



Flintshire County Council

Strategic Equality Plan April 2012 - March 2013

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Policy and Performance Team
Corporate Services

County Hall

Mold

Flintshire

CH7 6NG

Telephone: ☎: - 01352 702131

E-mail: ✉: policy.and.performance.team@flintshire.gov.uk

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Strategic Equality Plan

Annual Report 2012- 2013

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Strategic Equality Plan action plan

Equality Information

Executive Summary

This is the first annual report for Flintshire County Council's Strategic Equality Plan. It sets out the progress we are making to achieve our equality objectives which aim to reduce inequalities experienced by particular groups in society.

We are pleased that some Directorates now have equality impact assessments and equality monitoring firmly embedded; this is helping identify potential areas of inequality and identify areas of improvement. Services are continuing to develop initiatives to improve customer experience and reduce inequality. Examples of this include the work of the Play unit to increase access to Summer Play schemes for children from all protected groups and the Leisure Services development of Changing Places facilities which will increase accessibility in two leisure centres.

We were delighted to be awarded "Most Improved Welsh Employer " by Stonewall Cymru in recognition of the progress we are making in promoting lesbian, gay and bisexual equality in the Workplace. Improving the workplace for lesbian, gay and bisexual employees improves the workplace for everyone, regardless of their background.

Although we are mainly on track completing the actions we have set ourselves, we know that we still have a long way to go on this journey. We are still collating baseline data which will help us to measure our progress over the four year period of the Plan. Progress is inconsistent across Directorates and we appreciate that further work is needed to integrate the Strategic Equality Plan within the Council's Business Planning process and Improvement Plan.

The involvement of people from across the protected characteristics in the development of our Strategic Equality plan has been welcomed and valued; we look forward to continue working with them as the implementation of the Plan moves forward.

Strategic Equality Plan Annual Report 2012-2013

1. Introduction

1.1 This is the first annual report for the Council's [Strategic Equality Plan](#) (SEP); it covers the period April 2012 to March 2013. The report sets out progress to meet the objectives identified within the plan; it also provides a summary of other activities that have been undertaken to promote equality for employees and customers and promote good community relations.

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	

Welsh language is covered by the Welsh Language Act 1998; the Council has a separate [Welsh Language Scheme](#) to ensure that Welsh and English languages are treated on a basis of equality.

1.4 The Specific Equality Duties for Wales require public bodies to publish equality objectives and set out the steps they will take to meet these objectives in a [Strategic Equality Plan \(SEP\)](#).

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](#).

1.5 Alongside the [SEP](#) the Council's work on equality is supported by a [Diversity and Equality policy](#), [Welsh Language Scheme](#), Welsh Linguistic Skills Strategy, Customer Care Strategy, Plain Language Guide and [Council Plan](#).

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2. Progress

2.1 The Council's equality objectives and Strategic Equality Plan were published in April 2012. As this is the first report, baseline data is still being collated and it was not expected that this information would be fully available at this early stage of the implementation of the SEP. The more data that is collated, the better the analysis and improved target setting to monitor performance and 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 to meeting each actions.

2.3 Progress has been made in HR to ensure the diversity profile of employees is captured to meet the employment duty of the Equality Act; and arrangements are in place to analyse the data and publish the workforce information report. This report is available [here](#)











¹ Five a side football competition bringing together people from different backgrounds











2.4 To summarise progress to date:





- Social Services for Adults and Social Services for Children have systems in place to capture the diversity profile of its customers and undertake analysis of the data.
- Of the actions which were due to be completed by March 30th 2013:
 - 41 are complete
 - 21 are in progress
 - 13 not yet started (or not started by all Directorates)
- Some measures have been removed as it has become clear reliable data cannot be collated. These include:
 - ◆ Objective 1
 - Measure 1.1.1 Number / % of people with protected characteristics who are supported to make a health promoting change to their lifestyle
 - Measure 1.1.2 Number / % of staff completing brief Interventions training across Mental health Teams (data held by Betsi Cadwaladr University Health Board).
 - ◆ Objective 2:
 - Measure 2.1.2 % of school leavers employed by local businesses
 - Measure 2.1.3 % of engagement events in school/colleges
 - Measure 2.1.4 % of businesses sponsoring events
 - ◆ Objective 5:
 - Measure 5.1.3 % of customer satisfaction questionnaires which include an equality monitoring request





2.5 A self assessment has been undertaken as to how well progress is being made during the first year of implementation. The table below sets out how we assessed our performance towards achieving our local objectives. The table sets out a summary of the assessment of the objectives in terms of “progress” made toward delivering them and “confidence” in achieving the objectives.







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





Regional Equality Objective: Reduce Health inequalities		
Local Equality Objective	Progress	Outcomes
Service users from all protected groups make healthy lifestyle choices		
Adults with a learning disability have a health check		
Looked After Children have access to health care		
All older people who receive social care are treated with dignity and respect		
All Transgender and Lesbian, Gay and Bisexual people are treated with dignity and respect when receiving social care		





Regional Equality Objective: Reduce unequal outcomes in Education to maximise individual potential		
Local Equality Objective	Progress	Outcomes
The gap in educational attainment levels of boys and girls at all key stages is reduced		
Young people access increased opportunities for employment		
The educational attainment levels of Looked After Children improves		
Vulnerable young people i.e. NEETS (Not in education, employment or training) and young offenders have access to increased opportunities for training and skills development		
Children and Young People feel safe at school		

Regional Equality Objective: Reduce Inequalities in Employment		
Local Equality Objective	Progress	Outcomes
Improve the quality and quantity of workforce data relating to protected characteristics		
Employees demonstrate an awareness of diversity and equality issues and the public sector equality duties		

Any pay gaps between different protected characteristics are identified and addressed		
There is no pay gap between men and women employed by the Council		

Regional Equality Objective: Reduce inequalities in personal safety		
Local Equality Objective	Progress	Outcomes
People do not experience hate related harassment or crime in the community.		
The LGBT Community, Disabled people, older people and people from a Black and minority ethnic (BME) feel confident in reporting domestic abuse		
Repeat incidents of domestic violence are minimised across all protected characteristics		

Regional Equality Objective: Reduce inequalities in Representation and Voice		
Local Equality Objective	Progress	Outcomes
The profile of people who participate in public life and representative bodies, for example, school governors, Schools Councils, Tenants and Residents Associations and service user planning groups better reflects the make up of the local community		
All protected groups are represented in consultation activities and equality impact assessments		

Regional Equality Objective Reduce inequalities in access to information, services, buildings and the environment		
Local Equality Objective	Progress	Outcomes
Customers with protected characteristics can easily access information		
Customers with protected characteristics have equality of access to services, transport, the built environment and open spaces which the Council provides or manages		



3. Additional activities - Meeting the General Duties

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

- There were reports of racially motivated graffiti which were removed within 24 hours by the "Graffiti buster"
- Safer Wales delivered training to key employees across the Council to support them to identify hate incidents and encourage reporting through the hate incident reporting system
- Two workshops on diversity in Flintshire were delivered to year 11 pupils studying for the Welsh Baccalaureate; an evaluation of this programme showed that it increased pupils' awareness of changing demography and that this is not a new phenomena. It also provided an opportunity to dispel myths and explore facts on the impact of migration. This also contributes to fostering good relations.
- There were 57 reports of hate incidents in Flintshire in the period 2011-2012. The incidents were classed as follows:-

Racially motivated	44
Homophobic	6
Disability Related	5
English/Welsh language	1
Other	1
Total	57

Statistics for 2012- 2013 are not yet available

- The Broken Rainbow (service for victims of domestic abuse in same sex relationships) was promoted during LGBT History month

² Raising the flag at County Hall to commemorate the Transgender Day of Remembrance

- The Domestic Abuse Co-ordinator attended Encompass to promote services to the LGBT community
- Equality impact assessments were undertaken including on the annual budget and the administration review.
- Physical alterations were made to four secondary schools and four primary schools, including fire exits, science laboratory, toilets and external ramps to support disabled pupils access the full curriculum. In total:
 - twelve out of 72 primary schools are now fully accessible
 - one out of 12 high schools is fully accessible
 - two of the six other schools/units including special schools are fully accessible.
 The remaining schools are partially accessible
- All the Council's libraries (13) were resurveyed, eight of these are now fully accessible. A plan is being developed to improve the accessibility of the remaining libraries.
- Leisure Centres are being developed to enhance their accessibility; we are working towards two of them becoming "[Changing Places](#)" facilities, Connah's Quay swimming pool and Holywell Leisure Centre. There are 21 Changing Places toilets across Wales, of which two are in North Wales. The accessibility features of all the Council's leisure centres are promoted on the Council's website so that disabled customers can see instantly the facilities that are available.

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

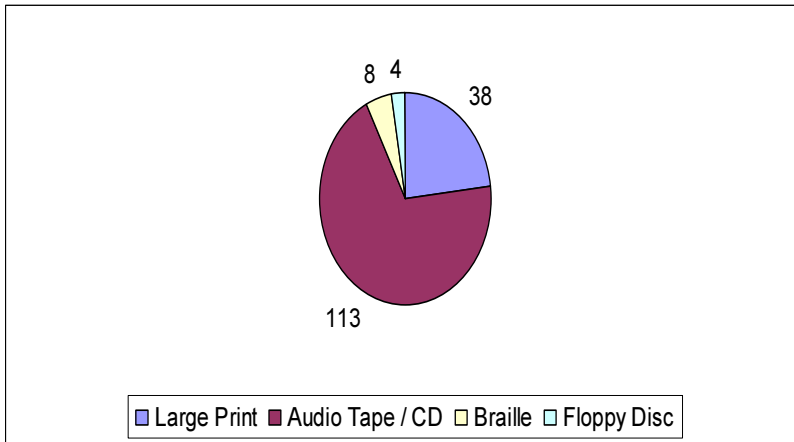
Activities and Outcomes

- There has been a significant increase in the use of these facilities from two requests in 2004 -2005 to
 - 2011/12 -165 requests for alternative formats and 95 requests for different languages
 - 2012/2013 – 115 alternative formats and 194 requests for different languages.
- In addition the Council also has a core funding agreement in place with North Wales Deaf Association to provide British Sign Language interpreters for Deaf people who use the Council's services.

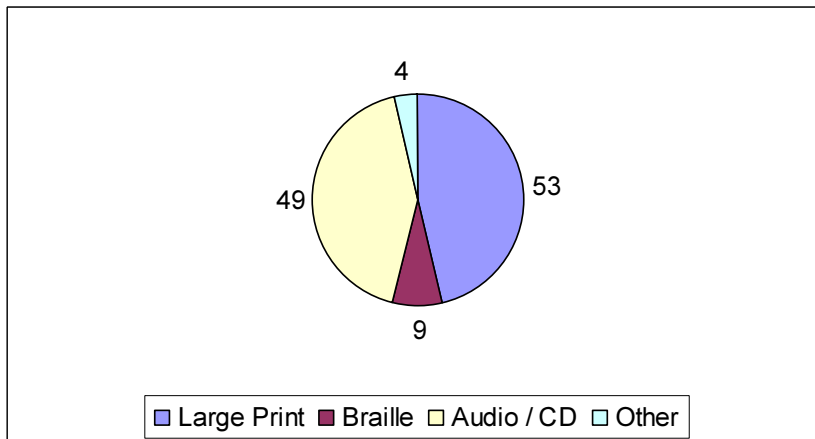
³ Changing Places are enhanced facilities for people who cannot use standard accessible toilets with enough space and the right equipment, including a height adjustable changing bench and a hoist

Profile of requests for interpretation and translation

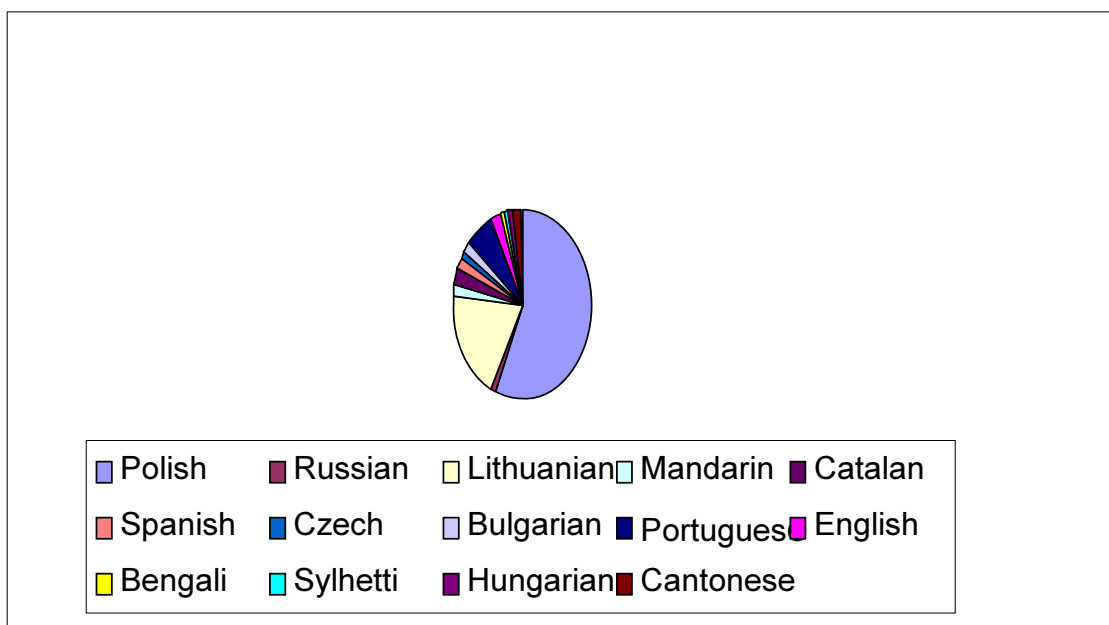
Profile of alternative formats provided during 2011 - 2012



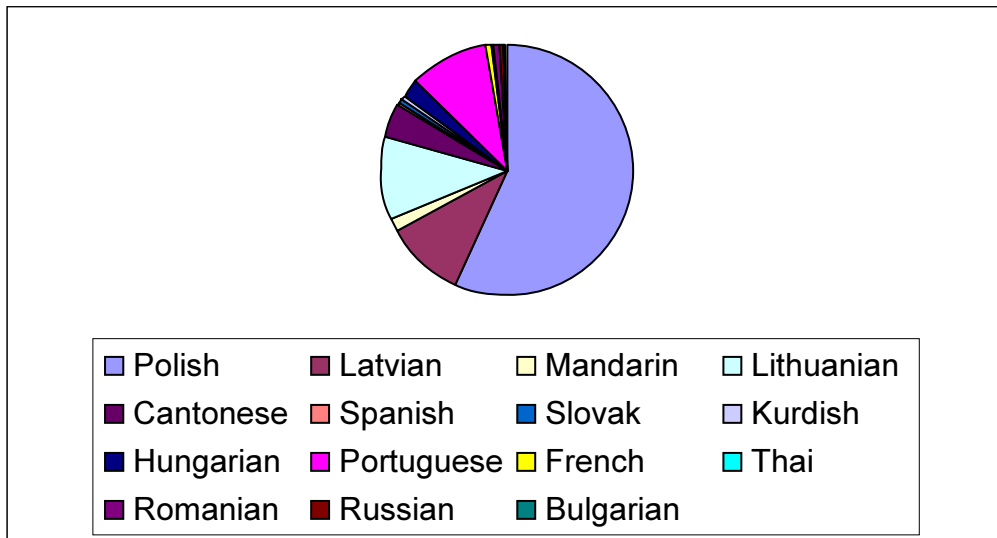
Profile of alternative formats provided during 2012 - 2013



Profile of Languages 2011 - 2012



Profile of Languages 2012 - 2013



- The Fostering and Adoption Service undertook a series of targeted initiatives involving the Lesbian Gay and Bisexual (LGB) community to increase the number of LGB foster parents. These initiatives included:-
 - profiling local LGB Foster Carers in the local media
 - using the rainbow flag on promotional material and encouraging LGB foster parents
 - attending Encompass (the local LGB community group)
 - promoting service through LGBT History month
- The Council is a member of the ⁴[Stonewall Diversity Champion's Programme](#) participates in the annual benchmarking exercise, the Workplace Equality Index, to rank public, private and independent sector organisations from across the United Kingdom identifying the Top 100 gay friendly employers. Flintshire County Council, although did not make the Top 100 did receive an award, "**Most Improved Welsh Employer 2013**".

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

Outcomes

- Organised a five aside football competition in partnership with Chester and North Wales Bangladeshi Youth Association bringing together people from different backgrounds
- Raised a flag on 20 November 2012 to commemorate the Transgender Day of Remembrance in memory of all Trans people who have lost their lives to transphobic violence
- The Local Education authority produced Respecting Others guidance for schools which included policy, procedures and reporting forms to support

⁴ Stonewall is a lesbian, gay and bisexual rights charity

schools address all forms of bullying including identity based bullying. A Respect Fest Conference was held in May 2012 for young people and teachers to raise awareness about bullying.

- Display of famous Lesbian Gay Bisexual and Transgender (LGBT) Olympians was placed at Deeside Leisure Centre as the Olympic torch display passed this venue. The fostering service was also promoted on this display to encourage LGBT foster parents.
- Celebrated One Asia Day with the Flintshire International Social Group, attended by local tenants and residents of sheltered accommodation, County and Town and Community Councillors.
- Contributed to the annual Connah's Quay Festival bringing diverse communities together and supporting community groups to participate.
- Celebrated the success of Beverley Jones, Bronze medal winner, at the London Paralympics 2012 by unveiling a plaque in her honour at Deeside Leisure Centre

3.4 The Council is also committed to the Dignity in Care agenda and activities in this area contribute to all three parts of the General Duty. The dignity in care agenda has been driven nationally through the National Service Framework for Older People, the Strategy for Older People and the Commissioner for Older People. Locally the dignity in care agenda is being taken forward by the Dignity in Care Champions Network, which covers both the counties of Wrexham and Flintshire. The networks are facilitated by Flintshire County Council and Wrexham County Borough Council.

Dignity in Care in Flintshire is a priority for all Operational Service Managers, within Community Services. The main activities are focussed on ensuring that:

- Dignity is a theme within all our staff training.
- Dignity Champions are identified and linked up to the Dignity Champions Network.
- the Dignity Champions network (established in 2011) is supported in partnership with Wrexham County Borough Council.
- dignity is highlighted as an important part of the corporate equalities agenda.
- lessons are learned from complaints where the undignified treatment of service users and carers has been reported.

The Wrexham and Flintshire Dignity Champions Network meets quarterly at alternate venues in Wrexham and Flintshire. Membership of the network is for anyone who believes in the importance of Dignity in Care and wishes to be actively involved in promoting dignity and challenging indignity.

There are currently 41 Dignity in Care Champions registered with the network across Wrexham and Flintshire. In Flintshire, Dignity Champions represent a cross-section of private sector and public sector care services, third sector organisations and health services. The activities and achievements of the networks include:

- Dignity Champions are working to improve their individual practice and to actively listen to older people to identify concerns relating to dignity.

- Dignity Champions are developing action plans and leading communication with colleagues to improve practice in their own care environments.
- The Dignity in Care Network are aiming to have a Champion in every care home.
- The quarterly network meetings provide a central point to share information and record best practice that can be shared across organisations.
- The network is raising awareness of dignity in care, and sharing ideas and information in their workplaces and other settings.
- The network is working towards a point where it will become self organising and independent.

The network is inviting guest speakers to future meetings including representatives from the ambulance service and the Alzheimers Society.

Flintshire County Council has launched their own Dignity in Care Charters in partnership with Betsi Cadwaladr University Health Board and Third Sector organisations. The Charter for Flintshire is currently being reviewed with reference to the content of the National Pensioners Convention Dignity Code. A revised draft of the Flintshire Dignity in Care Charter has been produced for consideration and approval by senior management.

In Flintshire, the Dignity in Care Charter is distributed regularly through the Care Home / Domicilliary Care Managers Open Meetings. The forthcoming older people's celebration day in October 2013 will also provide a good opportunity to distribute information about dignity in care to older people in the community.

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⁵ Celebrating One Asia Day with Tenants and Residents

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 shared system to collate the data, Directorates 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.

Categories used to collate diversity data are taken from [Census 2001](#) and most recently the [Census 2011](#) where this information is available. The data provided by services is published in Appendix 2. There is consistent data quality problems collecting dates that's children have visited the dentist. It is an ongoing action to improve recording in this area. A further area for improvement is collating waiting times for adapted accommodation. No target has been established for this activity due to lack of robust data. However feedback from customers who have been housed via new arrangements for managing applications from persons requiring adapted accommodation have indicated high levels of satisfaction with the new arrangements regarding keeping applicants informed of progress etc.

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, the [DataUnit Wales](#) and regional and national research and reports.

Data on all protected characteristics is not captured through the Census, for example, transgender, sexual orientation. As some communities have relatively low numbers which make statistical analysis difficult, the results of national research and reports are used.

4.3 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:

- Lesbian, Gay Bisexual and Transgender (LGBT) Employee Network
- Women's Forum
- Disabled Employees Forum

and with community groups:

- Flintshire Deaf Forum
- Flintshire Disability Forum
- Flintshire Muslim Cultural Society
- Flintshire Youth Forum
- Encompass the LGBT community group
- Faith contacts
- Filipino Society
- International Social Group
- Older Peoples Forum
- One Community Project
- North Wales Regional Equality Network
- School's Councils
- Stonewall Cymru
- Summilan community group

- Unique transgender group

The employee networks have been involved in policy development including the Domestic Abuse Workplace Policy, Flexible Working, Agile Working, Apprenticeships and Competencies.

The community groups have been involved in consultation on the School Modernisation Plan, School Transport policy and LGB Fostering and Adoption Week.

We are conscious that we do not have links with all our diverse communities, for example, African and Caribbean communities and all religious groups. An action has been identified within the SEP to continue making new links in the community and sustaining existing links.

The Housing Service Plan and Customer Involvement Strategy reflect the aim of increasing the number of younger people actively engaged in customer/resident involvement.

4.4 Despite the challenges in collating data, improvements have been made:

- Recording the ethnic details of service users is now a mandatory field on the Social Services client database, PARIS, which should improve performance in our data collection and reporting.
- Services monitored by protected characteristics within Social Services include
 - Looked After Children (LAC)
 - LAC health checks and dental checks
- Monitoring the profile of tenants, homelessness applicants and people on the housing waiting lists has been included in the Housing Improvement Plan.
- Monitoring of customers visiting Entrance 3 Reception of County Hall is now taking place.
- The profile of people completing Compliments, Complaints and Comments forms is collated.
- Leisure Services and Library Services collate the make –up of their customers by protected characteristic
- Profile of school pupils and school attainment levels is available
- The Family Information Service monitor the profile of their users by age, gender, parent profile (single parent), ethnicity, disability and language. This profile is set out in Appendix 2, this enables the Family Information Service to target marketing to groups who are under represented.

An action to collate data and undertake more robust analysis is included in the SEP for both employment and services.

Two new actions have been identified for objective 5.2:-

i) Write article for Directorate bulletins and intranet to remind services of the importance of engaging with customers from all protected groups and refer to the Council’s Directory of Groups and Organisations and “Equality and You” guidance.

ii) Build engaging with customers into corporate Diversity and Equality suite of training courses.

4.5 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 Directorates 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.

4.6 Employment Information

4.6.1 The profile of the workforce and job applicants is monitored, the results for the period 1st April 2011 to March 31st 2012 can be found [here](#). Some of the data has been aggregated to ensure individuals cannot be identified. The Council is rolling out a self service HR system where employees will be encouraged to complete their personal details. A full diversity profile of the workforce for 2012 -2013 will be published separately and will include information required by the specific duties of the Equality Act 2010.

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

4.6.3 All information on the HR system includes other protected characteristics included within on-line application and Equalities Information Review. 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 disciplinaries and applications for training.



5.0 Equality Impact Assessments (EIAs)

5.1 Equality impact assessments (EIA) are one of the mechanisms 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 Directorate to support key officers undertaking EIAs. Directorate Equality representatives provide additional support within each Directorate. 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 template will be reviewed in 2013.

EIA is a standing item on Community Senior Management Team agenda and Directorate Equalities Group

⁶ Connah’s Quay Festival

5.3 EIAs have been completed on the following during the past 12 months:-

- Car parking charges
- Public conveniences
- Learning Disability Commissioning Strategy
- Housing Strategy
- School Modernisation
- School closure
- Locality Model of working
- Extra Care (Mold)
- Transport (Social Services)
- Council's new local Housing Strategy
- Learning Disability Commissioning Strategy
- Review of fostering service
- Procurement in SL
- Tenancy Agreement
- Structural Changes in Supported Living Management and Operational Structures to achieve a reduction in budget spending - progressing

A summary of EIAs that have a substantial impact are published on the [Council's website](#).



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⁷ Beverley Jones Bronze Medal Winner at the London Paralympics 2012 unveiling a plaque in her honour at Deeside Leisure Centre

6.0 Training

6.1 Details of how we promote understanding and knowledge about equality is set out in the [SEP](#) . During 2012 -2013, 83 employees attended Diversity and Equality training which aims to give a clear understanding of peoples' attitudes and assist us to identify priorities and tackle inequality in the future. The objectives of the one day course are:

- explain, understand and accept the values and cultures of others
- identify the difference between prejudice and discrimination
- explore methods for dealing with discrimination
- outline what constitutes inappropriate language and behaviour and explore the effects it has on people
- interact with representatives from all backgrounds.

In addition to this training, diversity and equality is included within the:-

- formal induction course for all new employees.
- Customer Services Award
- Institute of Leadership and Management (ILM) Level 5
- E-learning modules for new managers
- induction workshops for new elected members

Specific training has also been provided for:-

- HR managers and Occupational Health on "Recognising and Dealing with Homophobic bullying"
- Head Teachers on "Recognising and Dealing with Homophobic bullying in schools"
- Head Teachers and School Governors on the Public Sector Equality Duty
- Managers in Housing, Social Services for Children and Social Services for Adults - Rights of European Economic Agreement nationals. The aim of the training is to ensure services meets the needs of:
 - Asylum Seekers
 - Refugees
 - Migrant Workers
 - Individuals trafficked into the country

and to be able to sign post individuals who have no recourse to public funds.

- Customer facing employees - Supporting new communities
- Social Services - Safeguarding Disabled Children on Short Breaks
- Social Services - Working with Teenage Parents
- Elected members - Equality Impact Assessments

In addition to this:

- a quiz is available on the Council's intranet which is updated regularly, as part of LGBT History month the quiz was based on LGBT questions
- factsheets and information about the protected characteristics is available on the intranet as a resource for all employees
- the Council has invested in an electronic diversity calendar for employees and schools which identifies all the religious festivals and key events throughout the

year. The calendar also provides access to e-books providing more detailed information on different religions and cultures.

Future specific planned training include:

- Child sexual exploitation
- Protecting Black and ethnic minority children
- Children's Advocacy: Messages from missing voices
- No Recourse To Public Funds

The following new actions will be incorporated into the SEP:

- Embed equality within the Flintshire County Council competence framework
- Introduce equality module within all levels of the ILM

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7.0 Procurement

7.1 Details of how equality is embedded into the procurement process is set out into the [SEP](#). Furthermore, the Council is reviewing how social clauses can be incorporated into contracts; as this work develops it may have the potential to contribute to the achievement of the equality objectives.

⁸ Display of famous LGBT Olympians at Deeside Leisure Centre

8.0 Conclusion

8.1 This report outlines the progress the Council is making to meet the General Duty of the Public Sector Equality Duties. The next annual report will focus on progress to meeting the specific duties and in particular progress to making a real difference to peoples' lives through the SEP.


New actions to build upon the SEP and contribute to the achievement of equality objectives are

- Embed equality within the Flintshire County Council competence framework
- Introduce equality module within all levels of the ILM
- Write article for Directorate bulletins and intranet to remind services of the importance of engaging with customers from all protected groups and refer to the Council's Directory of Groups and Organisations and "Equality and You" guidance.
- Build engaging with customers into corporate Diversity and Equality suite of training courses
- Create Changing Place facilities at two swimming pools

Thank you for reading our Strategic Equality Plan Annual Report 2012/13.

Views and suggestions for our annual report are welcome.

Please contact us on:

Tel:  01352 702131




Email:  policy.and.performance.team@flintshire.gov.uk




Appendix 1 Strategic Equality Plan 2012 -2016 - Progress


<p>Regional Equality Objective: 1</p>	<p>Reduce Health inequalities Action area 1.1 The number of people, in underrepresented groups, choosing healthy lifestyles</p>
<p>Local Equality Objective: Meets aim and of General Duty 1 and 2</p>	<p>Service users from all protected groups make healthy lifestyle choices</p>
<p>Issues</p>	<p>People with mental health problems are more likely to smoke and consume alcohol which significantly contributes to a reduced life expectancy. In line with the Health, Social Care Wellbeing Strategy and the Local Public Health Strategic Framework tobacco control and consumption of alcohol within recommended guidelines will be a key area of focus. We will respond positively when Public Health Wales/ Betsi Cadwaladr University Health Board (BCUHB) offers brief intervention training for frontline staff working with people with long term mental health problems.</p> <p>There is a need to develop PARIS system (multi disciplinary social and health recording system) so that we can measure 'improved physical health' and 'improved and maintained mental health and well being' for all service users/ protected characteristics.</p> <p>Employees who provide direct care services need to be informed and skilled to be able to positively influence and actively support all protected groups to choose healthy lifestyles. We are awaiting the outcome of a Continuing Health Care (CHC) Bid, if successful care staff in care homes will be trained in the nutritional needs of older people. We will respond positively when Public Health Wales/ BCUHB offers brief intervention training for frontline staff working with people with long term mental health problems.</p> <p>It is known that there are health inequalities within Communities First areas as shown by the Welsh Index of Multiple Deprivation (WIMD). Action will be taken to introduce and maintain health improvement activities within these areas.</p> <p>It is not known whether detailed records of number of children and young people attending After School</p>

	Clubs (ASCs), particularly in under-represented groups, are kept. We need to investigate what data is recorded and ensure that systems are in place to capture relevant data on the attendance of under-represented groups to analyse whether the numbers of children and young people with a protected characteristic are disproportionately low. We will focus on disability, race and sex.
Evidence Ref:	
1.1.1	Number /% of people with protected characteristics who are supported to make a health promoting change to their lifestyle
1.1.2	Number /% of staff completing brief interventions training across Mental Health teams
1.1.3	% of participants by protected characteristic on Community Development Programmes in Communities First areas
1.1.4	Number of children and young people, by protected characteristic, attending After School Clubs (ASCs) for physical activities and nutrition
1.1.5	% of children and young people attending ASC's for physical activities or nutrition by protected characteristics (disability, race, sex)
1.1.6	% of participants by protected characteristic attending leisure centres

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target
1.1.1	Higher	N/A	N/A	To be removed	To be removed
1.1.2	Higher	N/A	N/A	To be removed	To be removed
1.1.3	Higher	N/A	N/A	To be confirmed	To be confirmed
1.1.4	Higher	N/A	N/A	Establish baseline	To be confirmed
1.1.5	Higher	N/A	N/A	Establish baseline	To be confirmed
1.1.6	Higher	N/A	N/A	Establish base line	To be confirmed

Action	Lead Officer / Partner	Time frame	Related Evidence	Progress
Community Services				
Embed outcome focussed care planning, with a focus on health promoting lifestyles.	Service Managers	To be reviewed March 2013	1.1.1	Some stages achieved, Unified Assessment redrafted as temporary measure as waiting on National Outcome Framework. Monitoring outcomes in file audits. Pilot site in Children's Social Services 
Work with PARIS and teams to record outcomes	Business Manager	2013	1.1.1	Ongoing via Paris User Group ASS- Currently recording outcomes for Reablement only. CSS- Currently recording outcomes for Family & Adolescent Strategy programmes only. 
Await results of CHC bid for care staff training in care homes – the action would be to respond to the outcome of the bid. If successful, we will support it, if not we will seek further opportunities to ensure that this work takes place	Older Peoples' (OP) Provider Service Manager and Well Being & Development Officer.	Completion date Dec 2012	1.1.1 1.1.2	CHC Bid was successful and training starts week beginning 15 th Oct 2012 
Include brief intervention training when available within	Workforce Development	To Be Confirmed	1.1.1 1.1.2	BCUHB brief intervention training for front line staff in Mental Health teams (content includes control of

workforce development opportunities for appropriate front line staff	t Manager			tobacco and consumption of alcohol for mental health service users) A course on 'Substance Use and Misuse' 32 people attended the Wellness Recovery Action Planning Course in the last 6 months 
Environment				
Hold Community Development Programmes Themed : Health Improvement Activities:- <ul style="list-style-type: none"> • Healthy Eating • Cooking Skills • Walking • Cycling 	Communities First Manager	ongoing	1.1.3	Learning for health L4H – Holywell. The pilot L4H project is now complete. Six courses were delivered across the 2 Communities First areas. 6 Gym Inductions have taken place at the Leisure Centre. 2 new Nordic walking groups developed from the L4H, The next round of L4H has commenced January 2013. Two FCC Community Chest applications have been successful to deliver further L4H courses to continue into 2013. Healthy Eating and Basic Nutrition courses. Two ten week courses have now been completed. 12 people completed of the 15 who enrolled. 
Monitor attendance by protected characteristic	Communities First Manager	February 2013	1.1.3	11 Courses organised and carried out in total; equality monitoring has not been completed 





Identify action to increase participation of protected groups who are underrepresented	Communities First Manager	February 2013	1.1.3	Under represented groups will be identified when results of monitoring and analysis are available 
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Regional Equality Objective: 1	Reduce Health inequalities Action area 1.2 The number of people, in under represented groups, accessing health care services
Local Equality Objective: Meets aim and of General Duty 1 and 2	1.2 (i) Adults with a learning disability have a health check 1.2. (ii) Looked After Children have access to health care
Issues	In Learning Disability Services - Health Action Plans (The Blue Book) have been developed. The Blue Books were tested in 2010 to make sure they work. Everyone in Flintshire Supported Living and Health Community Living should now have one. The Health Liaison Team is now giving them to people who live with their families. The target for this year is another 20%. People should take them to their G.P. when they have their Welsh Health Check every year. The doctor will write in the book to tell the person what they need to do to keep healthy. In July 2011 the Health Liaison Nurse attended service user “Speak Up Groups” in Day Opportunities to talk about the Blue Book and Health Checks and a number of people said that they had not received their Blue Book yet. GP Annual Health Checks are monitored through GP contracts and reports produced. Note in 2010 – 2011 G.P.s completed 253 Welsh Annual Health Checks. This is up 9%. The BCUHB Primary Care Clinical Programme Group is looking at how well the health checks are made. A workshop relevant to both Healthy Lifestyles and Access to Health Services was held in October by Social Services. Shared learning on the afternoon by bringing together staff responsible for assessment,

	<p>care planning and service delivery (in house and independent providers). The table exercises included “how to improve support to people in making Healthy Life Choices”, and “How to support people to Access Health Services”. An action plan was produced and agreed at the Learning Disability Planning Partnership and Team Managers meeting. The action plan will be reviewed in July by the Planning partnership and the Team managers. Participants made personal commitments some of which were specific to the 2 topics and these will be monitored through supervision and follow up contact from the Planning Officer. We will be monitoring outcomes rather than targets.</p> <p>Social Services for Children deliver on a number of Welsh Government (WG) performance indicators that relate to Looked after Children accessing health assessments and dentists. We need to explore if we can measure this by protected characteristics.</p>
Evidence Ref:	
1.2.1	% of health assessment appointments for adults with a learning disability offered within timescales
1.2.2	% of health assessments for LAC due in the year that have been undertaken
1.2.3	% of LAC in the period who were registered with a GP within 10 working days of placement start
1.2.4	% of LAC, by age, who have been continuously looked after for 12 months who have had their teeth checked by a dentist during the year

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target
1.2.1	Higher	N/A	N/A	ASS/CSS - Not currently available	CSS- 75% ASS 75%
1.2.2	Higher	51.5%	61.2%	46.5%	75%
1.2.3	Higher	92%	100%	100%	100%
1.2.4	Higher	52.2% Note- recording	76.3%	52.4%	75%





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Action	Lead Officer / Partner	Time frame	Related evidence	Progress
Community Services				
Continue to support all service users/ protected groups to access health services	Performance Manager & Team Managers	May 2012	1.2.1 1.2.2 1.2.3 1.2.4	This is an ongoing action. 
Follow up on October workshop commitments in relation to promoting access and choosing healthy lifestyles.	Learning Disability (LD) Service Manager	ongoing	1.2.2	Completed 
Continue to deliver on WG performance indicators in relation to LAC and rectify recording issues in relation to dentist checks.	Service Managers	ongoing	1.2.4	2012-13 outturn is 39.9% -Continues to be an area of improvement. 
Record profile of LAC by protected characteristic	Team Manager Children	ongoing	1.2.1 1.2.3 1.2.4	Equality Monitoring data on LAC is available on request 

Regional Equality Objective: 1	Reduce Health inequalities Action area 1.3 The care of older people is improved to ensure they are treated with dignity and respect
Local Equality Objective: Meets aim and of General Duty 1 and 2	Older people who receive social care are treated with dignity and respect
Issues	<p>Community Services Directorate have already put in place actions to address this objective:-</p> <ul style="list-style-type: none"> • Flintshire and Wrexham Dignity Champion Network established. General awareness raising has taken place including articles in general press. Awareness raising with homecare staff and Reablement training includes theme of dignity. In response to a questionnaire a localised action plan for the network is to be developed within the next 6 months. • All future training commissioned by Workforce Development team will stipulate that theme dignity is included. • Feedback Questionnaire is now sent out at review which asks older people if they were treated with dignity and respect. <p>In addition the Community Services Directorate intends to:</p> <ul style="list-style-type: none"> • Respond and deliver on BCUHB plan produced in response to report by Older People Commissioner 'Dignified Care? The experiences of older people in hospital in Wales. • Deliver on Regional Dignity in Care Action Plan to be produced April 2012.

Evidence Ref:	
1.3.1	Number /% of older people by protected characteristic who said they were treated with dignity and respect

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target
1.3.1	Higher	N/A	N/A	NEWCES 91% Locality 100%	To be confirmed





Action	Lead Officer / Partner	Time frame	Related evidence	Progress
Community Services				
Support delivery on BCUHB Action Plan	Partnerships Manager	Review 2013	1.3.1	This is happening and is ongoing 
Regional Dignity in Care Action Plan	Partnerships Manager	Completed by July 2012	1.3.1	Complete 
Develop and deliver on local Dignity Champion Network Action Plan	Partnerships Manager	Review 2013	1.3.1	In progress 
Workforce team to commission training with dignity theme	Workforce Development Manager	ongoing	1.3.1	Dignity in Care' features in all training to social care staff and emphasised in Qualification Curriculum Framework induction workshop, where the Flintshire Dignity in Care Brochure is issued to all delegates. Dignity is embedded in the Social Care code of conduct. 

Monitor feedback questionnaires and address issues	OP Service Managers	ongoing	1.3.1	Currently agreeing a single questionnaire for SSA. As a matter of course all questionnaires received are screened for dignity related issues 
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Regional Equality Objective: 1	Reduce Health inequalities Action area 1.5 Transgender and Lesbian, Gay and Bisexual people are treated with dignity and respect when receiving care
Local Equality Objective: Meets aim and of General Duty 1 and 2	Transgender and Lesbian, Gay and Bisexual people are treated with dignity and respect when receiving social care
Issues	Although we are increasingly asking the question in all satisfaction / customer feedback questionnaires if people were treated with dignity and respect we currently do not equality monitor responses by Transgender and Lesbian, Gay and Bisexual. In response to need and findings of Equality Impact Assessments (EIAs) specialist training has been provided such as Transgender. We implement an Outcome focussed/ Person Centred care planning approach which increases focus on the individual needs of the person. There is a need to ensure all employees undertake diversity and equality training.
Evidence Ref:	
1.5.1	Number of employees who have undertaken diversity and equality training
1.5.2	% of complaints that relate to dignity

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target
1.5.1.	Higher	80	To be confirmed		



1.5.2	Lower	N/A	N/A	To be confirmed	To be confirmed
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Action	Lead Officer / Partner	Time frame	Related evidence	Progress
Community Services				
Ongoing response to need, for example, specialist training.	Workforce Dev. Manager	ongoing	1.5.1 1.5.2	Training provided in response to training needs 
Ongoing promotion of diversity and equality training	Workforce Dev. Manager	ongoing	1.5.1	4 sessions have been held in total 60 people have attended, with 3 more planned in the next couple of months. Promotion of Diversiton resources 
Equality Impact Assessment (EIA) completion on all new policies/ services etc.	Service Managers	ongoing	1.5.1 1.5.2	Complete – EIA process embedded 
Respond to and address complaints regarding dignity	To be confirmed		1.5.2	Complaints are routinely screened for dignity related issues. For the period April 2012 to March 2013 there were 7 'dignity related' complaints, in the main related to an external provider. Measures were taken to address. 

Regional Equality Objective: 2	Reduce Unequal Outcomes in Education to maximise individual potential Action area 2.1 The educational attainment gap between different groups reduces
Local Equality Objective: Meets aim and of General Duty 1 and 2	2.1. (i) The gap in educational attainment levels of boys and girls at all key stages is reduced 2.1 (ii) Young people access increased opportunities for employment 2.1 (iii) The educational attainment levels of Looked After Children (LAC) improves 2.1 (iv) Vulnerable young people i.e. NEETS (Not in education, employment or training) and young offenders have access to increased opportunities for training and skills development
Issues	Data on educational attainment by boys and girls is held by the local authority. Lack of links between young people and business community leads to low levels of appropriate skills and qualifications among school/college leavers particularly in vocational areas.
Evidence Ref:	
2.1.1	Attainment between boys and girls at all key stages
2.1.2	% of school leavers employed by local businesses
2.1.3	% of engagement events in school/colleges
2.1.4	% of businesses sponsoring events
2.1.5	Attainment levels between LAC compared to other groups at all key stages
2.1.6	Number / % of young people not in education, employment or training
2.1.7	Number/% of young offenders not in education, employment or training

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target
2.1.1	Lower				
2.1.2	Higher	N/A	N/A	Establish baseline	To be confirmed
2.1.3	Higher	N/A	N/A	Establish	To be confirmed

				baseline	
2.1.4	Higher	N/A	N/A	Establish baseline	To be confirmed
2.1.5	Higher	N/A	N/A	Establish baseline	To be confirmed
2.1.6	Lower	3%	To be confirmed	To be confirmed	To be confirmed
2.1.7	Lower	To be confirmed	To be confirmed	To be confirmed	To be confirmed




Action	Lead Officer / Partner	Time frame	Related evidence	Progress
Environment				
Raise ambitions and confidence amongst young people	Business and Economic Dev. Manager	Ongoing	2.1.2	Supporting the Business Entrepreneurial Network and job club activity through direct mentoring and actively promoting the network to local businesses 
Develop Flintshire Schools Business Week	Business and Economic Dev. Manager	December 2013	2.1.3	Dedicated engagement with schools, Higher Education, Further Education during Flintshire Business Week to support vocational aspirations and self employment opportunities 
Earlier engagement with schools/colleges	Business and Economic Dev.	April 2013	2.1.2 2.1.3	Several activities have been undertaken supporting Young Enterprise activities and encouraging business / education links via inspirational talks, mentoring and raising




	Manager			awareness of business and employment opportunities
Work with providers of education/skills training to target priority groups	Business and Economic Dev. Manager	Ongoing	2.1.2	Actively working with key agencies e.g Careers Wales, Job Centre Plus, Communities First, Deeside College, Yale College, Glyndwr University, to encourage 18-30 year olds in to education, employment, self employment and training 
Lifelong Learning				
Reduce the boy/girl differential in the Core Subject Indicator at KS2	Primary Schools Officer	By July 2013	2.1.1	Results currently being calculated and analysed 
Reduce the boy/girl differential in the Core Subject Indicator at KS1/Foundation Phase	Primary Schools Officer	By July 2013	2.1.1	To be undertaken following analysis 

Regional Equality Objective: 2	Reduce Unequal Outcomes in Education to maximise individual potential Action area 2.2 Identity based bullying in Schools reduces
Local Equality Objective: Meets aim and of General Duty 1, 2 and 3	Children and Young People feel safe at school
Issues	Research shows records have not indicated the types of bullying according to protected characteristics but documents have now been shared with schools to record and report identity based bullying.
Evidence Ref:	
2.2.1	Number of reported cases of identity based bullying (disability race, religion, sex, transphobic and

	homophobic).
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Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target
2.2 .1	Higher initially as reporting increases Lower as action is taken to reduce incidents	N/A	N/A	Establish baseline	To be confirmed

Action	Lead Officer / Partner	Time frame	Related evidence	Progress
Lifelong Learning				
Record and report to the local authority and Flintshire Community Safety Partnership incidents of identity based bullying across all protected characteristics.	Personal, Social and Health Education Schools Co-ordinator		2.2.1	Process established but has not been fully embedded; therefore reports are not been collated consistently 
Collect and analyse the data.	Community Safety Partnership (CSP)		2.2.1	Waiting for reports from partner agency 
Take action to support schools reduce incidents	Children and Young People's Partnership (CYPP) Inclusion Team			Reports have not been collated and analysed 
Commission Stonewall (Cymru) to deliver training for schools on "Dealing with homophobic bullying in	Personal, Social and Health Education Schools Co-ordinator	To be confirmed	2.2.1	Complete February 2013. Two sessions delivered for High schools and primary schools

schools”				
Promote “Respecting Others” Guidance to schools to increase awareness and encourage returns of “identity based bullying forms”	Director of Lifelong Learning And Personal, Social and Health Education Schools Co-ordinator		2.2.1	Complete Schools reminded about incident reporting form during training 
Organise an annual “Respecting Others” Conference for Young People	Children and Young People’s Partnership		2.2.1	Event delivered 2012 Next event planned May 2013 







Regional Equality Objective 3	Reduce Inequalities in Employment Action area 3.1: Inequalities within employment are reduced.
Local Equality Objective: 3 Meets aim 1, 2 and 3 of General Duty	3.1(i) Improve the quality and quantity of workforce data relating to protected characteristics 3.1(ii) Employees demonstrate an awareness of diversity and equality issues and the public sector equality duties
Issues	No records are kept in relation to gender identity and currently iTrent (Human Resource Management Information System) does not record gender identity. A request is in with MidlandHR to have this incorporated within iTrent and Self Service. The Equal Ops database, Employee Monitoring Information (EMI) form and the website require amending to incorporate additional protected characteristics.







	<p>A Change request has been submitted to amend the Equal Ops Database and the paper EMI form has been amended and a Welsh version created. This is currently under review and an additional change request will be submitted to have the Flintshire English and Welsh websites updated. Revised EMI form to be published and distributed.</p> <p>A promotion of Employee Self Service (ESS) is required to increase employee understanding of ESS and trust around privacy / availability and use of data. Currently there is very little organisational/employee understanding around why we capture data around protected characteristics and what we do with this information.</p> <p>The increased distribution of reporting on Religion or Belief, Sexual Orientation, Marital Status, Gender Identity and Pregnancy and Maternity would be demonstrated by incorporating in the Corporate Workforce Information (WI) Report.</p>
Evidence Ref:	
3.1.1	% of data held against gender identity
3.1.2	% of data held against all other protected characteristics
3.1.3	Add to the number of protected characteristics reported Corporately
3.1.4	Established processes in place to collect and record data for new starters
3.1.5	Established processes in place to collect, record and publish data for those employees involved in grievance procedures either as a complainant or as a person against whom a complaint was made
3.1.6	Established processes in place to collect, record and publish data for those employees subject to disciplinary procedures
3.1.7	Number of employees who attend diversity and equality training

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target
3.1.1	Higher	N/A	Establish baseline	<1%	0.05%
3.1.2	Higher	N/A	Establish baseline	Ethnic origin 61.% Disability 58%	Ethnic origin 80.% Disability 70%

				Sexual Orientation 1% Religion and Belief 31%	Sexual Orientation 2%
				Marital status 67% Gender 99.8%	Religion and Belief 40%
					Marital status 75%
					Gender 100%
3.1.3	Higher	N/A		Complete	N/A
3.1.4		N/A		In progress	
3.1.5		N/A		In place	First report by 31 March 2014
3.1.6		N/A		In place	First report by 31 March 2014
3.1.7	Higher	171	228	83	200

Action	Lead Officer / Partner	Time Frame	Related evidence	Progress
All Directorates				
Ensure diversity and equality training needs are identified within appraisal process	Heads of Service/Reporting managers	To start 1.04.12	3.1.7	Inconsistent across Directorates. Still work in progress to ensure consistency in appraisals – new process will address this

				
Human Resources				
Continue dialogue with MidlandHR, iTrent Wales user group and EHRC regarding the capture of gender identity	Human Resources Operational Manager	To be confirmed	3.1.1	Welsh Local Government Association are co-ordinating this activity as it affects several local authorities 
The Equal Ops database, Employee Monitoring Information form and the website require amending to incorporate additional protected characteristics.	Workforce Information Manager	To be confirmed	3.1.1 3.1.2	Complete 
Add to the number of protected characteristics reported corporately	Workforce Information Manager	To be confirmed	3.1.3	Complete 
Establish processes to collect and record data for new starters	Workforce Information Manager	To be confirmed	3.1.4	Complete 
Establish processes to collect and record data for those employees involved in grievance procedures either as a complainant or as a person against whom a complaint was made.	Senior HR Advisors (HRA) and System Administrator	To be confirmed	3.1.5	Complete 
Establish processes to collect and record data for those employees subject to disciplinary procedures	Senior HR Advisors (HRA) and System Administrator	To be confirmed	3.1.6	Complete

				
On completion of reports as outlined above carry out interpretation of all data to identify any equality related issues and agree next steps	Head of HR and OD	March 2013		Need to continue collating data and introduce initiatives to encourage employees and prospective employees to complete diversity monitoring forms 
Continue collating missing diversity data from employees	Business Information and Compliance Advisor	March 2014		In progress 
Agree mechanism for reporting/publishing data output both internally and externally.	Workforce Information Manager / Equalities Officer/Head of Human Resources and Organisational Development	March 2013 and publish by March 31 st each year		Report published March 2013 Next report due by March 31 2014 
Research accreditation of Age Posi+ive status	Manager Workforce Information			Complete logo being used 
Support managers develop equality objectives for inclusion within appraisals	HR Managers	To be completed by 1.04.12	3.1.7	Not completed. To be included from 1/4/13 

Regional Equality Objective: 3	Reduce inequalities in employment and pay Action area 3.2: Any pay gaps between different protected characteristics are identified and addressed
Local Equality Objective:3 Meets aim 1, 2 and 3 of General Duty	There is no pay gap between men and women employed by the Council
Issues	<p>Equal Pay is being addressed through Single Status; the Single Status Agreement was struck between employers and recognised Joint Trade Unions in 1997, and seeks to achieve the following:-</p> <ul style="list-style-type: none"> i) harmonise terms and conditions for all employees irrespective of grade ii) modernise those employment policies i.e. ensure terms and conditions support the wider aims of the Council to be a modern and customer serving public organisation iii) facilitate equality in the workplace so that policies are inclusive and discrimination free. <p>Comparisons of pay by gender will be collated and analysed as part of the equality impact assessment on the pay and grading structure.</p>
Evidence Ref:	
3.2.1	Number of men receiving a bonus compared to number of women who receive a bonus
3.2.2	% Pay gap between men and women

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target
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3.1		N/A	N/A	Establish baseline	To be confirmed
3.2	Lower	N/A	N/A	Establish baseline	To be confirmed




Action	Lead Officer / Partner	Time frame	Related evidence	Progress
Human Resources				
Deliver Single Status which is intended to harmonise terms and conditions of employment across the whole workforce – irrespective of protected characteristic	Head of HR and Organisational Development	December 2012	3.2.1 3.2.2	A Single Status Agreement will be agreed this calendar year (2013) 
Design and implement a new equal pay compliant pay and grading structure via process of job evaluation	Head of HR and Organisational Development	December 2012	3.2.1 3.2.2	As above – new Pay & Grading Model will form part of Collective Agreement 
Complete EIA on pay model	Head of HR and Organisational Development	December 2012	3.2.1 3.2.2	Will be completed as part of Single Status Project 
Maintain pay and grading structure (i.e. avoid drift) via annual review to identify further pay gaps between protected groups	Head of HR and Organisational Development	2013 onwards	3.2.1 3.2.2	A new Policy & Reward Officer post has been created in the HR & OD Service structure. An annual Equal Pay audit will be undertaken post Single Status implementation 

<p>Regional Equality Objective: 4</p>	<p>Reduce inequalities in personal safety</p> <p>Action area 4.1: The reporting of hate crime and harassment increases and steps are taken to reduce hate crime and harassment</p>
<p>Local Equality Objective:4 Meets aim 2 and 3 of General Duty</p>	<p>People do not experience hate related harassment or crime in the community</p>
<p>Issues</p>	<p>Flintshire County Council is a third party reporting centre for hate crime for Safer Wales, a charity encouraging victims of all hate crime to report through a third party As this is a relatively new initiative, baseline data will be established during 2012-2013.</p> <p>The Council's Neighbourhood Wardens arrange for the removal of graffiti, graffiti aimed at protected groups is removed as a priority. The Neighbourhood Wardens also provide target hardening equipment to support victims of hate crime.</p> <p>The Flintshire Community Safety Partnership's shared priorities for 2011/12 include:</p> <ul style="list-style-type: none"> • Reduce the levels of violent crime including domestic and sexual violence • Tackle hate related crime and disorder and encourage reporting <p>The community safety strategic assessment told us:-</p> <p>Hate crime is any crime "<i>which is perceived by the victim or any other person to be based upon prejudice towards or hatred of an identifiable group of people</i>". For example, a target group that is identified by their race, religion, sexuality, or disability.</p>

	<p>As with other under-reported crime, when tackling the issue of hate related crime part of the approach needs to include increasing confidence in and access to reporting. Flintshire Community Safety Partnership (CSP) has worked with colleagues in the Welsh Government's Community Cohesion Team to consider ways of increasing reporting, and they work closely with the Council's Corporate Community Cohesion Officer at a local level.</p> <p>During 2010 there were 29 hate crime offences reported to the police in Flintshire, 81% of hate crimes reported to the police in our area were racially motivated, with homophobic related offences being the next most prevalent type of hate crime, at 14% of the total.</p> <p>Over the coming year we will:</p> <p>Continue to participate in strategic planning and operational activity to improve community cohesion and support victims of hate crime.</p> <p>Work to support efforts to increase opportunity and accessibility for victims to report hate crime.</p> <p>Continue to support community cohesion teams to deliver targeted campaigns and publicity aimed at increasing awareness, supporting victims.</p> <p>Details of evidence to support these priorities can be found in the Flintshire and Wrexham Community Safety Strategic Assessment and Community Safety Plan 2011-2014</p>
Evidence Ref:	
4.1.1	Report presented to CMT
4.1.2	Number of reports of hate crime reported to Safer Wales and North Wales Police

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target
4.1.2	Higher	N/A	N/A	Base line to be established	

Action	Lead Officer / Partner	Time frame	Related evidence	Progress
Environment				
We will continue to participate in strategic planning and operational activity to improve community cohesion, support victims of hate crime	CSP (Flintshire County Council)	On going	4.1.2	On-going work, reviewed on a monthly basis at the Community Safety Partnership's Joint Action Group, and informed by North Wales Police data. 
We will work to support efforts at a strategic level to increase opportunity and accessibility for victims to report hate crime, as advised by our partners	CSP (Flintshire County Council)	On going	4.1.2	The current Community Safety Plan for Flintshire and Wrexham identifies Hate Crime as a strategic priority. This action is encouraged through the operational delivery groups 
We will work to increase opportunity and accessibility for victims to report hate crime through the promotion of the 'Safer Wales' hate reporting system.	CSP (Flintshire County Council)	On going	4.1.2	The funding that has previously been used to provide training for practitioners to use 'Safer Wales' has been withdrawn (WG's 'Community Cohesion Fund'). However, all officers within the




				Community Safety Team encourage its use, as do partners such as North Wales Police. 
Policy and Performance				
Review Equality and Human Rights Commission Report on Disability Related Harassment and prepare report for Corporate Management Team (CMT) identifying key actions for the Council	Policy and Performance	April 2012	4.1.1	Complete July 2012. Additional actions to be incorporated into SEP 
Implement Sub Regional Community Cohesion action plan	Policy and Performance	March 2014		In progress 

Regional Equality Objective: 4	Reduce inequalities in personal safety
	Action area 4.2: The reporting of domestic abuse increases and action is taken to reduce domestic abuse
Local Equality Objective: 4 Meets aim 2 and 3 of General Duty	4.2.(i) The Lesbian, Gay Bisexual and Transgender (LGBT) community, disabled people, older people and people from a Black and minority ethnic (BME) background feel confident in reporting domestic abuse 4.2. (ii) Repeat incidents of domestic violence are minimised across all protected characteristics.
Issues	A variety of initiatives to promote the domestic abuse agenda and improve agency response have been in place in recent years. No records are kept in relation to domestic abuse and all protected

	<p>characteristics other than MARAC (Multi Agency Risk Assessment Conference). In relation to repeat incidents of high risk domestic abuse, evidence shows that approx. 65% of cases discussed at MARAC do not report further incidents to partner agencies.</p> <p>A detailed multi agency domestic abuse and sexual violence 3 year action plan is in place to address:-</p> <ul style="list-style-type: none"> • Perpetrator Accountability • Improving response to reports of domestic violence by Health services, Criminal justice agencies, Statutory and Voluntary organisations. • Prevention through education and awareness raising
Evidence Ref:	
4.2.1	% of reports of high risk domestic abuse from people from BME background
4.2.2	% reports of high risk domestic abuse from older people (50+)
4.2.3	% of repeat high risk cases brought back to MARAC
4.2.4	% referrals from non police agencies into MARAC
4.2.5	Workplace domestic abuse policy endorsed

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target
4.2.1	Higher	N/A	Establish baseline	8.2%	4%
4.2.2	Higher	N/A	Establish baseline	Waiting confirmation of data	
4.2.3	Lower	N/A	Establish baseline	28%	25-40% (CAADA recommendation)
4.2.4	Higher	N/A	Establish baseline	47%	28-40% (CAADA recommendation)

Action	Lead Officer /	Time	Related	Progress
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	Partner	frame	evidence	
Community Services				
Social Services for Adults use standard risk assessment tool to identify high risk victims (DASH –Domestic Abuse Stalking and Harassment)	Service Managers	Review June 2012	4.2.1	Adult Safeguarding Manager is sourcing basic training. DASH will be part of proposed development of the new adult safeguarding unit for SSA 
Environment				
Co-ordinate implementation of multi agency domestic abuse and sexual violence action plan (2011-2013)	Domestic Abuse Co-ordinator	On going	4.2.1 4.2.2 4.2.3 4.2.4	All aspects of the work are on-going. The only area where no data is available relates to the 50 plus age bracket 
Human Resources				
Workplace Domestic Abuse policy agreed and implemented	Head of HR and OD	Sept 2012	4.2.5	Not completed. Domestic Abuse Policy drafted and undergoing consultation with key stakeholders. Policy to be implemented by September 2013 





Regional Equality Objective: 5	Reduce inequalities in Representation and Voice Action area 5.1: Decision making bodies become more representative of the communities they serve
Local Equality Objective: Meets aim and of General Duty 1, 2 and 3	The profile of people who participate in public life and representative bodies, for example, school governors, Schools Councils, Tenants and Residents Associations and service user planning groups better reflects the make up of the local community.
Issues	<p>The planning groups in Social Services for Adults (SSA), by their very function are representative of the protected characteristic of disability and the service user group. We do collect data on those that use our services, in relation to age, gender and ethnicity. We recognise in SSA and Social Services Children (SSC) that there are gaps in relation to the recording of ethnicity with the migration over to our new business system but we are looking to address gaps via our review process in SSA and case transfer in SSC. Similarly we acknowledge that gaps also exist in relation to the recording of ethnicity and protected characteristics in Housing Services. We are actively addressing these gaps in information through revising our data collection and monitoring procedures. Equality monitoring takes place with all new members of the tenant's participation group, data is collected on age, gender, ethnicity and disability. Support needs are identified to enable involvement. Those who have volunteered to join are representative, the majority are older people which is representative of our housing stock which is 40% sheltered accommodation.</p> <p>In an attempt to be fully inclusive in all our involvement activities we dedicate time and resources to ensure that our ways of involvement are responsive to need e.g. hearing loops, accessible venues, briefing and debriefing etc.</p> <p>For many of our service users 'having a voice' can be via questionnaire/ survey route. When consulting on a particular service development we do consider respondents feedback by protected characteristics such as gender, age and ethnicity, but this practice could become more consistent. A review of all our</p>

	<p>questionnaires will take place as part of our Community Services 5 Point Involvement Action Plan.</p> <p>Research shows that schools have not had access to local and regional information about the profile of their communities to enable them to identify whether the profile of School Governors reflect the local community. The full diversity profile of School Governors and School Councils is not known- the composition of these two groups is only known by gender.</p> <p>Elected member profile of Flintshire County Council is 21 females 49 males, no information is held on other protected characteristics.</p>
Evidence Ref:	
5.1.1	% 'of unknowns' for service users' ethnicity in SSA and SSC
5.1.2	% of younger people on Tenant Participation Group
5.1.3	% of customer satisfaction Questionnaires which include an equality monitoring request
5.1.4	EIA completed on Community Services 5 Point Involvement Action Plan
5.1.5	Diversity profile of School Governors
5.1.6	Diversity profile of pupil representatives on School Councils

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target
5.1.1	Lower	To be confirmed	To be confirmed	CSS - 26.4% SSA 27.2%	27.2% Adults 20 % CSS
5.1.2	Higher	To be confirmed	To be confirmed	To be confirmed	2013-2014 Housing Service Plan and Customer Involvement Strategy reflect the aim of increasing the number of younger people actively engaged in customer/resident involvement. Delays have been encountered in appointing a customer involvement assistant, this is now scheduled for June 2013.
5.1.3	Higher	N/A	N/A	Establish base	To be confirmed

				line	
5.1.5	Higher	N/A	N/A	Establish base line	See Appendix 2
5.1.6	Higher	N/A	N/A	Establish base line	To be confirmed


Action	Lead Officer / Partner	Time frame	Related evidence	Progress
Community Services				
Address gaps in recording ethnicity in SSA via Review process and in SSC via Case Transfer process	Service Managers	March 2013	5.1.1	Agreed and features on Business Support Team Development Plan Comparing equality monitoring data collection for the period 2011/12 to 2012/13 we find that gaps in recording ethnicity remain static. In an attempt to rectify Performance Officer plans to review all routes into SSA to ensure that ethnicity field is mandatory. This will be discussed with PARIS IT business team the need for the 'not known' option. 
Implement Customer Involvement Strategy (Housing).	To be confirmed		5.1.2	Complete 
Review all satisfaction questionnaires in use in relation to equality monitoring data, and when in use ensure analysis disaggregates findings by protected characteristics	Partnership Manager	June 2012	5.1.3	Routinely done 





Undertake an Equality Impact Assessment on our Community Services 5 Point Involvement Action Plan.	Partnership Manager	2012	5.1.4	EIA screening complete, progressing onto full EIA. Agreed that Getting Engaged Steering group to be EIA project team 
Lifelong Learning				
Review the data we currently hold on School Governors and School Councils and establish baseline data	School Staffing Manager		5.1.5 5.1.6	Completed 
Establish a system for recording accurate data	School Staffing Manager		5.1.5 5.1.6	Completed 
Identify protected groups who are underrepresented as School Governors and on School Councils and take targeted action to increase representation	School Staffing Manager		5.1.5 5.1.6	To be actioned 

Regional Equality Objective: 5	Reduce inequalities in Representation and Voice Action area 5.2: Consultation and Engagement is improved through strengthening links between the Public Sector and local and national groups representing people from all protected groups
Local Equality Objective: Meets aim and of General Duty 1, 2 and 3	All protected groups are represented in consultation activities and equality impact assessments
Issues	Different forums and networks have been established across the County which enable Council officers to

	consult and engage with employees and customers from protected groups as described in section 3. 5 of the Strategic Equality Plan. A list of local and regional groups is available for employees to access; however we also recognise that there are some protected groups, for example, Travellers and people from different faiths where we need to strengthen engagement. We are also concerned about the need to avoid “consultation fatigue” and avoid duplication, such as repeating consultation exercises that have been undertaken by other public sector organisations and appreciate the opportunity to work collaboratively across North Wales.
Evidence Ref:	
5.2.1	Number of EIAs that are presented to EIA Quality Assurance (QA) group
5.2.2	number of consultation exercises that include equality monitoring form
5.2.3	Regional stakeholder group established
5.2.4	Number of protected groups in the community available for consultation

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target
5.2.1	Higher	N/A	14	8	To be confirmed
5.2.2	Higher	N/A	N/A	To be removed	To be removed
5.2.3					
5.2.4	Higher	N/A	6	13	14


Action	Lead Officer / Partner	Time frame	Related evidence	Progress
All Directorates				
Monitor the make up of responses to consultation exercises by protected characteristic and use different mechanisms such as focus groups to consult with protected groups under or not represented	Directorate Equalities Rep	On going	5.2.2	Inconsistent across Directorates 






Ensure EIAs submitted to EIA QA group	Directorate Equalities Rep	On going	5.2.1	Embedded within some Directorates, but inconsistent across authority 
Policy and Performance				
Work with public sector organisations to identify opportunities for establishing a regional equality stakeholder group with whom public bodies can engage	Policy and Performance Team	December 2013	5.2.3	To be reported in 2013- 2014 report
Continue to make links between individuals/protected groups and support services to engage with all protected groups	Policy and Performance Team	On going	5.2.4	Sustained existing links and have made new links but still aware that there are gaps. 
Write article for Directorate bulletins and intranet to remind services of the importance of engaging with customers from all protected groups and refer to the Council's Directory of Groups and Organisations and "Equality and You"	Policy and Performance Team	October 2013	5.2.4	
Build engaging with customers into corporate Diversity and Equality training suite	Policy and Performance Team	October 2014	5.2.4	






Regional Equality Objective: 6	Reduce Inequalities in Access to information, services, buildings and the environment Action area 6.1: Access to information and communications and the customer experience improve
Local Equality Objective: Meets aims 1 and 2 of General Duty	Customers with protected characteristics can easily access information
Issues	A Council wide Communication Strategy is in place supported by guidance on Plain Language and how to access interpretation and translation facilities. Community Services Directorate has developed a Communication Strategy and any leaflets produced by this Directorate are considered by a readers' panel. Although information may be held on customers preferred method of communication through the medium of English or Welsh, information is not always captured in relation to alternative formats of other languages. A key area of improvement is to increase the amount of data held on the profile of customers and use complaints and compliments and satisfaction surveys to identify inequalities in the provision of information and communication.
Evidence Ref:	
6.1.1	Number of requests for information in different languages and provision of information in alternative formats recorded by Customer Services
6.1.2	Number of telephone calls to new Streetscene contact number
6.1.3	Number of website hits
6.1.4	Number of customers reporting issues through the website
6.1.5	Footfall in Reception and future Flintshire Connects
6.1.6	% of complaints by protected characteristic and by nature of complaint e.g. equality/discrimination/access






Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target
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6.1.1	Higher	55 language, 41 alternative formats	73 language, 17 formats	139 Languages, 88 formats	To be confirmed
6.1.2	Higher	N/A	N/A	96, 424	To be confirmed
6.1.3	Higher	N/A	N/A	1,244,014	To be confirmed
6.1.4	Higher	N/A	N/A	12,445	To be confirmed
6.1.5	Lower County Hall Higher Flintshire Connects	N/A	N/A	To be confirmed	To be confirmed
6.1.6	Higher initially as more monitoring forms are completed	N/A	N/A	To be confirmed	To be confirmed

Action	Lead Officer / Partner	Time frame	Related evidence	Progress
All Directorates				
Support Customer Services with ongoing promotion of language line and information in different formats	Directorate Equalities Rep	On going	6.1.1	Ongoing in Directorates Promoted to schools every September –next promotion September 2013 
Ensure equality impact assessments on all new policies, services, decisions etc and actions are embedded in service plans	Directorate Equalities Rep	On going	6.1.6	Service Plans incorporate this improvement action and are monitored quarterly EIAs now undertaken on a regular basis in relation to new policies and procedures. Inconsistent across Directorates

				
Community Services				
PARIS system to produce data reports on service uptake by protected characteristic for new services such as Reablement	Performance Team Manager	June 2012	5.1.1	Already prepared quarterly for DEG 
Undertake Equality Impact Assessment on the Communication Strategy	Business Manager	Completed by May 2012	6.1.6	Completed
Equality Impact Assessments to involve the EIA Quality Assurance Group	Service Managers	ongoing	6.1.6 (5.2.1) (6.2.5)	On going 
Bespoke EIA training workshops delivered to key staff.	Directorate Equalities Rep & Corporate Equality Officer	June 2012	6.1.6 (5.2.1) (6.2.5)	Complete 
Environment				
Improve accessibility of Directorate web pages	Electronic Services Officer	December 2012	6.1.3 6.1.4 6.1.6	Review ongoing with Service Managers to populate web pages. New website design to be populated throughout 2013. Recent additions include e-form for concessionary travel 
Monitor website usage to update information for low usage areas	Electronic Services Officer	December 2012	6.1.3 6.1.6	Areas identified and this will inform changes to new website. Comparison exercise with other Authorities to inform best practice

				
Monitor complaints to inform service improvement	Directorate Support and Performance Manager	Ongoing	6.1.6	All complaints are allocated to Directorate Support and Performance Manager and monitored for those that can inform service improvement are discussed with relevant Head of Service. 
Work with Flintshire Connects Project Manager to enhance services, for example, concessionary travel passes, access to planning duty officer.	Directorate Support and Performance Manager	Lean Projects Completed	6.1.5 6.1.6	Full engagement with Flintshire Connects and full training programme delivered for Flintshire Connects staff 
ICT and Customer Services				
Promote interpretation and translation service to both customers and employees	Customer Services Team Leader	On going	6.1.1	Ongoing distribution of posters and language cards to directorates and display information on staff notice boards and advertise service on infonet 
Explore the potential with North Wales Deaf Association (NWDA) to introduce remote British Sign Language interpretation service within Flintshire Connects	Project Manager Flintshire Connects	September 2013	6.1.5 6.1.6	On going – North Wales Deaf Association are seeking funding for this initiative. 
Explore the potential to increase accessibility of website for Deaf customers and for people with visual impairment	Customer Services Manager	March 2013	6.1.3 6.1.4	New content management system (CMS) procured with an aim to launch a new website during the Autumn of 2013. Shaw Trust will assess the website for accessibility compliance and the new CMS has compliance testing built in.





				
Ensure the new Customer Relationship Management (CRM) System captures preferred method/format for communication of customers	Customer Services Manager	September 2013	6.1.1 6.1.6	The CRM has been designed to include language preference and method and format for communication with customers. This is currently being used for Waste services only. 
Collate and analyse reports on complaints and identify areas for improvement	Customer Services Team Leader	December 2013	6.1.6	Limited data available of profile of complainants to be able to undertake an analysis 
Introduce Streetscene contact number and ensure accessible for Deaf customers	Customer Services Manager	September 2013	6.1.2, 6.1.3 6.1.4	Streetscene contact number was introduced in March 2013. Contact can also be made via the website Researching opportunities for providing SMS service. 
Monitor number of contacts through Streetscene number and satisfaction levels of customers by protected characteristic	Customer Services Manager	September 2013	6.1.2 6.1.6	Data relating to call volume is collated and reported. Customer satisfaction monitoring will commence as required by Streetscene Services. Call recording has been implemented and this is used for training and monitoring purposes.
Lifelong Learning				
Promote interpretation and translation services to schools, Children and Young People's Partnership, Youth Services, libraries and leisure services	Personal, Social and Health Education Schools Co-ordinator			Promoted to schools through training and through Moodle 
Policy and Performance				






Promote "Equality and You" document across the Council	Assistant Policy Officer	01.05.12	6.1.6	Complete 
Provide equality awareness session to contractors as part of Procurement Seminars	Policy and Performance	April 2013	6.1.6	Will be included in supplier information days as and when they are held 
Regional Equality Objective: 6	Reduce Inequalities in Access to information, services, buildings and the environment			
Local Equality Objective: Meets aim and of General Duty	Action area 6.2: Physical access to services, transport, the built environment and open spaces improve Customers with protected characteristics have equality of access to services, transport, the built environment and open spaces which the Council provides or manages			
Issues	<p>Limited data is available on the profile of customers and service users across the whole Council; where it is held the profile of all protected characteristics is not captured. Therefore it is difficult to use this data to identify potential or actual inequalities.</p> <p>A reception survey was undertaken in all our public reception areas to ensure equality of access to people with protected characteristics of disability and race. Gaps were identified and some were rectified, for example the display of the language line poster. A rolling programme of physical alterations to public buildings and schools is in place.</p> <p>Equality Impact Assessments and consultation with protected groups are undertaken and there are examples of positive changes as a result of findings. For example, in building the Extra Care facility in Shotton, older men had some clear ideas for interior design, type of chairs etc, i.e. preference for single chairs over settees.</p> <p>A service option that promotes independence, where people have the opportunity to take control and make their own arrangements to meet their assessed needs is Direct Payments or Citizen Directed</p>			


	Support. An improvement priority was to increase the number of people taking up these opportunities. We are pleased to report that through ongoing awareness raising and staff training the numbers have increased with 180 people now using direct payments which compares to 156 for 2010. We are encouraged by the rise in the number of older people, which was identified by CSSIW as an area we needed to develop, in 2010 there were 15 older people now in 2011 there are 23.
Evidence Ref:	
6.2.1	Number of Council owned buildings that are accessible to disabled people
6.2.2	Number of people accessing Direct Payments
6.2.3	Waiting times for applicants requiring adapted accommodation compared to other applicants
6.2.4	Diversity profile of customers who use libraries, leisure centres and youth services is available
6.2.5	Number of EIAs completed and summaries published
6.2.6	% of residents over 60 who hold a concessionary travel pass

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target
6.2.1	Higher	36	40	42	46
6.2.2	Higher	To be confirmed		85.6% WB 1.4 WOther 0.5 MixedW/B 0.9 Other 11.6 not known	
6.2.3	Lower	To be confirmed			No target has been established for this activity due to lack of robust data. However feedback from customers who have been housed via new arrangements for managing applications from persons requiring adapted accommodation have indicated high levels of satisfaction with the new arrangements regarding keeping applicants informed of progress etc
6.2.4	Higher	To be confirmed		See Appendix 2	

6.2.5	Higher	7	14 completed	8 completed	
6.2.6	Higher	N/A	N/A	78%	82%

Action	Lead Officer / Partner	Time frame	Related evidence	Progress
All Directorates				
Directorates have in place systems to monitor the profile of customers by protected characteristic; results analysed to identify over/under representation and actions for improvements incorporated in service plans	Directorate Equalities Rep	September 2012	6.1.2	Embedded within some Directorates but not consistent across the authority 
Community Services				
Review Reception Surveys and rectify gaps	Directorate Equalities Rep	July 2012	6.2.1	On going 
Ongoing expansion of the Direct Payment scheme and Citizen Directed Support	Physical Disability and Sensory Impairment & LD Service Managers	Ongoing Reviewed annually as per SSA plan	6.2.2	On going 
Disaggregate complaints received by protected characteristics to inform service improvements	Partnerships Manager	April 2012 onwards Reviewed annually	6.1.7	On going 
Environment				
Continue rolling programme of physical alterations to Council buildings involving disabled people in the prioritisation of	Corporate Property Maintenance	On going	6.2.1	Programme continues and consultation process with relevant groups ongoing e.g. feedback on

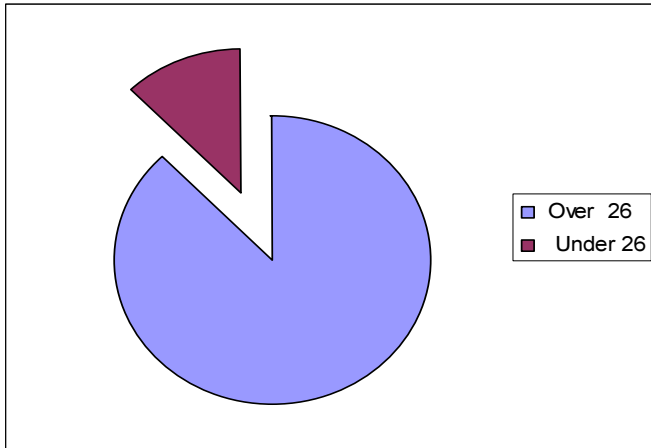
improvements	Manager			design for Flintshire Connects 
Promotion of concessionary travel passes	Transportation Manager	Ongoing	6.2.6	The team continues to promote the concessionary travel passes and has recently improved the way passes can be applied for by enabling online application 
Lifelong Learning				
Implement phase 2 of the rolling programme of physical alterations to schools to ensure pupils with physical and/or sensory impairments have full access to the curriculum		To start April 2013	6.2.1	On going 
Explore the opportunity to include “Changing Places “ facilities at swimming pools across the County	Principal Leisure Services Officer/ Assistant Policy Officer	April 2013	6.2.1	Complete – funding now available work in progress to provide Changing Places facilities at two swimming pools (Connah’s Quay and Holywell). 
Create Changing Place facilities at two swimming pools	Assistant Policy Officer/Property and Design Consultancy Manager	April 2014	6.2.1	In progress 
Ensure all newly refurbished leisure facilities are fully accessible for disabled customers.	Principal Leisure Services Officer/ Assistant Policy	On going	6.2.1	On going - alterations made to most leisure centres and pools. Four out of nine facilities are fully

	Officer			accessible; the remainder are partially accessible. 
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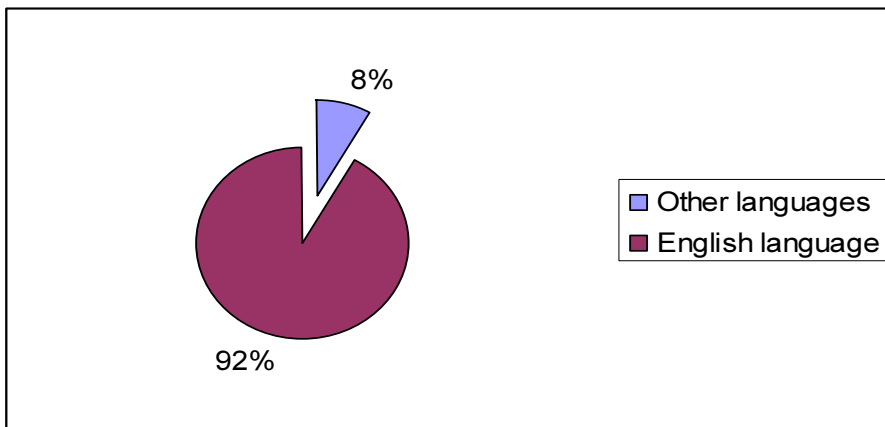
Appendix 2 Profile of customers by service

Family Information Services – Profile of Customers 20-12/2013

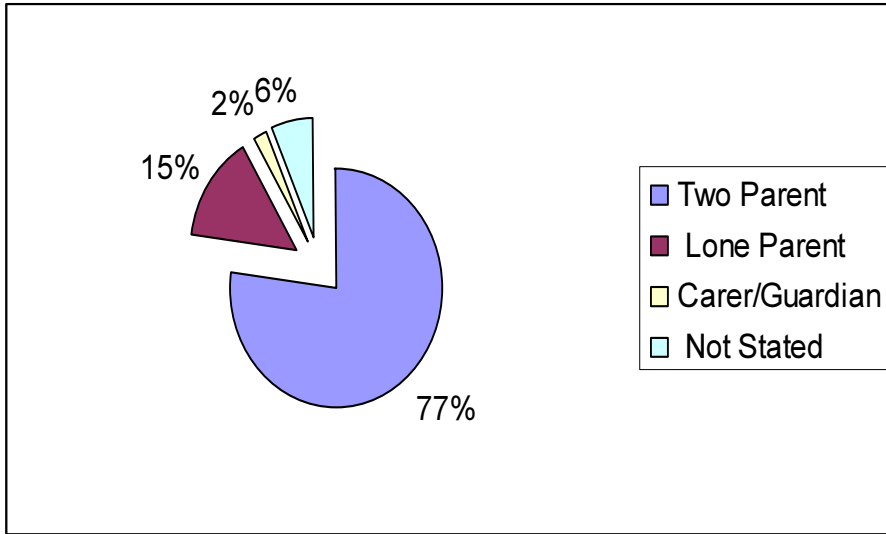
By age



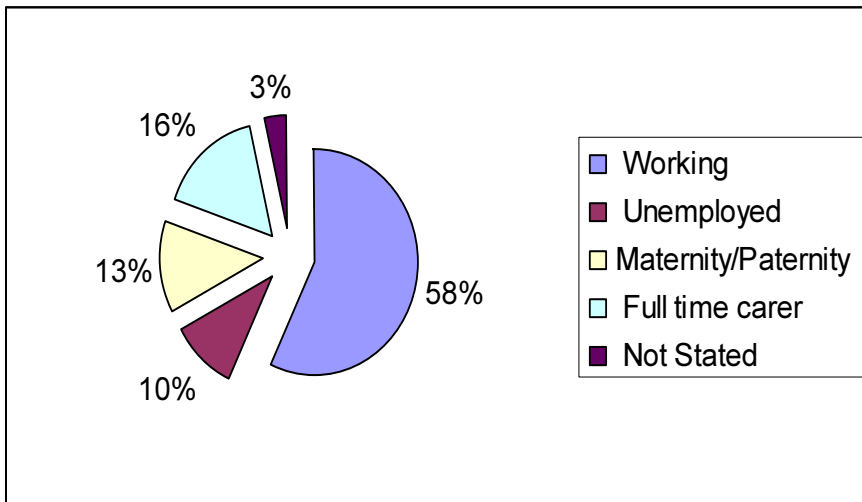
By preferred language



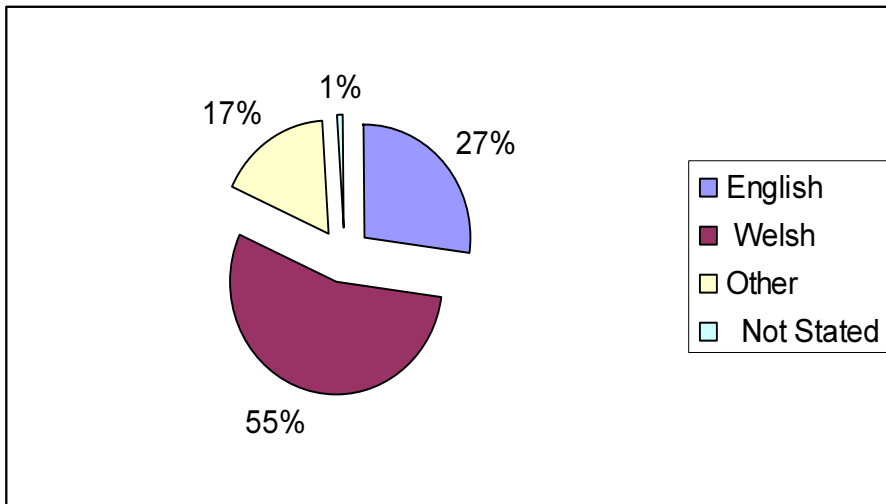
By parental status



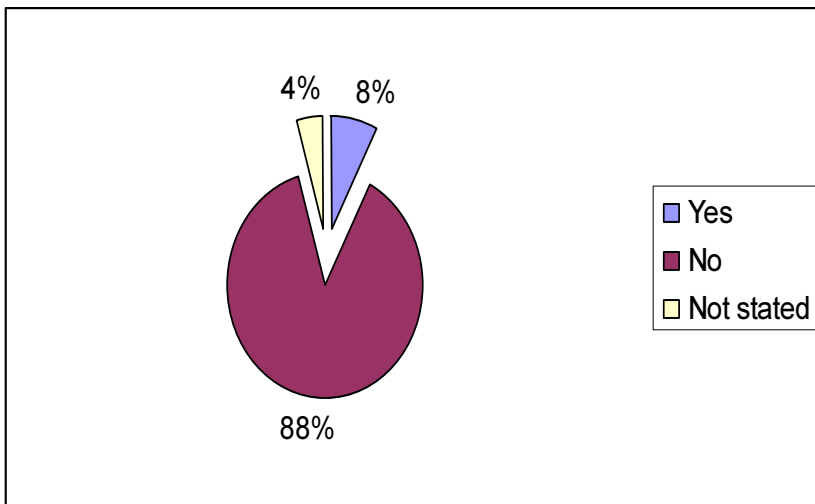
Employment Status



Ethnic background



Disability or long term health condition



Profile of school pupils by ethnic background –January 2013

NURSERY SCHOOLS	
Ethnic Background	%
BME	9.26%
White British (WBRI)	87.04%
Any Other White Background (WOTH)	3.70%
Information Not Obtained (NBOT)	0.00%
Information Refused (REFU)	0.00%
Not recorded by school (Blank)	0.00%
Total	100.00%

PRIMARY SCHOOLS	
Ethnic Background	%
BME	2.31%
White British (WBRI)	92.43%
Any Other White Background (WOTH)	3.20%
Information Not Obtained (NBOT)	0.01%
Information Refused (REFU)	0.72%
Not recorded by school (Blank)	1.34%
Total	100.00%

SECONDARY SCHOOLS	
Ethnic Background	%
BME	1.47%
White British (WBRI)	96.42%
Any Other White Background (WOTH)	1.63%
Information Not Obtained (NBOT)	0.05%
Information Refused (REFU)	0.43%
Not recorded by school (Blank)	0.00%
Total	100.00%

SPECIAL SCHOOLS	
Ethnic Background	%
BME	0.90%
White British (WBRI)	96.83%
Any Other White Background (WOTH)	2.26%
Information Not Obtained (NBOT)	0.00%
Information Refused (REFU)	0.00%
Not recorded by school (Blank)	0.00%
Total	100.00%

Attainment Levels 2012 by ethnicity and gender (2011 results shown in brackets)

Percentage of Pupils achieving 5 GCSEs Grades A* - C (Level 2 Threshold) by Gender - 2012		
Boys	Girls	All pupils
74.2% (68.3%)	80.4% (71.3%)	77.3%
Percentage of Pupils achieving 5 GCSEs Grades A* - C (Level 2 Threshold) by Ethnicity - 2012		
Ethnicity	No %	Yes %
BME	29.6% (36%)	70.4% (64%)
White British (WBRI)	23.3% (25.94%)	76.7% (74.06%)
Any Other White Background (WOTH)	31.8% (40%)	68.2% (60%)
Information Not Obtained (NBOT)	100.0% (50%)	0.0% (50%)
Information Refused (REFU)	33.3% (0)	66.7% (100%)

Youth Service: Profile of attendees 2012 (2011 data in brackets)

Age	Gender (of all attendees)	
	Male	Female
11- 13 years	25% (24%)	19% (19%)
14 – 16 years	23% (23%)	18% (18%)
17- 19 years	9 % (10)%	4% (4%)
20- 25 years	1.65 % (1%)	< 1% (< 1%)
Total Number	1730 (2586)	1239 (1852)
Total %	58% (58%)	42% (42%)

Profile of School Governors

Profile of school Governors by Age

Age Range	%
16 – 19	0.5
20 – 29	2.1
30 – 39	11.4
40 – 49	35.7
50 – 59	20.4
60 +	29.9
Total	100%

Profile of school Governors by Ethnic Background

Ethnic Background	%
White British	99.2
White Other	0.5
BME	0.3
Total	100%

Profile of school Governors by Gender

Gender	Number	%
Male	225	59.2
Female	155	40.8
Total	380	100%