



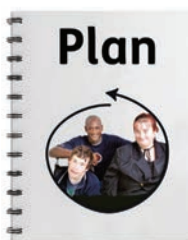
# Our survey about our equity, diversity and inclusion plan

Tell us what you think



# What is in this booklet

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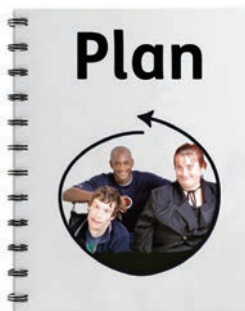


## About our plan

We are the City of York Council.  
We want to make York a great place to live, work and visit.



It is really important to us that everyone in our area is treated fairly.



We have written a new plan about treating people fairly and including people.

It is called our **Equity, Diversity and Inclusion Strategy**.



**Equity** means everyone should be treated fairly and given the same chances to do well in life.



**Diversity** means we are all different and have different needs. Things like different religions, skin colour or disabilities.



**Inclusion** means making sure everyone feels listened to, valued and included.



Our plan will make sure that our services:

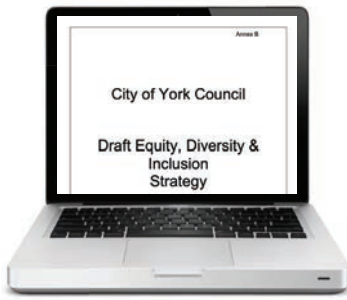
- Give everyone the same chances

and

- Stop people being treated unfairly or being left out.



Our plan says what we want to do over the next 3 years.



You can read our plan online at:  
**[www.york.gov.uk/  
DraftEquityDiversityAndInclusion  
Strategy](http://www.york.gov.uk/DraftEquityDiversityAndInclusionStrategy)**



We can send you a copy of the plan.  
Phone us if you need a copy.



**Phone us at:**  
**01904 551 550**



You can use this QR code to look  
at the plan. We tell you how to use  
a QR code on page 36 of the leaflet.



The plan is not in easy read. You  
might want to ask someone to help  
you to read it.



## What the law says



There is a law called the **Equality Act 2010**. This law says that everyone should be treated fairly and have the best chance to do well in life.



But we know some people might be more likely to be treated unfairly. These people have extra protection in the law.



The law says you cannot be treated unfairly because of:



- Your age.



- A disability.



- Marriage and civil partnership.



- Pregnancy and having a baby.



- Your race.



- Your religion or beliefs.



- Your sex.



- Your sexual orientation. This means who you fancy.



- **Gender reassignment.** When you are born, a doctor might say if you are a boy or a girl. This is your gender at birth.



You might stay this gender all of your life. Or, as you grow up, you may feel like your gender is wrong. You may change your gender.



If you decide to live your life as a different gender to your birth gender, we call this **gender reassignment**.



Our plan will make sure we are treating people fairly and following the law.



## About our survey



We are asking lots of people what they think about our plan.

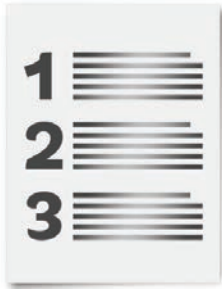


We have some questions for you to answer.



You need to send your answers back to us by **3rd March 2025**.

# How you can send your answers back to us



There are lots of different ways you can send your answers back:



- You can hand in your form at any of our libraries or at our main offices. Our main offices are called West Offices in York.



- You can post your answers back to us. Our address is:

**Libraries Survey**  
**Freepost RTEG-TYYU-KLTZ CYC**  
**West Offices**  
**Station Rise**  
**York**  
**YO1 6GA**



You do not need to put a stamp on the envelope.



You can phone us to ask us for a special envelope to send your form back in.

## Phone

**01904 551 550**



- You can come into any of our libraries. Staff will be able to help you to fill in the form online.



- You can phone us to tell us your answers.

## Phone

**01904 551 550**



You will need to leave us a voice message with your name and phone number. We will call you back.



- You can fill in the survey online at our website:

[www.surveymonkey.com/r/CYC-EDI-Strategy2024](https://www.surveymonkey.com/r/CYC-EDI-Strategy2024)



The online survey is not in easy read. You might want to ask someone to help you fill it in.



- You can use this QR code. We tell you how to use QR codes on page 36 of this booklet.



- You can **scan in** your answers and email them to us.

**Email**

[cycaccessteam@york.gov.uk](mailto:cycaccessteam@york.gov.uk)



**Scan in** means using a computer to take a picture of each page of the booklet. You save the pictures on your computer.



- If you use British Sign Language, you can use our online video service at:

**[www.york.gov.uk/  
BSLInterpretingService](http://www.york.gov.uk/BSLInterpretingService)**



This information is not in easy read. You might want to ask someone to help you to read it.



# Questions about you



**Question 1:** Tell us why you are interested in our plan. This might be because you:



Live in York



Work in York



Are interested in equity, diversity and inclusion



I don't want to say



Other. Please tell us here:

# Questions about our plan



## Our vision

A **vision** is what we want to see happen in the future.



Our vision is that we will treat people fairly and include people in everything we do.



We will:

- Make sure our services are fair and easy for everyone to use.
- Think about meeting different peoples needs when we write plans and make decisions.





- Treat people fairly when we take on new staff and give people training.



- Celebrate all of the different people and groups we have in York and all the good things they bring.



- Make sure our staff have training about including people and treating people fairly.

**Question 2:** Do you think our vision meets everyone's needs?



Yes



No



I don't know



**Question 3:** Is there anything else you want to tell us about our vision? Please tell us here:

## Our promise



Our promise is that we will try to stop **discrimination** in our area.

**Discrimination** is when people treat you badly or unfairly because of things like:



- A disability.



- The colour of your skin.



- Who you fancy.



- Your religion.



We will not put up with any discrimination in our area.



We want to stop people being treated unfairly or being left out.



**Question 4:** Do you think it is clear that we want to include people and stop people being treated unfairly?



Yes



No

I don't know







**Question 5:** Please tell us more about your answer here:



**Question 6:** How well are we doing at stopping discrimination?

   
Very well

   
Not very well

   
A little bit

   
Not Sure



**Question 7:** Is there anything we need to change or do better?  
Please tell us here:



**Question 8:** Thinking about times when you have used our services. Have you ever been treated unfairly or seen anyone else being treated unfairly?



Yes



No



I don't know



**Question 9:** If you ticked **yes**, please tell us:

- What happened

and



- What we did about it and what we could have done better.



Please tell us here:

## Questions about our services



**Question 10:** Do you think our services are easy for everyone to use?



Yes



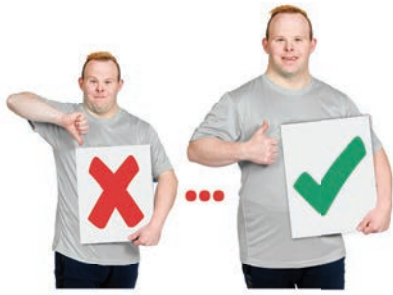
No



I don't  
know



Please tell us more about your answer here:



**Question 11:** Do you think any of our services need to get better at meeting peoples needs?



Yes



No



I don't know



Please tell us here:



# Questions about involving people in our work



We want to include people from lots of different groups and backgrounds in our work.



We will involve people in new ideas right from the very beginning. This means people are involved in planning services and making decisions.



This can help us make sure we have services that people want and need.



**Question 12:** How important is it for you to be involved in planning our services?



A lot



Not very much



A little bit



Not Sure



**Question 13:** Are there enough chances for people to have their say about our services?



Yes



No



I don't know



If you ticked **no**, please tell us what things we can do to give more people a say:

## Questions about our staff



**Question 14:** How much do you think our staff should come from similar groups and backgrounds to people who live in York?



A lot



Not very much



A little bit



Not sure



**Question 15:** What things can we do to make sure we have a good mix of people on our staff? This might be things like:



- Making sure our job adverts attract more people from different groups and backgrounds



- Finding different ways to tell people about our jobs. This might be online or on **social media**.

**Social media** is things like Facebook or X Twitter



Please tell us here how we can make sure we have a good mix of people:

# Questions about the big things we want to do in our plan



**Question 16:** There are 5 big things we want to do in our plan.

Please tell us which things are most important to you.



**You can tick 3 boxes**



Big thing 1: Write new plans about how we will stop people from being treated unfairly or left out.



Big thing 2: Make sure we treat people fairly in everything we do.



Big thing 3: Check how all of our work and events will affect different people.

It will tell us if we need to do some things better.



Big thing 4: Make sure all our staff follow the law about treating people fairly and with respect.



We will give staff training and support to help them do this properly.



Big thing 5: Follow our plan and check that we are doing the things we said we would.



We want to get a certificate for being good at treating people fairly.





**Question 17:** Is there anything else we should do to treat people fairly and include people? Please tell us here:



**Question 18:** Are there any groups of people who might be treated unfairly? Please tell us here:



**Question 19:** What can we do to support these groups so that they are not left out? Please tell us here:

## Questions about the things we want to get better at



We have some things we want to get better at in the next 3 years.



**Question 20:** Please tell us which things you want to see happen by 2027:

**You can tick more than 1 box**



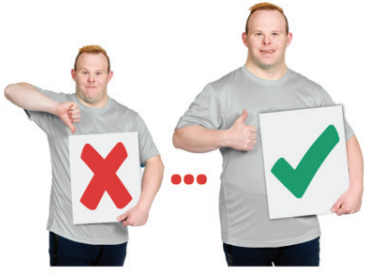
People who work for us come from a similar background to people who live in York.



Services that are fair for everyone to use.



Staff that are friendly and welcoming and treat people with respect.



Better services that meet people's needs.



We keep following the law about treating people fairly and with respect.



None of these things



I don't know



Please tell us more about your answer here:



**Question 21:** Is there anything else we need to work on in the next 3 years? Please tell us here:

# Asking people what they think



We want to make sure our services meet everyone's needs. To do this, we ask people what they think.



We use what people tell us to make our services better.



At the moment, we ask people what they think in lots of different ways. Things like:



- Surveys

and

- Meetings.







**Question 22:** What things do we do well about asking people what they think? What things could we do better? Please tell us here:



**Question 23:** What things would make it easier for you to take part and have your say? Please tell us here:



**Question 24:** Is there anything that stops you or makes it hard for you to use our services?



Yes



No

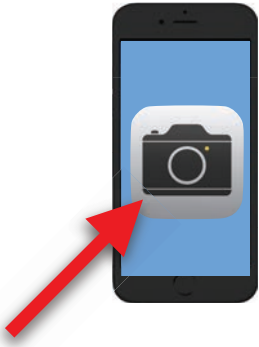


I don't  
know



If you would like to tell us more about your answer, please tell us here:

## How to use a QR code



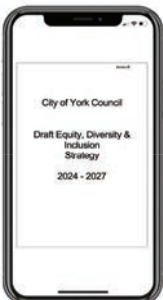
Open the camera on your phone.



Hold the camera over the QR code like you are going to take a photo of it.



A yellow box will come up on your screen.



Press the yellow box and it will take you to the website.