



Flintshire County Council

Strategic Equality Plan

Annual Report

April 2019 - March 2020

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your own language

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This document is available in Welsh

Strategic Equality Plan

Annual Report 2019 - 2020

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Executive Summary

This is the final annual report for Flintshire County Council's Strategic Equality Plan 2016-2020 and sets out the progress we made to achieve our equality objectives during 2019/20 and what we have achieved since 2016. The purpose of the Strategic Equality Plan is to reduce inequalities experienced by people with protected characteristics.

There have been improvements in services and we are pleased to report that we have achieved "Working towards Dementia Friendly" status and successfully gained accreditation for the "White Ribbon" campaign. We supported internships for nine young adults with a learning disability through Project SEARCH. Theatr Clwyd increased access to the arts for people with protected characteristics. Examples include their work with "Sorted", the Youth Drug and Alcohol team, to offer creative sessions for young people from deprived backgrounds. They also worked with City of Sanctuary, to hold creative session for young refugees and their families. The Youth service has developed a youth group to support young people who are lesbian, gay, bisexual and transgender (LGBT).

We recognise that we may have had some successes but we still need to make progress, especially in light of the issues raised on specific areas of inequality highlighted by the impact of Covid-19. We will incorporate these within our new Strategic Equality Plan 2020-24 and will monitor progress more efficiently through our performance management system.

Colin Everett
Chief Executive

Councillor Billy Mullin
Cabinet Member for Corporate
Management and Assets

Strategic Equality Plan Annual Report 2019-2020

1. Introduction

1.1 This annual report for the Council's [Strategic Equality Plan](#) (SEP) covers the period April 2019 to March 2020. 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. The action plan to meet the SEP is provided in Appendix 1; this also highlights the progress made to meet each action.

2.2 The following table sets out our performance towards achieving the actions we set ourselves for each objective, we have assessed ourselves using the following criteria:

- R** **Limited Progress** - delay in scheduled activity; not on track
- A** **Satisfactory Progress** - some delay in scheduled activity, but broadly on track
- G** **Good Progress** - activities completed on schedule, on track

Equality Objective	Progress
Reduce health inequalities	
Reduce unequal outcomes in Education to maximise individual potential	
Reduce inequalities in employment (Amber as work on Workforce Information report in progress)	
Reduce inequalities in Personal Safety	
Reduce inequalities in Representation and Voice	
Reduce inequalities in access to information and services, buildings and the environment	

3. Meeting our Equality Objectives 2019/20

3.1 This section sets out our key achievements to meeting our six equality objectives during 19/20.

Objective 1: Reduce health inequalities

During 2019/20:

- We received recognition as 'Working to become Dementia Friendly' and established a Council wide group to ensure services continue working towards becoming Dementia Friendly.
- We continued to hold events to raise awareness of dementia in our communities.
- Provided training to increase awareness of the needs of Gypsies and Travellers to key officers in our Housing services.
- Provided Trans awareness training to promote awareness of the needs of the Trans community.
- The number of adults over 65 years who were helped to live at home was 40 per 1,000 population.
- The number of adults over 65 years who were supported in care homes was 14 per 1,000 population.
- The percentage of adults who completed a period of reablement and were able to move to a reduced package of care or no care for at least 6 months was 70%.
- Our Domestic Energy team delivered 2,175 energy efficiency measures to properties in the County across all tenures. Support was targeted predominantly at fuel poor households. This investment also supported 13 jobs and four apprenticeship opportunities.
- We continued to support communities to become Age-Friendly. Leeswood and Pontblyddyn is currently in its third year of Age-Friendly Community development and in addition to its weekly community café has worked in partnership with Ysgol Derwenfa and Newydd catering to develop a monthly lunch club.
- Opportunities to increase participation of older people in the community to reduce the risk of loneliness and isolation have been initiated in Pen-y-ffordd near Holywell with the support of Ysgol Derwenfa. A monthly coffee morning has been established, staff and pupils have taken part in Dementia Awareness sessions and plans are in place to run digital tablet training in partnership with Coleg Cambria to increase the skills of digitally excluded older people in the community.
- Commissioned research from Public Health Wales into the needs of Travellers, this research was paused during Covid-19. The aim of the research is to better understand the health needs of Travellers who usually reside in or use health services in North Wales.

- All schools (including primary schools) and youth clubs had access to sanitary products.

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

During 2019/20:

- Developed an electronic system for recording and reporting identity based bullying systems in schools
- Raised awareness of identity based bullying during anti bullying week
- Modern Slavery and County Lines training was made available to school employees.
- Commissioned ¹Show Racism the Red Card to deliver anti-racism workshops to Year 8 students in all secondary schools and provided sessions for school staff and Governors to support schools continue delivering the training package.
- Commissioned “Getting on Together” (GoT) training for teachers from our primary schools. The aim of the training event was to provide teachers with the knowledge, understanding, skills and confidence to deliver the Getting on Together ‘Challenging Extremism’ key Stage 2 programme during the academic year 2019/2020 to year 6 pupils.
- Girls still outperformed boys at school which reflects the national trend. 47.28% boys achieved 5 G.C.S.E's A* - C grade compared to 60.08% girls
- Offered the “SHEP” School Holiday Enrichment Programme. This is a school-based programme that provides healthy meals, food and nutrition education, physical activity and enrichment sessions to children in areas of social deprivation during the summer holidays. ‘Food and Fun’ is the brand used to promote the clubs to children and families. The programme ran four days a week for the first three weeks of the holidays at two sites and was aimed at year 6 pupils from the feeder primary schools and existing year 7 students at the high schools.

Objective 3: Reduce inequalities in employment

During the past 12 months:

- Completed an annual Equal Pay Audit reviewing the pay differences between men and women, disabled employees and non- disabled employees and between employees from different ethnic backgrounds. The full report is available on our [website](#). A summary is provided in section 4.8.
- There were no complaints of bullying and harassment by employees during 2019/20.
- There were no complaints of discrimination by job applicants or employees during 2019/20.

¹Show Racism the Red Card is an anti-racism educational charity.

- Supported internships for nine young adults with a learning disability through Project SEARCH. We are working with Hft (a national learning disability charity), Clwyd Alyn Housing Association and Coleg Cambria to equip young people with learning disabilities with everything they need to secure competitive employment within their community through Project SEARCH. Project SEARCH offer a range of work placements aimed at developing new skills, which are combined with classroom sessions designed to build confidence and cover any training needs. The first cohort of seven interns have successfully completed the programme and are now moving into paid work.
- Through the employment mentoring teams in the Business Service are helping to support 253 participants to improve their employment opportunities.

Objective 4: Reduce inequalities in Personal Safety

During 2019/20:

- 4 referrals were made to the domestic abuse refuge for males
- 44.64% of employees have completed the Welsh Government's 'Level 1 e-learning Domestic Abuse and Sexual Violence National Training Framework.
- There were four referrals to the domestic abuse refuge for males.
- We participated in the White Ribbon Campaign to raise awareness of violence against women and successfully applied for re-accreditation with the White Ribbon initiative.
- We promoted awareness of Modern Slavery, County Lines and Prevent through training delivered by North Wales Police, these sessions were attended by 290 employees.
- All taxi drivers have received safeguarding training as part of their licensing requirements. Taxi drivers can be the eyes and ears in the community and have the opportunity see and hear things that others do not; it is important they can recognise safeguarding issues and know how to make a report.
- Participated in hate crime week with other public bodies in North Wales to raise the importance of reporting hate crimes, this included holding promotional events in local colleges with North Wales Police representatives.
- There were 168 reports of hate incidents in Flintshire in the period 2019/20.

Type of incident	2015/16	2016/17	2017/18	2018/19	2019/20
Racially motivated	33	37	84	76	99
Homophobic	6	6	26	29	40
Disability Related	6	9	8	14	20
Transphobic	0	1	0	1	4
Religious	4	6	5	9	5
Total	49	59	123	129	168

- The members of North Wales Public Sector Equality Network (NWPSSEN) have worked together to encourage reporting of hate crime during Hate Crime Awareness week in October every year. We also published tweets and Facebook messages alongside other public bodies to encourage people to report hate crime. Although there has been an increase in reports of hate crime, it is still felt that hate crime is under reported across North Wales; action will continue to encourage reporting. The increase in reports reflect national trends. Hate crime is included as a standing item at the North Wales Public Sector Equality Officers' Network.
- We raised the Trans Flag on 20 November to commemorate the Transgender Day of Remembrance in memory of all Trans people who have lost their lives to Transphobic violence.



Chair of the Council, Councillor Marion Bateman holding the Trans flag with the Councillor Billy Mullin, Cabinet member and Equality Champion supported by elected members , employees and representatives of the Trans community on 20th November 2019.

- We raised the Rainbow flag during February 2020 to celebrate Lesbian, Gay, Bisexual, Transgender (LGBT) History Month and promoted information to raise awareness of LGBT issues.



The Chair of the Council, Councillor Marion Bateman and Councillor Billy Mullin Cabinet Member and Equality Champion hold the Rainbow flag supported by members of our LGBT Employee Network, the LGBT community, and the Chief Executive.

Objective 4: Reduce inequalities in representation and voice

During 2019/20:

- We continued holding meeting with stakeholders to review Equality impact assessments completed by services.
- The Youth Service developed an LGBT Youth group.
- Direct payments supported 580 people giving them choice and control over how they receive their services. This represents over 40% of people receiving “home based” social care in Flintshire.
- Focus group for people living with dementia fed in to the development of some user guides for the map of resources for people with dementia which is available on our website, helping people to get the most out of the information available.
- A Flintshire Dementia Friendly Communities Conference was held July 2019, this supported us to engage with communities, individuals living with dementia and their carers and to inform action for our Dementia plan.

Objective 5: Reduce inequalities in access to information and services, buildings and the environment

During 2019/20:

- We reduced the number of days to deliver a Disabled Facilities Grant to support home adaptations enabling disabled people to remain in their own homes.
- Opened a new £4million Day Centre for adults with learning disabilities. The new Day Centre, named Hwb Cyfle (Opportunity Hub), provides a modern, accessible and vibrant setting for the delivery of high quality day services in partnership with Hft. The Centre also provides an accessible venue with indoor and outdoor facilities to support activities that improve the health and well-being of the wider community.
- Started a review of the use of “A” frame barriers on coastal paths to ensure they are accessible to disabled people.
- Increased access to the arts through Theatr Clwyd:
 - In partnership with Parkinson’s UK, Theatr Clwyd ran a 20 week dance and music programme for people with Parkinson’s disease. 23 participants engaged from all over Wales.
 - Offered weekly “Arts from the Armchair” for people living with dementia
 - Worked in partnership with “We Mind the Gap” to offer 10 young women who may have to explore how it feels to be a young women in today’s society. “We Mind the Gap” provides traineeships for young women who have had limited opportunities in life.
 - Theatr Clwyd pledged a financial contribution to the Wales Race and Culture Taskforce.
 - Worked with City of Sanctuary , the theatre held creative session for young refugees and their families
 - Worked with “Sorted”, the Youth Drug and Alcohol team, to offer creative sessions for young people from deprived backgrounds.
 - Theatr Clwyd has established “Fuse” to work with young people with additional needs exploring creativity and theatre making.
- There are pages on our website are dedicated to providing information on what is available locally for people living with dementia and their carers. The pages will continue to be updated as we learn more about local support. We are also in the process of mapping the Dementia Friendly Communities, locations, businesses and schools on our interactive map, which we will add to the page.
- We are now looking to enhance the pages with an interactive map, containing information on the locations of memory café’s business and schools recognised as working towards becoming dementia friendly and other useful community venues.

4. Collating information and engagement

4.1 Systems have been developed within portfolios and services to capture and monitor the profile of our customers by protected characteristic. However, all the services are different and not all protected characteristics are captured on each system. There is insufficient data available for detailed analysis for most 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. Some communities have relatively low numbers which make statistical analysis difficult, in these cases, the results of national research and reports are used.

4.2 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.
- record the profile of school pupils and school attainment levels.

Profile of Primary school pupils by ethnic background

Ethnic Background	2016		2017		2018		2019		2020	
	Total	%	Total	%	Total	%	Total	%	Total	%
BME	384	2.8%	409	2.9%	425	3.03%	459	3.2%	464	3.39%
White British	12612	90.5%	12684	90.4%	12680	90.27%	12447	89.21%	12241	89.53%
Any Other White Background	671	4.8%	763	5.4%	752	5.35%	791	5.67%	795	5.81%
Information Not Obtained	6	0.00%	6	0.0%	56	0.40%	136	0.97%	26	0.19%
Information Refused)	60	0.4%	48	0.3%	44	0.31%	32	0.23%	24	0.18%
Not Recorded by School	210	1.5%	120	0.9%						
Other					89	0.63%	87	0.62%	122	0.89%
Total	13943	100%	14030	100%	14046	100%	13952	100%		

Profile of secondary schools pupils by ethnic background

Ethnic Background	2016		2017		2018		2019		2020	
	Total	%	Total	%	Total	%	Total	%	Total	%
BME	384	2.80%	409	2.90%	425	3.03%	459	3.20%	464	3.39%
White British	12612	90.50%	12684	90.40%	12680	90.27%	12447	89.21%	12241	89.53%
Any Other White Background	671	4.80%	763	5.40%	752	5.35%	791	5.67%	795	5.81%
Information Not Obtained	6	0.00%	6	0.00%	56	0.40%	136	0.97%	26	0.19%
Information Refused)	60	0.40%	48	0.30%	44	0.31%	32	0.23%	24	0.18%
Not Recorded by School	210	1.50%	120	0.90%						
Other					89	0.63%	87	0.62%	122	0.89%
Total	13943	100%	14030	100%	14046	100%	13952	100%	13672	100.00%

4.3 Research has been undertaken by Gwynedd Council 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 has 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:

- Flintshire Disability Forum
- Flintshire Youth Forum
- Faith contacts
- Older People's 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 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.

4.7 Employment Information

A full diversity profile of the workforce is published separately and includes information required by the specific duties of the Equality Act 2010. This can be found on our website.

All data on the HR system includes all 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.

4.8 Equal Pay

The equal pay audit 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. A summary of the annual Equal Pay Audit for different protected is set out below:

Men and Women

- Overall the average salary for women across all grades and terms and conditions is **£25,322.99** and the average salary for men across all grades and terms and conditions is **£29,242.37** giving an **overall** Gender Pay Gap of **13.40%**. This is using the **mean** method of calculating average pay. This

represents a decrease from 2018 when the mean **pay gap was reported as 16.22%**.

- Using the **median method**, the average salary for men across all Grades and terms and conditions is **£25,295** and the average salary for females across all grades and terms and conditions is **£19,953** giving an overall gender pay gap of **21.12%**. This is a slight increase in the median pay gap from 2018 (20.36%) this is likely to be attributable to the new grade G12 in the NJC pay scales.

Disabled employees and non- disabled employees

Analysis of disabled employees compared to other employees

	Number		Percentage %		Average Full Time Equivalent salary	
	2018	2019	2018	2019	2018	2019
Disabled	127	158	1.91%	2.35%	£25,563	£25,011.34
Not Disabled	3849	4043	57.89%	60.01%	£26,009	£26,664.95
Prefer not to say or undisclosed	2673	2536	40.20%	37.64%	£23,925	£26,396.20

Note: It has not been possible to produce a meaningful view of a grade-by-grade comparison and of occupational segregation due to low numbers of employees who have completed the equality monitoring questionnaire

- There is a 6.13%% mean pay gap between all employees across the County Council who consider themselves disabled and those who have declared themselves as not disabled. This means the average salary of a disabled person is on average 6.13%% lower than a non-disabled person. This data however, is not considered to be robust due to the high proportion (37.64%) of employees who have not declared information on disability

Ethnic background

- There are significant numbers of staff who have chosen not to disclose their ethnicity or who have not provided any information on their ethnic origin (34.73%). This has slightly improved from 2018, where the figure was 37.39% but, this makes it difficult to undertake a robust analysis of pay by ethnicity. 4397 have disclosed their ethnicity as “white” (65.26%) and 26 employees have disclosed their ethnicity as BME (Black and minority ethnic) (0.38%). Please note the ethnic profile of Flintshire County is 98.5% white (2011 census – office for national statistics).
- The ethnicity pay gap is -12.87% which shows that BME employees earn on average 12.87% more than those who have disclosed their ethnicity as White. However due to high number of employees who have not stated their ethnicity or we do not have the information this is not considered to be robust enough for meaningful data.

Sexual Orientation

- The proportion of the total population of employees who have declared their sexual orientation as heterosexual is 39.59%. 0.79% have declared themselves as bisexual/gay/lesbian, and 2.57% have preferred not to say and for 56.89% their sexual orientation is unknown. The data that we hold on sexual orientation is not sufficiently robust to report on pay gaps.

Religion

- The proportion of the total population of employees who have declared their religion or belief as Christian is 31.33% and 0.19% have declared another religion or belief (Buddhist, Hindu, Jewish, Muslim or Sikh.) 16.40% reported they have no religion and 2.52% prefer not to say and for 48.36% religion or belief is unknown. The data which the County Council holds on religion is not sufficiently robust to report on pay gaps.

The full report can be found [here](#)

Actions for the next 12 months include:

- Deliver a targeted campaign to update our data, when sending out addendum to contracts we will send a diversity questionnaire to be completed and returned. We will run a communications campaign via the intranet asking employees to update their details.
- Prepare a number of case studies which identifies services where the composition of a team or service departs from traditional stereotypes as part of a “challenging gender stereotypes” campaign. We will also continue to work with services to address occupational segregation which remains a significant factor in influencing pay gaps between males and females.

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.

5.2 An electronic template (Integrated Impact Assessment (IIA)) has been developed to capture the relevant information required for a range of impact assessments- including environment, equality, health, poverty and Welsh language. An IIA 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 IIA process is robust and thorough and contributes to improvement in outcomes for both customers and employees. Guidance notes are available for each protected characteristic to support IIA authors.

5.3 We have completed impact assessments on the de-pedestrianisation of Holywell High Street and our new Strategic Equality Plan 2020/24. We have also rated an impact assessment on the use of “A” frame barriers on coastal routes paths.

5.4 We are working with NWPSEN to develop one equality impact assessment framework for use by public bodies in north Wales with the aim of developing a standard approach particularly when working in partnership.

6.0 Training

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

- Equality Act 2010
- Equality in the Workplace

These are supported by e-learning packages on:

- Trans awareness
- Modern slavery
- Hate crime

6.2 Diversity and equality is also included in:

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

6.3 During 2019/20 in addition to the e-learning programmes, workshops were delivered on:-

- Anti-racism training for schools delivered by Show Racism the Red Card
- Hate Crime awareness
- Modern Slavery including County Lines training delivered by North Wales police. County Lines refers to the transportation of illegal drugs from one area to another, often across police and local authority boundaries (although not exclusively), usually by children or vulnerable people who are coerced by gangs.
- “Prevent” anti-terrorism training, 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.
- Schools in Flintshire have been trained to deliver Getting on Together (GoT) workshops in schools. These provide teachers with the knowledge, understanding, skills and confidence to deliver the ‘Challenging Extremism’ programme.
- Safeguarding awareness - to increase awareness of safeguarding issues and ensure employees recognise the signs and know how to make a report.
- Trans-awareness training- the aim is 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, community benefit clauses are included within contracts over £1 million; contracts of £10,000 include an element of community benefits in the scoring methods. We have approved a new strategy to increase the social value generated from our procurement activity. We are in the process of procuring a software solution to enable services, suppliers and third sector providers to better record the social value they generate. This will include, for example, support for unemployed people, fair employment practices, use of the minimum wage.

7.2 We have signed up to Welsh Government's Code of Practice: Ethical Employment in Supply Chains. We have committed to a set of actions to tackle illegal and unfair employment practices. We publish an annual Modern Slavery statement as part of this commitment.


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. Our priority is to implement our new [Strategic Equality Plan 2020/24](#) and continue addressing specific areas of inequality.

Thank you for reading our Strategic Equality Plan Annual Report 2019/20.



Views and suggestions for our annual report are welcome.





Please contact us on:




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Appendix 1 Strategic Equality Plan Action Plan 2016- 2020
2019/20 Update




Objective 1 Reduce Health Inequalities			
Task	Who Date	Measure	Progress
Develop and implement action plan to reduce waiting times for children accessing mental health services	Team Manager Performance and Planning and Development Officer	Number of Looked after Children (LAC) waiting to access the Children and Adolescent Mental Health Service (CAMHS)	Remedial actions being taken by Betsi Cadwaladr University Health Board (BCUHB) have included standardisation of documentation and processes across North Wales. We removed this measure as the responsibility lay with (BCUHB) 
Explore alternative providers for children's mental health	Team Manager Performance and Planning and Development Officer		
Incorporate need for health assessments within Foster Care training	Team Manager Performance and Planning and Development Officer	% of health assessments for LAC in time scales	.Complete 
Incorporate prompt registration with General Practitioner (GP) and dentist in PARIS (care assessment system)	Team Manager Performance and Planning and Development Officer	% LAC Registered with GP	98.5% registered with GP.
		% LAC registered with a dentist within 3 months of becoming registered	.75.% of children were seen by a dentist within 3 months of becoming looked after. 100% within 4 months. Recording of GP registration and



			<p>dental registration is included in the revised assessment documentation for children, which was implemented in March 2019.</p> <p></p>
Organise annual Trans awareness training to coincide with Trans remembrance day	Policy Advisor Equality and Cohesion	number of employees who attend Transgender awareness training	<p>2 workshops were held in 2019/20 as part of LGBT History month.</p> <p></p>
Explore potential to provide training through e-learning	Policy Advisor Equality and Cohesion	Trans awareness e-learning available	<p>Complete - Trans awareness training now available through e-learning, plus additional face to face workshops have been made available to the workforce.</p> <p></p>
Develop e-learning module on Gypsy Traveller awareness	Gypsy and Traveller Liaison Officer	% employees who complete Gypsy Traveller e-learning modules	<p>Gypsy Traveller awareness training is provided to key employees in Housing. An e-learning module has not been developed this proved problematic, however other face to face training is available. All relevant employees in Housing have now received training</p> <p></p>
Provide annual Gypsy Traveller awareness training	Gypsy and Traveller Liaison Officer	% employees who attend Gypsy Traveller awareness training	
Implement Social Care Training Strategy	Team Manager Performance and Planning and	The number of people supported to remain in their own home because	753 people were supported to remain in their own home because







	Development Officer	of a home adaptation.	of an adaptation. The average number of calendar days taken to deliver a Disabled Facilities Grant (DFG) was 195.83 days. DFG is a mandatory grant to help disabled people with the cost of adapting their homes to enable them to continue living at their residence with the maximum amount of independence Action complete 
Implement Supporting People Improvement Plan	Housing Support Co-ordinator	% of care leavers, by protected characteristic, who have experienced homelessness during the year	1.1% care leavers were reported as homeless during 2019/20. This equates to 6 and was an increase from the previous year. Action complete 
Implement Dementia Friendly communities action plan	Planning and Development Officer	Number of events (and take-up) aimed at raising awareness of dementia across the county	We have now become accredited as “Working Towards Becoming Dementia Friendly” and a working group has been established. Eight events were held to raise awareness of dementia 





Objective 2 Reduce unequal outcomes in Education to maximise individual potential			
Task	Who	Measure	
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 analysis % of children (by gender, ethnic background, FSM, for core subject indicator (CSI) at all key stages. % of learners entitled to Free school meals (FSM)in achieving the Level 1 and Level 2 Indicator (Five GCSEs passes A* -C)	Achieving (Five GCSEs passes A* - C) Boys 47.28% Girls 60.08% In receipt of Free school meals 26.04% BME 50%
Promote Stonewall Train the Trainer course to encourage schools to send representatives	GwE Regional School Improvement Service	Number of teachers who attend training	Complete -Flintshire schools were represented at the training. 
Draft Transgender Reassignment policy for schools	Healthy Schools Officer, Inclusion Officers, Children and Young People's Partnership	Transgender Reassignment policy published on Moodle	Policy on hold. Information to support schools is available on Hwb 
Involve and consult with Trans community on draft policy	Healthy Schools Officer, Inclusion Officers, Children and Young People's Partnership		
Draft Equalities Plan for schools	Healthy Schools Officer	All schools adopt updated policy	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. 
Promote 'Respecting Others' guidance to schools	Healthy Schools Officer; Inclusion Officers; Children and Young Peoples' Partnership	% of reports of identity based bullying taking place at schools	Complete. New electronic system in place for schools to report incidents. There was one report of identity based bullying. 
Objective 3 Reduce inequalities in employment			
Task	Who	Measure	
Include equality plan as a standing agenda item at Performance Leads monthly meetings	Strategic Performance Advisor	Response rate to diversity audit improves	Complete 
Undertake annual workforce equality analysis of data in line with the PSED	Workforce Information Manager	Annual action plan and annual report published	Ongoing. This is behind schedule the last report was published for the period 2016/17. 
Develop and implement action plan to address any potential or actual inequalities	Workforce Information Manager and Policy Advisor Equality and Cohesion		On going 
Publish annual	Workforce Information Manager		There has been a delay in reporting



workforce information report			but this is in progress. The last report was published in 2016/17 
Promote equality training e-learning modules	Policy Advisor Equality and Cohesion	Communications plan developed and implemented	Complete 
Develop and implement training plan for employees to support them to meet equality duties	Policy Advisor Equality and Cohesion	number of equality related courses delivered number of complaints made by employees of discrimination and identity based bullying number of complaints of discrimination made by job applicants	Equality Act 2010 and Equality in the Workplace e-learning courses available. Hate crime training available as both e-learning and Tool box talks No complaints received during 2019/20 

Maximise the number of apprenticeships, traineeships and work experience opportunities	Chief Officer Community and Enterprise; Chief Officer Education and Youth	Number and % of young people not in education, employment or training	18% NEET (43 young people out of 241 who completed Youth Justice Service programmes in 2019/20) This is now being included within community benefit clauses within the commissioning /procurement process. 
Objective 4 Reduce inequalities in personal safety			
Task	Who	Measure	Progress
Work with North Wales Public Sector Equality Network (NWPSSEN) to develop and implement a joint communications plan to raise awareness of hate crime	Policy Advisor Equality and Cohesion	Number of reports of hate crime by protected characteristic	168 reports during 2019/20 compared to 49 in 2015/16 . There has been a steady increase in reports during 2016/20, which is in line with national data. There have been regular communications to encourage reporting as it suspected that hate crime is under reported.. 
		Initiatives to raise awareness of hate crime implemented	Plan developed and implemented during 2019/20 with NWPSSEN

			
Implement safeguarding training	Team Manager Performance and Planning and Development Officer	% of adult protection reports where the risk has been managed.	98% 
Develop safeguarding policy which includes Modern Slavery	Corporate Safeguarding Panel	Policy published	Complete 
Implement safeguarding training plan	Corporate Safeguarding Panel	Number and % of employees who attend safeguarding training	2054 employees have completed the e-learning modules on Violence against women, domestic abuse and sexual violence and 179 completed the corporate safeguarding e-learning modules. 
Develop domestic abuse refuge for males to reduce the inequality in provision in North Wales	Community Support Services Manager	Number of referrals	Refuge now open and accepting referrals. Four referrals were made during 2019/20 
Objective 5 Reduce inequalities in Representation and Voice			
Task	Who	Measure	Progress
Implement new assessment framework for children and young people	Team Manager Performance and Planning and Development Officer	% of parents reporting that they felt involved in any decisions made about their child's care and support	National data not published. New framework is in place. 

Implement new assessment framework for carers and training for carers	Team Manager Performance and Planning and Development Officer	% of carers reporting they felt involved in designing the C and S plan for the person that they care for	National data not published. Framework has been implemented. 
Develop easy and accessible procedures for people to complain when things go wrong.	Customer Services Team Leader	Number and % of complaints of discrimination	Complete- No complaints of discrimination received. 
Objective 6 Reduce inequalities in access to information and services, buildings and the environment			
Task	Who	Measure	Progress
Promote and increase use of Language Line across all services	Customer Services Officer	Number of requests for information in different languages and formats	Contract for provision of interpretation and translation services being updated ready for implementation 2020/21. There were 210 requests for translation during 2019/20, a slight increase from 2018/19. 
Develop standard wording for all key documents to promote that they are available in different formats	Policy Advisor Equality and Cohesion	Agreement of standard statement for wording for all public documents stating the information can be provided in different languages and formats	Complete 
Develop joined up working with customer	Housing Strategy Officer	Consistent information provided by all teams	Customer Relationship Management System now able to

services teams within the Community and Enterprise portfolio to provide a consistent approach towards customer contact			be accessed by officers in the Private Sector Housing Team. 
Guidance provided to key services to support them to undertake equality monitoring systematically	Policy Advisor Equality and Cohesion and Performance Leads	Equality monitoring undertaken systematically in Education, Housing and Social Services	Complete. 
Develop electronic toolkit for impact assessments	Policy Advisor Equality and Cohesion	Welsh Language and Equality impact assessments incorporated into the Council's Performance Management system	Complete 
Develop Standard clauses for contracts to ensure compliance with equality duty and Welsh Language Standards	Policy Advisor Equality and Cohesion / Legal Services	Standards clauses for contracts and Service level Agreements in place	Complete 
Continue to improve waiting times for adapted housing	Housing	Waiting times for adapted housing compared to other housing	The average waiting time for applicants rehoused from the specialist housing register in 2019/20 is 686 days. The average waiting time for applicants without specialist requirements was 389 days. 

NEW Homes employees to attend Transgender awareness training	Housing Strategy Officer	Number and % employees who attend training	Complete – 100% trained 
Employees with Gypsy Traveller responsibilities to attend relevant awareness training	Housing Strategy Officer	number and % employees who attend training	Complete -100% key employees in Housing trained 
Prepare options to meet the assessed accommodation needs of the Traveller community	Customer Services Manager	Options identified	Options prepared. This work will progress into our new SEP 2020/24 