



# Flintshire County Council

## Strategic Equality Plan Annual Report April 2016 - March 2017 and April 2017 - March 2018

We can provide this information in alternative formats or in  
your own language

Corporate Business and Communication Team  
Corporate Services  
County Hall  
Mold  
Flintshire  
CH7 6NG

Telephone: ☎: - 01352 702131

Email: ✉ [corporatebusiness@flintshire.gov.uk](mailto:corporatebusiness@flintshire.gov.uk)

# Strategic Equality Plan

## Annual Report 2016-2017 and 2017-2018

### Contents

<b>Executive Summary</b>	2
1. Introduction	3
2. Progress	4
3. Meeting the General Duty	7
4. Collecting information and Engagement	11
5. Equality Impact Assessments	14
6. Training	15
7. Procurement	16
8. Conclusion	16
Appendices	
1. Strategic Equality Plan action plan	
2. Equality Information- Diversity Profile of school pupils	
3. Profile of pupils achieving 5 GCSEs A*-C	

## **Executive Summary**

This is the first annual report for Flintshire County Council's Strategic Equality Plan 2016-2020. It sets out the progress we made to achieve our equality objectives which we first set out in 2012 and updated in 2016 to reduce inequalities experienced by people with protected characteristics.

We have continued to undertake initiatives to meet the general equality duty as well as work to the objectives set out in the Strategic Equality Plan. We have worked well with other public bodies in North Wales and have developed regional equality objectives. By meeting our own equality objectives we will contribute to the regional equality objectives. In addition to setting regional equality objectives, we have worked with our colleagues to develop a co-ordinated approach to encouraging victims to report hate crime has been taken across North Wales.

There have been improvements in services; there are three Dementia Friendly communities in Flintshire, and four other communities are now applying for this status. There are 38 Dementia Friendly businesses, and 10 memory cafés in Flintshire.

We recognise that we may have had some successes but we still need to make progress, especially in the areas of equality monitoring and impact assessments. We are integrating the 2016-2020 Strategic Equality Plan within CAMMS, the Council's performance management system which will enable us to monitor progress more efficiently.

Colin Everett  
Chief Executive

Councillor Billy Mullin  
Cabinet Member for Corporate  
Management

# Strategic Equality Plan Annual Report 2016-2017 and 2017-2018

## 1. Introduction

1.1 This is the first annual report for the Council's [Strategic Equality Plan](#) (SEP); it covers the period April 2016 to March 2018. The report sets out progress to meet the equality objectives provides a summary of achievements during the past four years.

1.2 The Equality Act 2010 introduces a general public sector duty to

- (a) eliminate discrimination, harassment, and victimisation;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

1.3 The protected characteristics as defined by the Equality Act are:

Age	Disability
Gender Reassignment	Marriage and Civil Partnership
Pregnancy and Maternity	Race
Religion and Belief	Sex
Sexual Orientation	

The Council's commitments to the Welsh language treating English and Welsh language on the basis of equality are set out in the [Welsh Language Compliance Notice](#). The action we have taken to meet our statutory responsibilities for Welsh language are covered in a separate [report](#).

The specific equality duties also require public bodies to:-

- publish objectives to address pay differences
- publish a statement setting out the steps it has taken or intends to take to meet the objectives and how long it expects to take to meet each objective
- produce an annual report by 31 March each year, which will include specified employment information, including information on training and pay
- engage with people from protected groups
- assess impact of new and revised policies on people from protected groups
- publish and use equality information

The purpose of the equality objectives is to reduce specific areas of inequality which were identified using both qualitative and quantitative evidence. The Council has also worked with the other public bodies across North Wales to identify **regional equality objectives**. The regional and local equality objectives and the evidence base used to identify the objectives can be found [here](#).

1.4 Alongside the [SEP](#) the Council’s work on equality is supported by a [Diversity and Equality policy](#) , and Plain Language Guide and delivered as part of various Council documents such as the Council Plan and Customer Strategy.

## 2. Progress





2.1 The Council’s equality objectives and Strategic Equality Plan were published in April 2016. This is the first annual report and baseline data is still being collated. Many of the objectives are evidenced by data; the more relevant data that is collated, the better the analysis and improved target setting to reduce inequalities experienced by employees and customers.





2.2 The action plan to meet the SEP is provided in Appendix 1; this also highlights the progress made to meet each action.







2.3 Progress has been made to ensure the diversity profile of employees is captured to meet the employment duty of the Equality Act; and the workforce information report has been published; available [here](#).









2.4 A self assessment has been undertaken to review progress made during the first year of the Plan. The following table sets out how we assessed our performance towards achieving our local objectives. These objectives are described in terms of “progress” made toward delivering them and “confidence” in achieving the objectives.





<b>PROGRESS RAG Status Key</b>		<b>OUTCOME RAG Status Key</b>	
<b>R</b>	<b>Limited Progress</b> - delay in scheduled activity; not on track	<b>R</b>	<b>Low</b> - lower level of confidence in the achievement of outcome(s)
<b>A</b>	<b>Satisfactory Progress</b> - some delay in scheduled activity, but broadly on track	<b>A</b>	<b>Medium</b> - uncertain level of confidence in the achievement of the outcome(s)
<b>G</b>	<b>Good Progress</b> - activities completed on schedule, on track	<b>G</b>	<b>High</b> - full confidence in the achievement of the outcome(s)





<b>Equality Objective: Reduce Health inequalities</b>		
<b>Action areas</b>	<b>Progress</b>	<b>Outcomes</b>
Improve health outcomes for protected groups		
Minimise the impact of substance misuse on individuals, their families and communities in the Council		

<b>Equality Objective: Reduce unequal outcomes in Education to maximise individual potential</b>		
<b>Action areas</b>	<b>Progress</b>	<b>Outcomes</b>
Reduce the gap in educational attainment levels between different groups at all key stages		
Ensure pupil feel safe at school		

<b>Equality Objective: Reduce Inequalities in Employment</b>		
<b>Action areas</b>	<b>Progress</b>	<b>Outcomes</b>
Identify and address any inequalities within pay, recruitment, retention, training and promotion processes		
Ensure employees receive equality training to equip them with skills and knowledge to meet the Equality Act 2010		
Support protected groups gain and maintain employment		

<b>Equality Objective: Reduce inequalities in personal safety</b>		
<b>Action areas</b>	<b>Progress</b>	<b>Outcomes</b>
Raise awareness of hate crime		
Raise awareness of safeguarding		
Address high repeat instances of domestic abuse and enable victims of domestic abuse to remain in their own homes		
Develop domestic abuse refuge for males to reduce the inequality in provision in North Wales		

<b>Equality Objective: Reduce inequalities in Representation and Voice</b>		
<b>Action areas</b>	<b>Progress</b>	<b>Outcomes</b>
Increase the diversity of the profile of people who participate in public life and representative bodies		
Improve representation of protected groups in consultation activities and equality impact assessments		

<b>Equality Objective: Reduce inequalities in access to information, services, buildings and the environment</b>		
<b>Action areas</b>	<b>Progress</b>	<b>Outcomes</b>
Promote and increase use of Language Line across all services when dealing with customers where language barriers may result in information not being clearly understood by either parties		
Improve access to services, transport, the built environment and open spaces which the Council provides or manages		

### 3. Additional activities - Meeting the General Duties

2016/17

3.1 This section sets out the progress made to date under the general duty. Some of the achievements cover all of the three parts of the general duty

#### 3.2 Eliminate discrimination, harassment, and victimisation

##### Activities and Outcomes

- Three Dementia Friendly communities, 38 Dementia Friendly Businesses and 10 memory cafés established in Flintshire.
- Library employees have received 'Dementia Friendly' training, as well as the HR Team and other Teams from Council services.
- We worked with Bangor University to train care, domestic and auxiliary workers in 12 care homes in how to have creative conversations with people with dementia. 16 care home providers and nine activity providers are using the Dementia Friendly Facebook page.
- Six schools became Dementia Friends
- We also developed an Early Onset Peer Support service with people living with dementia
- Encouraged people to report hate incidents resulting in the number of reports increasing
  
- Physical alterations were made to schools:
  - 16 out of 84 schools are now fully accessible whilst the remaining schools have had other features altered to increase accessibility
  - Four primary and one high school are having substantial alterations to improve sanitary conditions for disabled pupils including extensions to one school to create an accessible toilet plus changing facilities or extensive internal remodelling
  - Ramped access is being installed to the front entrance to two primary schools and an additional ramp installed to a specific area at Flint High school to increase access to the science block and Design and technology block
  - Handrails have been installed to a number of stepped access points at three primary schools
  - Internal door alterations made to allow access to Performing Arts at one high school

These alterations are important, enabling disabled pupils to access the whole school curriculum and supporting them to achieve their potential.

- The Council participates in the White Ribbon Campaign to raise awareness of violence against women, resulting with increased reports of domestic abuse. Male colleagues in Streetscene services also participated in raising awareness.
- During 2016/17 there were lower incidents of domestic abuse repeat victimisation. 14.3% of high risk repeat victims were referred to the Flintshire Multi agency risk assessment conference (MARAC) indicating a 6% point reduction from the previous year.



### **3.3 Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it**

#### **Activities and Outcomes**

- The average number of days taken to complete a Disabled Facilities Grant (DFG) for children has improved. During the year we achieved an average of 249 days compared with 455 in 2015/16. DFG's for adults have taken an average of 248 days compared with 293 in 2015/16.
- To promote fairness and encourage the recruitment and retention of disabled people, we achieved the 'Disability Confident Employer' award.
- Equality Impact Assessments are undertaken on new and revised policies and major decisions and have been integrated into the Council's performance and project management system.
- Wates Residential, Flintshire's development partner for the Strategic Housing and Regeneration Programme (SHARP), created 12 apprenticeship opportunities during 2016/17, as part of the community benefit clause in their contract with the Council.
- A core funding agreement in place with North Wales Deaf Association, now Centre for Sign-Sight- Sound, to provide British Sign Language interpreters for Deaf people who use the Council's services.
- A contract is in place with Language Line for the provision of telephone interpretation and document translation. Face to Face interpreters are also available if needed.
- The Fostering and Adoption Service undertake a series of targeted initiatives involving the Lesbian Gay and Bisexual (LGBT) community to increase the number of LGB foster parents. These initiatives included:-
  - using the rainbow flag on promotional material and encouraging LGBT foster parents
  - attending Encompass (the local LGBT community group)

### **3.4 Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.**

#### **Activities and Outcomes**

- We raise the Trans Flag annually on 20 November to commemorate the Transgender Day of Remembrance in memory of all Trans\* people who have lost their lives to Transphobic violence.
- Raised the Rainbow flag during February 2017 to celebrate Lesbian, Gay, Bisexual, Transgender (LGBT) History Month and promote information to raise awareness of LGBT issues through workforce news items and social media
- A contract is in place with Language Line for the provision of telephone interpretation and document translation. Face to Face interpreters are also available if needed.
- The Council is working with partner agencies and supporting Refugees as part of the Home Office Syrian Refugees Resettlement Scheme.

- The Flintshire Buddy Project provides a bespoke service offering one to one support, where necessary for children and young people to participate in their local playscheme during the summer.
- The PALS (Play and leisure Support) Project – provides a bespoke service for children and young people up to the age of 25 years to provide one to one support for children and young people with disabilities to participate in play, the arts, recreational, cultural, sporting and other social opportunities.

2017/18

### **3.5 Eliminate discrimination, harassment, and victimisation**

#### **Activities and Outcomes**

- Promoted “Time to Talk Day” to raise awareness about Mental Health with employees and members of the public
- The Traveller Education service provides support and advice to teachers in mainstream schools to encourage the development of a ‘Traveller friendly’ ethos.
- Supported the preparation of resources for mainstream teachers and advice on planning for Traveller learners.
- Developed written documentation to support schools in the inclusion of Traveller pupils – Traveller leaflet.
- Provided training and workshops for schools on Traveller culture and ‘Traveller friendly schools.’
- Theatr Clwyd has been working closely with the Youth Service to develop an interactive workshop, using live performance, to explore the issues arising from Sexual Consent. In a safe and supportive environment, young people will be exploring what makes a healthy relationship, the effects of alcohol and drugs on decision making, and finally, how the law works in relation to Consent. This workshop is being delivered in both English and Welsh in secondary schools in Flintshire.
- Promoted the Welsh Government’s Domestic Abuse e-learning training to ensure all employees complete this module to raise their awareness and understanding of domestic abuse. Champions are available across the Council who individual employees can approach for support.
- Agreed a Corporate Safeguarding Policy which encompasses Modern Slavery
- Delivered training on safeguarding to raise employees’ awareness of safeguarding issues and to ensure they know how to make a report.
- Included safeguarding and modern slavery within the commissioning process.

### **3.6 Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it**

#### **Activities and Outcomes**

- Two accessible changing facilities, two ramps and accessible internal doors have been installed at a secondary school.
- Fully accessible changing facilities are now in place in an additional three primary schools and a secondary schools.
- Adaptations in other schools include improving toilet facilities, installing hand rails and ramps and increasing the number of Blue Badge Holders car parking spaces.
- Promoted awareness of internet safety to young people through schools and to older people.
- Provided training for employees who work in Leisure to increase understanding about the barriers that Lesbian, Gay, Bisexual and Transgender (LGBT) people face when accessing sport, and potential solutions for greater inclusion.
- Offered a variety of sports opportunities to disabled people including Wheelchair Basketball.
- Provided training for sports coaches to increase their awareness of disability.
- Supported the preparation of resources for mainstream teachers and advice on planning for Traveller learners.
- Bespoke timetables and alternative curriculum projects are provided for Travellers at Key Stages 1 and 2 (whole day and afternoon groups aimed and building self-esteem and social awareness). Projects have included raising money for the homeless, working with the wardens at Wepre Park and work with the fire service.
- 66% of Traveller children who attended school for specific periods achieved the core subject indicators, which is an increase from previous years. The All Wales average for Irish Travellers is 61.9%, and for Gypsies is 53.7%.
- Invested in the Council's Traveller site to improve facilities.
- We continued to provide support to Syrian Refugees.

### **3.7 Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.**

#### **Activities and Outcomes**

- Raised the Rainbow flag and posted social media messages to celebrate LGBT History Month.
- Supported preparation of resources for mainstream teachers and advice on planning for Traveller learners.
- Promoted hate crime week through social media and through information to our workforce.
- Promoted diversity and equality in the local community at the Flintshire Diversity Festival.
- Promoted the end Violence Against Women campaign (White Ribbon) during November.

- Produced a draft Trans policy for schools, and included feedback from LGBT young people in the development of the policy.

### 3.8 Hate Crime

There were 62 reports of hate incidents in Flintshire in the period 2016/17 and 123 reports during 2017/18. The incidents were classed as follows:-

Type of incident	2015/16	2016/17	2017/18
Racially motivated	33	37	84
Homophobic	6	6	26
Disability Related	6	9	8
English/Welsh language	0	0	0
Transphobic	0	1	0
Gypsy/Traveller	0	2	4
Gender	0	0	1
Religious	4	6	5
Other	0	1	3
Total	49	62	123

The total number of reports of hate crime increased during 2016/17 and 2017/18. There was a significant increase during 2017/18, specifically in the number of reports of racially motivated related hate crime. Racially motivated hate crime remains the most reported type of hate crime. The initiatives to promote reporting may have resulted in more people coming forward to report hate crime. The members of North Wales Public Sector Equality Network (NWPSSEN) have worked together to encourage reporting of hate crime during Hate Crime Awareness week. The Council also published tweets and face book messages alongside other public bodies. These messages were republished during Trans Remembrance Day (November 2016) and Lesbian, Gay, Bisexual and Transgender History month (February 2017) respectively. It is still felt that hate crime is under reported across North Wales; action will continue to encourage reporting. There has also been an increased reporting of racist and religiously motivated hate crime nationally following terrorist attacks in the United Kingdom.

## 4. Collating information and engagement

4.1 Systems have been developed to capture and monitor the profile of our customers by protected characteristic. As there is not a single shared system to collate the data, Portfolios and services have developed their own systems. However, not all protected characteristics are captured on each system and there is insufficient data currently available for detailed analysis across the majority of services. It is an ongoing action to improve data capture across services.

Categories used to collate diversity data are taken from the [Census 2011](#) where this information is available. However, data on all protected characteristics is not captured through the Census, for example, Transgender and sexual orientation. As some communities have relatively low numbers which make statistical analysis difficult, the results of national research and reports are used.

4.2 Other sources of information are available from [Infobase Cymru](#) which provides access to a wide range of data locally and nationally on Wales, Data Cymru and regional and national research and reports.

4.3 Research has been undertaken for the North Wales Public Sector Equality Network (NWPSSEN), a network of all North Wales public bodies' Equality Officers, to help identify the inequalities experienced by protected groups. This [information](#) is available for use by services.

4.4 NWPSSEN developed an exemplar equality monitoring form with a Top Ten Tips Guidance note. This helps ensure consistency amongst the equality monitoring categories used by public bodies across North Wales and will contribute to more effective benchmarking.

4.5 Qualitative data is collated through other means such as surveys and focus groups and through engagement with local groups such as the Council's employee networks and with community groups:

- Flintshire Deaf Forum
- Flintshire Disability Forum
- Flintshire Youth Forum
- Faith contacts
- Older Peoples Forum
- North Wales Regional Equality Network
- School's Councils
- Stonewall Cymru
- Unique transgender group
- 50 plus Action Group

Officers attend meetings with community groups to identify issues at an early stage, receive feedback and views on any initiatives and involve them in equality impact assessments.

4.6 Despite the challenges in collating data, improvements have been made to our processes. We now:

- Record the ethnic details of Social Service users. This is now a mandatory field on the Social Services client database, PARIS.
- Monitor the profile of tenants, homelessness applicants and people on the housing waiting lists. These have been included in the Housing Improvement Plan.
- Record the profile of school pupils and school attainment levels.
- Promote through Leisure Services the "What's it Got To Do With You" Stonewall leaflets to encourage customers to complete the monitoring forms

## **4.7 Using information to meet the general duty**

The profile of customers/service users is compared against the profile of the community to identify areas of over/under representation or under achievement which enables services to set targets for improvement.

Using data in this way helps services to identify potential and actual areas of discrimination and also identify the opportunity to advance equality of opportunity through setting improvement targets which will be incorporated into the [SEP](#). This information has also been used to identify the [Council's local equality objectives](#).

Comparisons of satisfaction levels and complaints and information from focus groups is also used to identify any areas of potential and actual discrimination and areas of community tensions which in turn contribute to identifying opportunities for advancing equality and for fostering good relations.

## **4.8 Employment Information**

The profile of the workforce and job applicants is monitored, the results for the period 1<sup>st</sup> April 2016 to March 31<sup>st</sup> 2017 and 1<sup>st</sup> April 2017 to March 31<sup>st</sup> 2018 can be found [here](#). Some of the data has been aggregated to ensure individuals cannot be identified. A full diversity profile of the workforce is published separately and includes information required by the specific duties of the Equality Act 2010.

Currently the Council is unable to record gender identity in iTrent (Human Resource Management System) against an individual's record. The Human Resource Operations Manager is exploring options to rectify this with the supplier and the Welsh Local Government Association is co-ordinating activity to address this as it affects more than one local authority.

All data on the HR system includes other protected characteristics. As further modules of the HR system are implemented and the fields populated additional reports will become available in the future, for example, grievances and disciplinary action and applications for training.

Qualitative information is gained through feedback from Trade Union representatives at the Joint Trade Union Consultative Committee and through the employee networks

Qualitative and quantitative information is used to inform equality impact assessments on HR policies and practices and to identify areas of potential/actual inequalities which require further investigation.

## **4.9 Equal Pay Review**

The equal pay review is published on our website and is available [here](#). We are required to set an objective for pay. National research shows that the pay gap between men and women still exists. We have already completed a review of pay

to harmonise terms and conditions and have completed an annual Equal Pay Audit which is published on our website.

The Equal Pay Audit undertaken in 2016 indicated that overall the average salary across all grades for women was £18,437, and for men was £23,011 giving an overall gender pay gap of **19.88%**. The Audit completed in 2017 showed that overall the average salary for women across Grades A to Grade N) is **£19,038** and the average salary for males across all grades is **£23,385** giving an overall gender pay gap of **18.6%**.

## 5.0 Equality Impact Assessments (EIAs)

5.1 Equality and Welsh Language impact assessments (EIA) are one of the methods being used to mainstream equality and to support services identify specific equality targets. EIAs are undertaken on new or revised policies and practices.

### 5.2 Arrangements for assessing the impact of policies and practices

A template has been developed to capture the relevant information required for EIAs and this is supported by more detailed guidance. Workshops have been held in each Portfolio to support key officers undertaking EIAs. Portfolio Equality representatives provide additional support within each Portfolio. An EIA Quality Assurance group (comprising members representing different protected characteristics) has been set up to identify potential adverse impact and suggesting solutions. The group also acts as a “safety net” to ensure that the views of people from across the protected characteristics are considered. The aim is to ensure that the EIA process is robust and thorough and contributes to improvement in outcomes for both customers and employees. The equality impact assessment now incorporates Welsh language.

We have developed an integrated impact assessment to cover environment, equality, health, poverty and Welsh language impact assessments.

### 5.3 The following impact assessments were undertaken during 2016 /17 and 2017/18

2016/17	2017/18
Home Care Services Increased charges	Special Leave of Absence
Alternative Delivery model for Learning Disability Services	Schools review
Public Space Protection Order	Local Development Plan Preferred Strategy
Budget Proposals	Budget Proposals

## 6.0 Training

6.1 Details of how we promote understanding and knowledge about equality is set out in the [SEP](#). There are three e-learning packages:-

- Equality Act 2010
- Equality in the Workplace
- Equality and Welsh Language Impact Assessments

Diversity and equality is also included in

- Customer Services Award
- Institute of Leadership and Management (ILM) programme at all levels
- E-learning modules for new managers
- Induction workshops for new elected members

6.2 During 2016/17 in addition to the e-learning programmes, workshops were delivered on:-

- Cultural Awareness in Safeguarding Children
- Gypsy and Traveller culture
- Safeguarding Foreign National children- age assessments
- No Recourse to Public Funds- to understand what 'no recourse to public funds' means and to whom this applies
- Access to services for Economic Migrant workers
- Roma culture
- Train the Trainer "Dealing with LGBT bullying in schools" delivered by Stonewall Cymru

During 2017/18 the following training was provided:

- Child Sexual Exploitation
- Disability awareness training for employees working in Leisure Services.
- LGBT Awareness- To increase understanding about the barriers that Lesbian, Gay, Bisexual and Transgender (LGBT) people face when accessing sport, and potential solutions for greater inclusion. This was provided by LGBT Sports Cymru.
- Modern Slavery- provided to employees in Public Protection to enable them to recognise the signs of modern slavery.
- Prevent- provided by North Wales Police to public facing employees to ensure they understand extremism and radicalisation, can identify signs and know how to make a report.
- Safeguarding awareness- half day workshop and a half day interactive theatre style workshop. To increase awareness of safeguarding issues and ensure employees recognise the signs and know how to make a report.
- Trans-awareness- e-learning module- to increase awareness of issues facing the Trans community and understand how to develop Trans inclusive services.



## 7.0 Procurement

7.1 Details of how equality is embedded into the procurement process is set out in the [SEP](#). Furthermore, the Council includes community benefit clauses within contracts over £1 million; contracts of £10,000 include an element of community benefits in the scoring methods. As this work develops it may have the potential to contribute to the achievement of the equality objectives.

## 8.0 Conclusion

8.1 This report outlines the progress the Council is making to meet both the general and specific public sector equality duties. It is however clear that collating some data to monitor progress has been challenging. Priorities over the next two years will be to:

- increase the number of employees who complete the equality e-learning modules and complete the diversity audit.
- review actions and measures as there has been difficulty in accessing some measures as they are published by external organisations.
- incorporate actions into the performance management system, CAMMS to ensure that there is more effective monitoring of progress to meeting the objectives.
- put in place an electronic system to capture reports of identity based bullying in schools.
- ensure equality impact assessments are undertaken robustly.
- review the management of interpretation and translation services

### **Thank you for reading our Strategic Equality Plan Annual Report 2016/17 and 2017/18.**

Views and suggestions for our annual report are welcome.




Please contact us on:






Tel: ☎ 01352 702131








Email: ✉ [corporatebusiness@flintshire.gov.uk](mailto:corporatebusiness@flintshire.gov.uk)





## Appendix 1 Strategic Equality Plan Action Plan 2016- 2020


### Annual Report 2017/18

Objective 1 Reduce Health Inequalities					
Improve health outcomes for protected groups					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Develop and implement action plan to reduce waiting times for children accessing mental health services	Team Manager Performance and Planning and Development Officer	To be confirmed	Number of Looked after Children (LAC) waiting to access the Children and Adolescent Mental Health Service (CAMHS)	Two children were waiting for assessment at the end of March, with a waiting time of less than 4 weeks.	Waiting times reduced but dependent on capacity in external agency
Explore alternative providers for children's mental health	Team Manager Performance and Planning and Development Officer	To be confirmed			
Incorporate need for health assessments within Foster Care training	Team Manager Performance and Planning and Development Officer	To be confirmed	% of health assessments for LAC in time scales	Performance for the year was at 61.5%. Remedial actions being taken by BCUHB have included standardisation of documentation and processes across	52.5% of health assessments were completed for LAC in time scales  

				North Wales. 	
Incorporate prompt registration with General Practitioner (GP) and dentist in PARIS (care assessment system)	Team Manager Performance and Planning and Development Officer	To be confirmed	% LAC Registered with GP 	98.7%	83% Quality Assurance process implemented
			% LAC registered with a dentist within 3 months of becoming registered 	74.2% of children were seen by a dentist within 3 months of becoming looked after	Data for 2017/18 not yet available.
Organise annual Trans awareness training to coincide with Trans remembrance day	Strategic Policy Advisor	annually	number of employees who attend Transgender awareness training	0 workshops were held in 2016/17 however e-learning was made available to employees, through Flintshire Academi e-learning portal. 	0 workshops were held in 2017/18 however e-learning was made available to employees, through Flintshire Academi e-learning portal. This was completed by 81 employees. 
Explore potential to provide training through e-learning	Strategic Policy Advisor	March 2017	Trans awareness e-	Trans awareness training now	Complete

			learning available	available through e-learning. 	
Develop e-learning module on Gypsy Traveller awareness	Gypsy and Traveller Liaison Officer	December 2017	% employees who complete Gypsy Traveller e-learning modules	The officer was appointed this year and a training package is currently being developed. 	Under development 
Provide annual Gypsy Traveller awareness training	Gypsy and Traveller Liaison Officer	Annually	% employees who attend Gypsy Traveller awareness training		
Implement Social Care Training Strategy	Workforce Development Manager	On going	The number of people supported to remain in their own home because of a home adaptation.	Training Strategy is under development 	Training Strategy is under development 
Implement Supporting People Commissioning Plan	Housing Support Co-ordinator	On going	% of care leavers, by protected characteristic, who have experienced homelessness during the year	To be confirmed	Complete 



Implement Dementia Friendly communities action plan	Planning and Development Officer	Complete	Number of events (and take-up) aimed at raising awareness of dementia across the county	To be confirmed	Action plan implemented. Ten Dementia cafes have been established and 56 businesses accredited as Dementia Friendly. 
<b>Minimise the impact of substance misuse on individuals, their families and communities in the county</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Minimise the impact of substance misuse on individuals , their families and communities in the county	Regional Substance Misuse Commissioning and Development Officer	To be confirmed	% waiting time of less than 20 days from referral to treatment	85.08% Overall, waiting times have been consistent throughout the year. The indicator shows the percentage of referrals achieving the waiting time of less than 20 days. This shows an improvement against our local target of 80%. 	90.27% 
Supporting those receiving treatment to complete substance misuse treatments	Regional Substance Misuse Commissioning and Development Officer	To be confirmed	% of completed substance misuse treatments	77.69% The number of completed treatments	79.27% 






				<p>provided to those with substance misuse problems has fluctuated throughout the year. The overall average for 2016/17 is 77.69% which is just below the 2015/16 rate of 78.91%.</p> <p></p>	
--	--	--	--	--	--

**Objective 2 Reduce unequal outcomes in Education to maximise individual potential**










**Reduce the gap in educational attainment levels between different groups at all key stages**








Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Through Regional School Improvement Service (GwE) work to raise standards achieved by learners who are entitled to Free School Meals (FSM) by undertaking analysis of attainment across all key stages by gender and by FSM	Senior Manager School Improvement	Annual	Annual analysis % of children (by gender, ethnic background, FSM, LAC) for core subject indicator (CSI) at all key stages.	<p><b>FSM</b>            FP CSI 75.7%            KS2 CSI 77.9%            KS3 CSI 71.7%</p> <p><b>Sex</b>            Foundation Phase Boys 86.5%            Foundation Phase Girls 92.9%</p>	Results not yet available



			% of learners entitled to FSM in achieving the Level 1 and Level 2 Indicator (Five GCSEs passes A* -C)	KS2 CSI Boys 88.2% KS2 CSI Girls 94% KS3 CSI Boys 86.8% KS3 CSI Girls 92.4%  Profile of pupils achieving five GCEs Grade A* to C are provided in Appendix 4 	
Through GwE Challenge Advisors scrutiny of school improvement plans, ensure that schools are effectively targeting the use of the Pupil Deprivation Grant to support learners entitled to FSM to improve outcomes.	Senior Manager School Improvement.	Autumn Term 2016	% of learners entitled to FSM in achieving the Level 2 and Level 2 Indicator (Five GCSEs passes A* - C)	<b>FSM</b> FP CSI 75.7% KS2 CSI 77.9% KS3 CSI 71.7% 	Results not yet available
<b>Ensure pupils feel safe at school</b>					





Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Promote Stonewall Train the Trainer course to encourage schools to send representatives	GwE Regional School Improvement Service	Annual	Number of teachers who attend training	18 Teachers and education services attended 	The training was not offered during 2017/18. Resources have been made available to schools. 
Draft Transgender Reassignment policy for schools	Healthy Schools Officer, Inclusion Officers, Children and Young People's Partnership	July 2018	Transgender Reassignment policy published on Moodle	Working group to develop policy established 	Draft policy shared with working group 
Involve and consult with Trans community on draft policy	Healthy Schools Officer, Inclusion Officers, Children and Young People's Partnership	On-going			
Draft Equalities Plan for schools	Healthy Schools Officer	Autumn Term 2016	All schools adopt updated policy	2016-2020 Strategic Equality Plan template provided to all schools. Monitoring is undertaken as part of healthy schools visits to determine if the SEP has been adopted and is reviewed regularly.	Complete 






















					
Promote 'Respecting Others' guidance to schools	Healthy Schools Officer; Inclusion Officers; Children and Young Peoples' Partnership	To be confirmed	% of reports of identity based bullying taking place at schools	Awaiting new Welsh Government Guidance 	Awaiting new Welsh Government Guidance 
Organise annual conference "Respecting Others"	Healthy Schools Officer; Inclusion Officers; Children and Young Peoples' Partnership	To be confirmed	Conference organised	Awaiting new Welsh Government Guidance 	Awaiting new Welsh Government Guidance 
<b>Objective 3 Reduce inequalities in employment</b>					
<b>Identify and address any inequalities within pay, recruitment, retention, training and promotion processes</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Include equality plan as a standing agenda item at Performance Leads monthly meetings	Strategic Performance Lead	December 2016	Response rate to diversity audit improves	Complete 	Wpork is continuing to collate missing data 
Undertake annual workforce equality analysis of data in line with the PSED	Workforce Information Manager	Annually	Annual action plan and annual report published	On going 	Complete. Equal pay Audit published. 





Develop and implement action plan to address any potential or actual inequalities	Workforce Information Manager and Strategic Policy Advisor	Annually		On going 	Gender Reassignment monitoring now available on iTrent. Recruitment monitoring forms updated to reflect this. Missing diversity data continues to be captured. 
Publish annual workforce information report	Workforce Information Manager	Annually		Report available 	Report published. 
<b>Ensure employees receive equality training to equip them with skills and knowledge to meet the Equality Act 2010</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Promote equality training e-learning modules	Strategic Policy Advisor	September 2017	Communications plan developed and implemented	Complete 	Only 8 employees have completed the e-learning training. The training will be promoted widely during 2018/19, to increase completion rates.
Equality incorporated into appraisal	Strategic Policy Advisor	March 2018	Number of employees completing equality e-learning modules	In progress 	8 employees completed training 




Develop and implement training plan for employees to support them to meet equality duties	Strategic Policy Advisor	March 2017	<p>number of equality related courses delivered and numbers of employees who attend</p> <p>number of complaints made by employees of discrimination and identity based bullying</p> <p>number of complaints of discrimination made by job applicants</p>	<p>Programme of training is available supported by four e-learning modules.</p> <p>2 courses delivered: Finger Spelling Diversity and Equality</p> <p>Awaiting confirmation of data</p> 	<p>Only 8 employees completed training- targets to be set to increase the number of employees who complete the training.</p> <p>Less than 3 complaints made about discrimination by job applicants and less than 3 employees made complaints of bullying and harassment.</p> 
<b>Support protected groups gain and maintain employment</b>					
<b>Task</b>	<b>Who</b>	<b>Date</b>	<b>Measure</b>	<b>Progress 2016/17</b>	<b>Progress 2017/18</b>
Develop and implement action plan to support care leavers gain employment and training opportunities	Team Manager Performance Planning and Development Officer	on going	% of all care leavers, by protected characteristic, who are in sustained	12 months after leaving care= 63% 24 months after leaving care = 81%	Data to be confirmed

			education, training or employment continuously for 12 months and 24 months after leaving care		
<b>Objective 4 Reduce inequalities in personal safety</b>					
<b>Raise awareness of hate crime</b>					
<b>Task</b>	<b>Who</b>	<b>Date</b>	<b>Measure</b>	<b>Progress 2016/17</b>	<b>Progress 2017/18</b>
Work with North Wales Public Sector Equality Network to develop and implement a joint communications plan to raise awareness of hate crime	Strategic Policy Advisor	Annually	Number of reports of hate crime by protected characteristic	62 	Figures not yet available from North Wales Police
			Initiatives to raise awareness of hate crime implemented	Plan developed and implemented 2016 with NWPSSEN 	Regional group established to monitor hate crime figures – to ensure hot spots are identified and initiatives taken to address areas of concern. 
Support Victim Support to provide hate crime awareness sessions to employees	Policy Advisor Equality and Cohesion	Annually	Number of employees who attend training	0 courses were delivered by Victim Support during 2016/17	0 courses delivered by Victim Support during 2017/18. Opportunities for delivering training

					through e-learning being explored. 
Implement Social Services Improvement Plan	Team Manager Performance and Planning and Development Officer	To be confirmed	% of people reporting that they feel safe.	National data not yet published	National data not yet published
Implement safeguarding training	Team Manager Performance and Planning and Development Officer	To be confirmed	% of adult protection reports where the risk has been managed.	98% 	Training implemented 
Implement early interventions/ preventative training	Team Manager Performance and Planning and Development Officer	To be confirmed	% of re-registrations of children on Child Protection Register (CPR).	4.7% 	1.8% 
			The average length of time of children on the CPR.	241 days 	298 days 
<b>Raise awareness of Safeguarding</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Develop safeguarding policy which includes Modern Slavery	Corporate Safeguarding Panel	September 2016	Policy published	Complete 	Complete- policy being implemented 

Identify organisational training needs relating to Safeguarding	Corporate Safeguarding Panel	September 2016	Training needs analysis undertaken	In progress 	Complete- updates provided at Corporate Safeguarding Panel 
Develop safeguarding training plan	Corporate Safeguarding Panel	September 2016	Training plan in place	In progress 	Under development 
Implement safeguarding training plan	Corporate Safeguarding Panel	January 2017	Number and % of employees who attend safeguarding training	To start from April 2017 	Safeguarding training delivering in October 2017, November 2017 and January 2018 
<b>Address high risk repeat instances of domestic abuse and enable victims of domestic abuse to remain in their own properties</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Encourage referral of high risk repeat instances of domestic abuse to MARAC	Public Protection Manager	Ongoing	% of high risk repeat victims of domestic abuse referred to MARAC	14.3% 	22.4% 
Home safe referral visits undertaken by the Neighbourhood Wardens	Anti-Social Behaviour Co-ordinator/Trading Standards Team Manager	Ongoing	Number of home referral visits	221 Home visits 	993 Target Hardening visits completed referred by a number of partner agencies.  193 Domestic abuse Home safe visits







					completed referred by a number of different partner agencies. 
<b>Develop domestic abuse refuge for males to reduce the inequality in provision in North Wales</b>					
<b>Task</b>	<b>Who</b>	<b>Date</b>	<b>Measure</b>	<b>Progress 2016/17</b>	<b>Progress 2017/18</b>
Develop domestic abuse refuge for males to reduce the inequality in provision in North Wales	Community Support Services Manager	To be confirmed	Number of referrals	Refuge now open and accepting referrals- 18 referrals received during 2016/17 	27 referrals received 
<b>Objective 5 Reduce inequalities in Representation and Voice</b>					
<b>Increase the diversity of the profile of people who participate in public life and representative bodies</b>					
<b>Task</b>	<b>Who</b>	<b>Date</b>	<b>Measure</b>	<b>Progress 2016/17</b>	<b>Progress 2017/18</b>
Deliver “What Matters” training to Social Services	Team Manager Performance and Planning and Development Officer	To be confirmed	% of people, by protected characteristic, reporting they felt involved in any decisions made about their care and support	National data not published	Training implemented 100% of the Social Services workforce trained. 
<b>Improve representation of Protected groups in consultation activities and equality impact assessments</b>					
<b>Task</b>	<b>Who</b>	<b>Date</b>	<b>Measure</b>	<b>Progress 2016/17</b>	<b>Progress 2017/18</b>







Implement new assessment framework for children and young people	Team Manager Performance and Planning and Development Officer	Complete	% of parents reporting that they felt involved in any decisions made about their child's care and support	National data not published	Framework implemented 
Implement new assessment framework for carers and training for carers	Team Manager Performance and Planning and Development Officer	To be confirmed	% of carers reporting they felt involved in designing the C and S plan for the person that they care for	National data not published	The new assessment framework is under development 
Develop easy and accessible procedures for people to complain when things go wrong.	Customer Services Team Leader	To be confirmed	Number and % of complaints of discrimination	The policy was launched in accordance with an All Wales model for complaints handling in the public sector.  1 complaint of discrimination during 2016/17.	0 complaints of discrimination 






**Objective 6 Reduce inequalities in access to information and services, buildings and the environment**

**Promote and increase use of Language Line across all services when dealing with customers where language barriers may result in information not being clearly understood by either parties**



Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Promote and increase use of Language Line across all services	Customer Services Officer	April 2017	Number of requests for information in different languages and formats	9 requests for information in different languages 4 requests for information in formats 	171 requests for interpretation 
Develop standard wording for all key documents to promote that they are available in different formats	Strategic Policy Advisor	April 2017	Agreement of standard statement for wording for all public documents stating the information can be provided in different languages and formats	Complete 	Complete 
Deaf awareness training commissioned and delivered annually during Deaf Awareness week	Strategic Policy Advisor	Annually	Number and % employees attending training	6 employees attended finger spelling sessions delivered by North Wales Deaf Association 	Information provided for employees by North Wales Deaf Association, during Deaf Awareness Week. 

Develop joined up working with customer services teams within the Community and Enterprise portfolio to provide a consistent approach towards customer contact	Housing Strategy Officer	April 2016	Consistent information provided by all teams	Customer Relationship Management System now able to be accessed by officers in the Private Sector Housing Team. 	The Housing Asset Management and Housing Solutions Contact Centres merged in January 2018. The single Housing Contact Centre now provides a consistent approach when dealing with customer contact by telephone. 
<b>Improve access to services, transport, the built environment and open spaces which the Council provides or manages</b>					
<b>Task</b>	<b>Who</b>	<b>Date</b>	<b>Measure</b>	<b>Progress 2016/17</b>	<b>Progress 2017/18</b>
Guidance provided to key services to support them to undertake equality monitoring systematically	Strategic Policy Advisor and Performance Leads	December 2016	Equality monitoring undertaken systematically in Education, Housing and Social Services	Complete 	Complete 
Develop electronic toolkit for impact assessments	Strategic Policy Advisor	June 2017	Welsh Language and Equality impact assessments incorporated into the Council's	In progress 	System developed and implemented 

			Performance Management system		
Develop standard clauses for contracts to ensure compliance with equality duty and Welsh Language Standards	Strategic Policy Advisor / Legal Services	October 2016	Standards clauses for contracts and Service level Agreements in place	Welsh language clauses complete 	Equality clauses developed and available on Intranet 
Develop guidance for contractors, alternative delivery models (ADMS) and Community Asset Transfers (CAT) to support them to comply with the PSED and Welsh Language Standards	Strategic Policy Advisor	December 2016	Number of ADMs and CATs containing equality and Welsh language clauses	Guidance developed for Welsh language. Further guidance to be developed for equality. 	In progress 
Employees in customer facing posts to attend Transgender awareness training	Customer Services Officer	April 2017	Number and % employees who attend training	Training to be organised 	Training is available as an e-learning module. This will be promoted during the next 12 months. 
NEW Homes employees to attend Transgender awareness training	Housing Strategy Officer	April 2017	Number and % employees who attend training	Training to be organised 	40%. Two employees have attended the training. Two are scheduled to attend by

					end July 2018. One post is vacant. 
Employees with Gypsy Traveller responsibilities to attend relevant awareness training	Housing Strategy Officer	April 2017	number and % employees who attend training	Training course under development 	Training is still in development 
Prepare options to meet the assessed accommodation needs of the Traveller community	Customer Services Manager	April 217	Options identified	Options prepared 	The Council Traveller site is being redeveloped to provide a better standard of accommodation for the Gypsy Traveller community. Further work is being undertaken to inform the options. 
Ensure employees have skills and knowledge to meet needs of Refugees	Customer Support Manager	December 2017	Number of employees who attend training	Training to be organised 	Contract in place with British Red Cross whose staff have specialist skills and knowledge. Two Council employees who are managing the Refugee project have attended specialist training. 

--	--	--	--	--	--

## Appendix 2 Diversity Profile of school pupils

### Primary school pupils

Ethnic Background	2016		2017	
	Total	%	Total	%
BME	384	2.8%	409	2.9%
White British	12612	90.5%	12684	90.4%
Any Other White Background	671	4.8%	763	5.4%
Information Not Obtained	6	0.00%	6	0.0%
Information Refused)	60	0.4%	48	0.3%
Not Recorded by School	210	1.5%	120	0.9%
<b>Total</b>	<b>13943</b>	<b>100%</b>	<b>14030</b>	<b>100%</b>

### Secondary schools pupil

Ethnic Background	2016		2017	
	Total	%	Total	%
BME	183	1.9%	179	1.9%
White British	9053	95.1%	8883	94.8%
Any Other White Background	248	2.6%	272	2.9%
Information Not Obtained	8	0.1%	8	0.1%
Information Refused	31	0.31%	27	0.3%
Not Recorded by School	0	0.00%	0	0
<b>Total</b>	<b>9523</b>	<b>100%</b>	<b>9369</b>	<b>100%</b>

### Appendix 3 Educational Achievement

Students achieving 5 GCSE's or more grades A\*- C

#### By sex

	2016 /2017	
Sex	Not Achieved %	Achieved %
Female	26.76	73.24
Male	39.69	60.31
Grand Total	33.16	66.84

#### By ethnicity

	2016/ 2017	
Ethnicity	Not Achieved %	Achieved %
BME	15.38%	84.62%
Refused	33.33%	66.67%
White British	33.29%	66.71%
White Other	39.53%	60.47%
Grand Total	33.16%	66.84%