access to carers, foster children scheme, Leeds Let's Get Active, junior prices and reduced entry at off peak times. Partnerships. We will continue to review pricing and adapt it where appropriate.

**Key Actions:** Access audit on each facility prior to development as part of the Vision for leisure centres.

Review pricing policy annually

Develop partnerships with other organisations to increase opportunities to access facilities and programmes.

Implement staff training in equality, disability awareness and adapting activities.

Identify barriers to female participation through work with Leeds Trinity University

**Key Indicators:** Number of access issues identified and addressed

One wellbeing centre developed as part of the Vision for Leisure Centres

Delivery of a comprehensive disability sport programme

% staff trained in equality, disability awareness and adapting activities

Barriers to female participation and measures required to address them are identified

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***Promoting an Inclusive Environment***

**Improvement Priority –** Planning design and access

**Equality focus** - the production and adoption of a Supplementary Planning Document on Inclusive Design and Access

**What difference do we want to make-** an inclusive physical environment for all

**Equality analysis – why this is an equality improvement priority**

An inclusive physical environment delivers benefits to disabled people, older people, parents, and children and young people

National Planning Policy Guidance states: **“Planning should promote access and inclusion.** An inclusive environment is one that can be accessed and used by

everyone. It recognises and accommodates differences in the way people use the built environment.

“Good design can help to create buildings and places that are for everyone. Planning can help break down unnecessary physical barriers and exclusions caused by the poor design of buildings and places. Inclusive design acknowledges diversity and difference and is more likely to be achieved when it is considered at every stage of the development process, from inception to completion. Too often the needs of users, including disabled people, older people and families with small children, are considered too late in the day.

Inclusive design should not only be specific to the building, but also include the setting of the building in the wider built environment, for example, the location of the building on the plot; the gradient of the plot; the relationship of adjoining buildings; and the transport infrastructure.

The planning process is an ideal opportunity to ensure that LCC plays its part in delivering an inclusive environment, working towards the aim of Leeds creating an environment which:

- provides built, future proofed solutions, which enable independent access and which work with minimal (if any) management/ human intervention;
- goes beyond minimum design standards to ensure the highest standards in terms of inclusive design are met, to create environments that work for a wide range of people, avoiding disabling barriers and which provide an intuitive and enjoyable environment to use for current and future users.
- 

Additional documents: The National Planning Policy Framework and Guidance

**Key Actions:** Carry out external consultation and involvement of LCC’s Access and Use-ability Group and/or LCC’s Equality Hubs in the design of the guidance

**Key Indicator:** Produce and adopt the guidance on inclusive design and access

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### **Improvement Priority – Clean and Clear Pavements**

**Equality focus –** To improve the accessibility of pavements by tackling physical obstructions and seasonal hazards

**What difference do we want to make –** Easier access to pavements particularly for elderly or disabled people

#### **Equality analysis – why this is important as an equality priority**

The Locality teams are focused on improving their local neighbourhoods for the benefit of their communities. Tackling these issues will assist blind and partially sighted people, the elderly and those with physical disabilities to access their local neighbourhoods independently.

The areas of work identified account for a significant number of service requests from the public each year and prioritising them will improve the general neighbourhood for all.

**Key Actions:** Take action against residents/businesses who are causing access problems on public pathways through such issues as overgrown vegetation (eg. hedges), wheelie bins left out well after/before collection day and illegal/unauthorised advertising (eg. A-boards).

The autumn/early winter programme of leaf clearance will focus on those paths/streets where leaf fall is known to cause the most problems. Requests for additional sweeping to remove leaves in this period will be responded to as a priority.

Provide support to gritting and snow clearance around sheltered housing complexes and other known vulnerable housing locations.

**Key Indicator:** Reduction in service requests in relation to access to pavements

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**Improvement Priority – The city centre**

**Equality focus – Making Leeds City Centre more accessible and user friendly**

**What difference do we want to make-** improve provision of information so everyone can find their way around the city centre

**Equality analysis – why this is important as an equality priority**

For people to be fully involved in everyday life in Leeds and to access services they need to be able to find their way around the city centre. Feedback tells us:

- Pedestrians with mobility impairments generally prefer to know the average length of time it takes to walk to a destination
- Pedestrians with limited knowledge of written English or with visual impairments need information in a different format eg supported with universally understood symbols and large, uncluttered maps without clashing logos styles. Pictograms (illustrated buildings) are highlighted as destinations but also act as landmarks for users to locate themselves by
- Paper based information is important for pedestrians without access to digital technology such as international visitors, or those lacking in digital skills

**Key Actions:** Continue to keep the paper, [downloadable and digital maps](#) up to date.

Seek external funding to update [Walk it master map](#) and extend on street mapping in the city centre, including the South Bank.

Provide information in a range of ways so they are accessible to all.

**Key indicators:** Total take up of paper maps at the Visitor Information Centre and other outlets.

Up to date downloadable maps available online including through our on-line partner [Walkit.com/Leeds](http://Walkit.com/Leeds)

Support secured from the Business Improvement District company, retailers and other businesses through [paper map](#) sponsorship, [funding](#) contributions and other measures.

Feedback from access groups.

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**Improvement Priority –** Simplified street space in the city and district centres

**Equality focus –** Develop an approach to the city centre and district centres around simplified street space

**What difference do we want to make-** ensure simplified street space is safe and is recognised as safe for all

**Equality analysis – why this is important as an equality priority**

A case by case approach will help to allay any fears about the appropriateness of shared (now referred to as simplified) spaces in certain circumstances. The following have and will continue to be taken into account:

- Local data relating to accidents and use of street space
- National guidance on the design of streets and street space
- Feedback from consultation and engagement activities

**Key Action:** To implement simplified street space in a way that allays concerns of disabled people

**Key Indicator:** Number of accidents and claims against the Council in general, and particularly for children and older people, disabled people (especially visually and impaired people) and cyclists.

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**Improvement Priority –** Parking facilities

**Equality focus –** Ensure proper use of disabled parking facilities in Leeds

**What difference do we want to make-** increase disabled peoples access to a wide range of shops and facilities

**Equality analysis – why this is an equality priority** Access to parking has a significant effect on the ability of disabled people to participate in everyday life. We

are committed to taking steps to make sure that disabled parking facilities are available for disabled people

Between September 2013 and June 2015 the council has successfully prosecuted 274 individuals due to their misuse of blue badges and disabled parking facilities within the City. In addition over recent years there have been regular articles in the national press about the misuse of disabled parking facilities.

We take action through penalty charge notices and we have without a genuine need. The aim has been to promote the message that this is not acceptable and will not be tolerated in Leeds.

**Key Actions:** Take action against people who have used disabled parking facilities illegally

Publicise cases where people have been abusing disabled parking facilities

**Key Indicators:** Number of successful prosecutions of misuse of disabled parking facilities

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### ***Improving Access to Language Provision***

**Improvement Priority –** Customer experience

**Equality focus –** improve the customer experience for deaf people and those with English as a second language

**What difference do we want to make-** increase access to services for sign language users and those with English as a second language

**Equality analysis – why this is an equality priority -** Conversations with the Leeds Deaf Forum led to Customer Services looking at the experiences of deaf customers. This showed that sign language users have to wait 2 weeks for an interpreter, and this is considered unacceptable. For the majority of enquiries the resident couldn't wait this length of time and the Deaf Forum asked the Council to lead the way and look at how it could deal with request from deaf customers differently.

The deaf forum were involved in deciding what the best solution was. Analysis showed that the majority of sign language users attend the Compton Centre, City Centre, Reginald Centre and Armley facilities. The BSL video interpreter service is therefore being used in these areas. There are plans to provide the service at Dewsbury Road One Stop Centre too so that the facility is available in all parts of the City. The service means that a deaf resident can access services there and then just as a hearing customer can.

The one stop centres have recognised that there are higher numbers of people wanting to access their services who have very limited English. This prevents them from accessing benefits and other services, without the use of an interpreter. To

make the services more accessible work is taking place to increase information in relation to both accessing interpreters and also accessing English language classes. By using the Learn English Website anyone can look and see up to date information on where ESOL classes are available. The web page can be translated into the residents' language so they can access where the classes are available.

**Key Actions - Use of the new BSL video interpreter service**

- to promote the availability of the service at Compton Centre and City Centre
- to extend the service to Reginald Centre and Armley
- to see if residents from other parts of the city travel to these centre for BSL and if so to extend the service to other centres

**Key Actions - Promote the Learn English website**

- to people coming into Council One Stop Centres and Libraries
- on the website
- to customers using interpretation services

**Key Indicators** Increase the number of residents who use the BSL service  
 Reduce the Councils spend on interpreting services  
 Number of free hours of rooms and facilities for ESOL classes provided

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**Improvement Priority – Recycling rates and quality of recycling**

**Equality focus –** Improve recycling rates and quality of recycling from residents new to Leeds and/or where English may not be the primary language.

**What difference do we want to make –** We are looking to ensure that our communication approach and activities recognise the barriers faced by residents new to Leeds and/or where English may not be the primary language.

Our aim is to simplify our waste and recycling message, using pictorial symbols on literature, supported by other communications activities such that residents better understand and so are able to comply the waste and recycling systems provided in Leeds.

**Equality analysis – why this is important as an equality priority**

We want to improve the natural environment by dealing effectively with the city's waste. By encouraging residents to participate correctly with waste and recycling will improve the local environment as there will be reduced instances of overflowing and/or contaminated recycling bins left on the street. This, in turn, looks to improve resident pride in their local area and as such make areas more pleasant to live and feel safer.

An improved environment has an impact on health and wellbeing, which is also one of our priorities.

The census data will help identify potential barriers to recycling such as language

issues. It will also help inform how to tailor our approach in specific areas.

We have already developed a pictorial leaflet to help people understand our service where English may not be their first language. This information needs to be tested in various localities such that the improvement priority is successfully delivered.

**Key Actions:** Use targeted intelligence based communications and other targeted action to support residents to improve recycling.

Implement suitable service where alternative weekly collection service is not suitable

**Key Indicator;** Increase recycling tonnage in targeted areas.

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### **Valuing New Communities**

**Improvement Priority –** Supporting communities working together

**Equality focus –** Understand the context and impact of migration on Leeds

**What difference do we want to make-** to ensure differences are valued, and support communities to be cohesive

#### **Equality analysis – why this is an equality priority**

We aim to be a welcoming city. Many of Leeds' communities are made up of people from different backgrounds, beliefs and cultures. People live and work together and where differences are not fully understood or valued then tensions can occur. It is important that we support communities to work together, strengthen community cohesion and help break down barriers.

Leeds is one of the fastest growing cities in the UK, and currently home to over 140 ethnic groups – making Leeds' black and minority ethnic population the most diverse outside of London. This means that we have a wide diversity of people from different countries of origin, as well as from different regions and backgrounds within those countries.

Data from the 2011 Census on country of birth, together with new questions on age and year of arrival for those born overseas, provides a reliable indication of internationally migrant communities of Leeds. It shows that between 2001 and 2011, the number of Leeds residents born outside of the UK almost doubled from 47,636 in 2001 to 86,144 in 2011, alone currently making up just over 11% of the Leeds population. Of those, more than two-thirds were born outside of the EU, and just over half arrived at some point in the last 10 years.

Asia is dominant among ten world regions of birth, followed by the EU. In contrast, the EU is the most common passport type; the difference is likely to reflect the fact that many Asian-born residents also have British citizenship. In Leeds, Pakistan is the most common country of birth for non-UK born residents and accounts for



1.2% of the whole population with India also at a similar level.

In terms of actual numbers, Poland showed the largest increase for those born outside the UK (2001-2011), from 830 (0.1% of the population) in 2001 to 7,139 (0.9%) in 2011 (an increase of 6,309) - this was followed by India and Pakistan a joint increase of almost 6,000.

Whilst there is some understanding of the changing nature of the communities a clearer picture of the different and emerging communities will enable consideration of the services needed, how there are provided and what further work needs to take place in order to support strong local communities.

**Key Actions** Develop understanding of new and emerging communities in each locality

Establish needs of new communities and how the council can best support/influence delivery of appropriate services

Consider and adopt appropriate models to strengthen communities working together

Develop approach to recognising and valuing differences

**Key Indicators** are not currently in place and consideration will be given to how to understand success in this area

## Summary of Our Equality Improvement Priorities 2016-2020

This list shows all our 2016-20 equality priorities.

### Strong Economy

#### *Achieving potential*

- The gaps in learning outcomes
- Integrate employment support with mental health support and set equality targets for BME apprenticeships
- Ensuring digital inclusion to provide greater access to jobs, skills and learning to reduce poverty
- Helping people out of financial hardship; tackling the financial challenges of poverty, deprivation and inequality

#### *Improving representation*

- To develop a skilled and diverse workforce in the council
- Include equality representation on relevant major project and partnership boards

### Compassionate City

#### *Living Safely and Well*

- Domestic violence
- Increase awareness and understanding of hate crime and reduce the occurrence and impact of hate crime
- Child sexual exploitation
- Identify and remove organisational barriers for people to access services through health and social care teams
- Perinatal education programme targeting families with additional needs
- Work to improve properties and assist tenants living in fuel poverty over the next 4 years

#### *Living at home*

- Support and accommodation needs for older people remaining in their own home
- To reduce homelessness for 16-24 year olds, such as care leavers, young offenders and young people whose relationship with family has broken down. In addition to reduce homelessness from existing young tenants who find it difficult to maintain successful council tenancies

#### *Enjoying Culture and Sport*

- Working to ensure equality groups are fully involved in the European Capital of Culture bid development and engagement, and that all aspects of our activities are as fully accessible as our resources allow, including access to

buildings, collections, events, exhibitions, learning and to our staff and volunteers as well as visitors

- Ensure equal access for all, something for everyone (young and old), provide facilities for disabled people (including play) and reflect cultural/ethnic/religious background of visitors in parks
- Improve access to sports and leisure facilities for women and disabled people

### ***Promoting an inclusive Environment***

- The production and adoption of a Supplementary Planning Document on Inclusive Design and Access
- To improve the accessibility of pavements by tackling physical obstructions and seasonal hazards
- Making Leeds City Centre more accessible and user friendly
- Develop an approach to the city centre and district centres around simplified street space
- Ensure proper use of disabled parking facilities in Leeds

### ***Improving Language Access***

- Improve the customer experience for BSL users and customers with English as a second language
- Improve recycling rates and quality of recycling from residents new to Leeds and/or where English may not be the primary language

### ***Valuing New Communities***

- Understand the context and impact of migration on Leeds

**For enquiries about this paper please contact the Equality Team:**

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**By telephone:** 0113 2474190

**By text:** 07891 270162

**Website:** [www.leeds.gov.uk/equality](http://www.leeds.gov.uk/equality)

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This publication can also be made available in alternative formats on request.

If you do not speak English and need help in understanding this document, please telephone the number below and state the name of your language. We will then put you on hold while we contact an interpreter. The number is **0113 247 4190**.

#### **Arabic:**

إن كنت لا تتحدث باللغة الإنجليزية وتحتاج لمساعدة لفهم هذا المستند؛ الرجاء الاتصال بالهاتف على الرقم أدناه، واذكر اسم لغتك. حينئذ، سوف نطلب منك أن تنتظر على الخط حتى نتصل بمترجم.

#### **Bengali:**

যদি আপনি ইংরেজিতে কথা বলতে না পারেন এবং এই দলিলাটি বুঝতে পারার জন্য সাহায্যের দরকার হয়, তাহলে দয়া করে নিচের নম্বরে ফোন করে আপনার ভাষাটির নাম বলুন। আমরা তখন আপনাকে লাইনে থাকতে বলে কোন দোভাষীর (ইন্টারপ্রিটার) সাথে যোগাযোগ করব।

#### **Cantonese:**

如你不懂說英語而需要協助以明白本文件，請致電下列電話號碼並說明你的母語。我們將會請你稍候以聯絡口譯員。

#### **Hindi:**

यदि आप इंग्लिश नहीं बोलते हैं और इस दस्तावेज़ को समझने में आपको मदद चाहिए, तो कृपया नीचे दिए गए नंबर पर फ़ोन करें और अपनी भाषा का नाम बोलें। उसके बाद जब तक हम किसी दुभाषिए (इंटरप्रिटर) से संपर्क करेंगे, हम आपको होल्ड पर रखेंगे।

#### **Punjabi:**

ਜੇਕਰ ਤੁਸੀਂ ਇੰਗਲਿਸ਼ ਨਹੀਂ ਬੋਲਦੇ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਸਮਝਣ ਲਈ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਵਾਲੇ ਨੰਬਰ ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਅਤੇ ਆਪਣੀ ਜ਼ਬਾਨ ਦਾ ਨਾਂ ਦੱਸੋ। ਫੇਰ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇੰਤਜ਼ਾਰ ਕਰਨ ਲਈ ਕਹਾਂਗੇ ਤਾਂ ਜੋ ਅਸੀਂ ਕਿਸੇ ਇੰਟਰਪਰੀਟਰ (ਦੁਭਾਸ਼ੀ) ਨਾਲ ਸੰਪਰਕ ਕਰ ਸਕੀਏ।

#### **Kurdish:**

گەر زمانى ئینگلیزى نازانیت و پێویستت به هاوکاریه له تیگه‌یشتنى ئهم به‌لگه‌نامه‌یه‌دا، تکایه ته‌له‌فۆن بۆ ژماره‌که‌ی خواره‌وه بکه و زمانى ئاخاوتنى خۆت بلی. ئیهمه‌ش تۆ راده‌گرین له‌سه‌ر ته‌له‌فۆنه‌که‌ تا وه‌رگێڕیکى زمانت بۆ دابین ده‌که‌ین.

### Tigrinya:

እንግሊዥ ዘይትገብሩ/ቢ. እንተ-ኸንካ/ኪ እሞ ነዚ ደኩመንት'ዚ/ሰነድ'ዚ ንምርዳእ ሓገዝ ምስ ዘድልዩካ/ኪ ቋንቋኻ/ኸ. ብምሕባር ኣብ'ዚ ኣብ ታሕቲ ተገሊጹ ዘሎ ቁጽሪ ተሌፎን ደውለልና/ደውልልና። ብድሕሪኡ ንሕና ኣስተርጓሚይ ክሳብ ንረክብ ኣብ መስመር ከነጸብዩካ/ኪ ኢና።

### Urdu:

اگر آپ انگریزی نہیں بولتے ہیں اور اس دستاویز کو سمجھنے کیلئے آپ کو مدد کی ضرورت ہے تو براہ مہربانی نیچے دیئے گئے نمبر پر ٹیلی فون کریں اور اپنی زبان کا نام بتائیں۔ اس کے بعد ہم آپ سے انتظار کرنے کا کہہ کر آپ کیلئے کسی ترجمان سے رابطہ کریں گے۔

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Jestliže nemluvíte anglicky a potřebujete, aby vám někdo pomohl vysvětlit tento dokument, prosím zavolejte na níže uvedené číslo a uveďte svůj jazyk. Potom vás požádáme, abyste nepokládal(-a) telefon a mezitím zkontaktujeme tlumočníka.

### French:

Si vous ne parlez pas anglais et que vous avez besoin d'aide pour comprendre ce document, veuillez téléphoner au numéro ci-dessous et indiquez votre langue. Nous vous demanderons d'attendre pendant que nous contactons un(e) interprète.

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Jeżeli nie mówią Państwo po angielsku i potrzebują pomocy w zrozumieniu tego dokumentu, prosimy zadzwonić pod poniższy numer telefonu. Po podaniu nazwy swojego ojczystego języka prosimy poczekać – w tym czasie będziemy kontaktować się z tłumaczem.

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Ak nehovoríte anglicky a potrebujete, aby vám niekto pomohol vysvetliť tento dokument, prosím zavolať na nižšie uvedené číslo a uveďte svoj jazyk. Potom vás požiadame, aby ste nepokladali telefón a medzitým skontaktujeme tlmočníka.