



Strategic Equality Plan

2012 -2016



If you would like a copy of this document in an alternative format or your own language please contact

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Flintshire County Council

Strategic Equality Plan

2012 – 2016

Contents	Page
Foreword	5
1. Introduction	6
1.1 Legislation	6
1.2 The Community	6
1.3 The Council	10
2. Equality Objectives	11
2.1 Developing our Equality Objectives	12
2.2 Regional Equality Objectives	12
2.3 Developing Local Equality Objectives, including Equal Pay Objective	13
2.4 Local priorities	14
3. Meeting our objectives	15
4. Implementation- How we will meet the Specific Duties	
4.1 Arrangements for identifying, collate and publishing information	22
4.2 Arrangements for assessing impact	22
4.3 Arrangements for promoting knowledge and understanding	23
4.4 How we will incorporate equality into procurement	24

5 Monitoring and Review 24

6. Publication 24

Appendices

1. Action Plan

2. Regional Objectives Available in the
Members' Library

3. Regional Research Available in the
Members' Library

Foreword

Welcome to Flintshire County Council's first Strategic Equality Plan. We are pleased to publish this plan which details the objectives, actions and targets that will be undertaken during the next four years and identifies the evidence base and rationale on which the objectives are based. For the first time we have worked in partnership with all the public bodies across North Wales and have identified high level regional as well as local equality objectives. Working in partnership to identify common equality objectives and focus activity on tackling specific areas of inequality will benefit all sections of the North Wales Community. Our objectives are based on the following:-

- Health
- Education
- Employment
- Personal Safety
- Representation and Voice
- Access to information, services and environment

In producing this plan we will meet our statutory Public Sector Equality Duties under the Equality Act 2010 to advance equality, eliminate unlawful discrimination, victimisation and harassment, and foster good community relations in our employment, policy, procurement and service delivery functions.

The Strategic Equality Plan replaces and builds upon the progress we have made through the previous Equality Schemes. The Strategic Equality Plan alongside the Diversity and Equality Policy and Welsh Language Scheme sets out the Council's commitment to equality. The Strategic Equality Plan is integrated across the ten Council improvement priorities.

Involving a wide range of people from diverse backgrounds in the development of this Plan has been critical in helping us to identify the changes that we need to implement to make a real difference to the people who live, work and visit Flintshire. We have valued the contributions from everyone who has participated.

If you would like to become involved and contribute to continuing to identify priorities that will reduce inequalities in Flintshire, please contact us.

Colin Everett
Chief Executive

Cllr Arnold Woolley
Leader, Flintshire County
Council

Flintshire County Council - Strategic Equality Plan 2012-2016

1. Introduction

1.1 Legislation

The Equality Act 2010 brought together existing equality legislation and introduced protected characteristics of:-

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

The Act introduced the public sector equality duty which places a General Duty on public bodies to have due regard to the need to:

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
- (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.

Devolved public bodies in Wales have specific duties which include setting and publishing equality objectives and developing a Strategic Equality Plan (SEP). This is Flintshire County Council's first Strategic Equality Plan setting out regional equality objectives and local equality objectives and the steps we will take to achieve them. The purpose of the plan is to address inequalities to make a real difference to the lives of people across the protected characteristics who live and work in Flintshire. Welsh language is addressed through the Council's Welsh Language Scheme.

1.2 Community Profile

Flintshire is a semi-rural Welsh county in North East Wales. It borders Cheshire to the East, Wrexham to the South and Denbighshire to the West. According to the Annual Mid Year Population Estimates, the population of Flintshire has grown from 142,036 in 1991 to 149,709 in 2010.

Age

The Welsh Assembly Government's Statistical Directorate 2006 based local authority populations projections for 2009-2031 indicate that in 2015 there will be a population of 153,677 and of that 62,232 will be aged 50 plus, which equates to approximately 40% of the total population. These projections also indicate that there will be 42,616 people aged 24 and under, equivalent to approximately 28% of the population.

Disability

Disability is defined in the Equality Act 2010 as a physical or mental impairment which has a long term and substantial effect on their ability to carry out normal day to day activities. This also includes severe disfigurement. The exact numbers of disabled people living in Flintshire is not known; the following tables provide some limited information.

Table 1 Flintshire Disability Register 2004/05

Persons deaf with speech	88
Persons deaf without speech	50
Persons hard of hearing	292
Persons blind	391
Persons partially sighted	349
Persons in general classes	4,264
Total number of persons	5,416

Source: WLGA Data Unit (as at 31 March 2005)

Table 2: Flintshire: Register of persons with learning disabilities on 31st March 2005

Total persons aged 16-64	410
Total persons aged 65+	20
Total persons	430

Source: WLGA Data Unit (March 2005)

Race

There is a low percentage of people from a non-white background (this has grown from 0.5% in 1991 to 0.8% in 2001 as identified in the 2001 Census).

There is a small but regular group of Romany Gypsies and Irish Travellers living in the area. There is one Council owned permanent site and three privately owned sites for the Travelling community. Another privately owned site has been granted temporary planning permission for five years. A profile of unauthorised encampments has highlighted the frequency and pattern of stopping off points.

Although an Irish community is identified in the Census (0.6%) there are also established Italian and Polish communities not identified in the Census. In addition, since 2004 more people from Eastern Europe are coming to work and live in Flintshire. These tend to be based in the Deeside and Flint areas

and are employed in specific sectors, for example, food industry and the social care sector. The main group of migrant workers are Polish. Data is available on migrant workers from the Worker Registration Scheme and National Insurance Number applications, however it is recognised that this is not an accurate representation.

Languages

A joint audit with partner agencies has established that over 30 different languages are spoken in Flintshire, in addition to British Sign Language, English and Welsh.

Welsh Language

The 2001 census showed that 21.4% of the Flintshire population possessed at least one Welsh language skill, 17.01% of residents regarded themselves as Welsh speaking and a further 4.4% reported that they understood Welsh.

Table 3: Ethnic profile of Flintshire.

Ethnic Groups	Number	%
White British	145,158	97.7%
White Irish	884	0.6%
White Other	1,358	0.9%
Mixed (White & Black Caribbean or African, White and Asian, Other)	526	0.3%
Asian (Indian, Pakistani, Bangladeshi, Other)	271	0.2%
Black (Caribbean, African, Other)	97	0.1%
Chinese (Chinese, Other)	300	0.2%
Total population	148, 594	

Source: Office of National Statistics – Census 2001

Welsh Identity

According to the 2009 Annual Population Survey, 44.6% of Flintshire residents consider themselves as Welsh compared to 65.1% for Wales as a whole.

Religion

Flintshire is a largely Christian community, with only small groups of other identified religions represented within the population. 79.2% of the population are Christian, which is considerably above the Welsh average (71.9%) and the UK average (71.6%).

Muslims form 0.1% of the population compared to 0.3% in North Wales, 0.7% in Wales as a whole, 3.0% in England and Wales and 2.7% in the UK. Buddhists are the other major religion recognised in Flintshire forming 0.1% of the population. (Census 2001)

Sex

The Local Government Data Unit (30 June 2010) reported that 49% of the population in Flintshire is male and 50.7% are female.

Sexual Orientation

The Census 2001 did not collect details of sexual orientation of UK residents, however, Government actuaries estimate 6% of the population is lesbian, gay or bisexual (LGB). A social group for the Lesbian Gay Bisexual Transgendered (LGBT) community meets regularly in Flintshire. Membership is drawn from across North Wales

Number of civil partnerships

The number of civil partnerships formed in the UK by same-sex couples was 6,385 in 2010 compared with 6,281 in 2009. This represents a very small increase of 1.7 per cent between 2009 and 2010. The total number of civil partnerships formed in the UK since the Civil Partnership Act came into force in December 2005, up to the end of 2010, is 46,622. Details of Civil Partnership (CP) Ceremonies conducted in Flintshire are below:-

	Number of CP ceremonies conducted	Notice of CP
2008/09	5	12
2009/10	10	15
2010/11	7	23

Gender Reassignment

Data is not available on the numbers of transgendered people in Flintshire. However, a social group for the LGBT community is based in Flintshire and is well attended. In addition a support group, Unique, has been established for several years to support the trans community from across North Wales. This group meets on a regular basis in the county of Conwy.

1.3 The Council

Flintshire County Council has 70 Councillors that represent 57 electoral divisions in Flintshire and are democratically elected every four years. Of the elected members 49 are male, 21 are female. There has been an increase in female elected members; prior to 2008 elections there were just 13 female elected members.

The Council employs 8,569 people delivering services from various sites around the county with the main administrative centre at County Hall, Mold. Services include arts, council tax, education, housing, leisure, libraries, planning, refuse services, social services, trading standards and transport.

Profile of workforce

The following tables provide a more detailed breakdown of the Council's workforce.

Table 4: Profile of workforce by gender as at 31st December 2011

Gender	Total	%
Female	6,404	74.73%
Male	2,163	25.24%
unspecified	2	0.02%
Total	8,569	

Table 5: Profile of workforce by disability as at 31st December 2011

Disabled	Total	%
No	4,830	56.37%
Not known	3,554	41.48%
Yes	185	2.16%
Total	8,569	

Table 6: Profile of workforce by ethnicity as at 31st December 2011

Ethnicity	Total	%
BME	28	0.33%
Not recorded	3,281	38.29%
Not stated	3	0.04%
White	5,257	61.35%
Total	8,569	

Table 7 Profile of workforce by age as at 31st December 2011

Age	Total	%
16-24	657	7.67%
25-34	1,419	16.56%
35-44	2,052	23.95%
45-49	1,230	14.35%
50-54	1,116	13.02%
55-59	1,067	12.45%
60-64	695	8.11%
65-69	246	2.87%
70-74	52	0.61%
75 and over	35	0.41%
Total	8,569	

2.0 Equality Objectives

2.1 The statutory equality duties require public bodies to set equality objectives in relation to the protected groups. Objectives should be evidenced based and outcome focussed to address the most significant areas of inequality leading to improvements for both employees and customers. The equality objectives should meet the three parts of the general duty. We must also publish an objective to address gender pay difference. The action plan to meet our equality objectives is set out in Appendix 1.

We developed our objectives using a variety of approaches:-

- Working collaboratively with other public sector bodies across North Wales to undertake regional and national research and consult with stakeholders on regional objectives
- Working with local stakeholders from protected groups to identify key issues for them
- Identifying local issues through reviewing data and involving services

2.2 **Regional Equality objectives** - Flintshire County Council worked with other public bodies across North Wales to develop regional equality objectives. The public bodies included:-

- Six North Wales Local Authorities
- Betsi Cadwaladr University Health Board (BCUHB)
- North Wales Fire & Rescue Service
- Welsh Ambulance Service NHS Trust
- National Parks Authority and
- North Wales Police

Appendices 2 and 3 describe the approach and research that was undertaken to identify regional equality objectives. (These are available in the Members' library and on the Council's website).

The regional objectives are:-

1. Reduce Health inequalities
2. Reduce unequal outcomes in Education to maximise individual potential
3. Reduce inequalities in Employment and Pay
4. Reduce inequalities in Personal Safety
5. Reduce inequalities in Representation and Voice
6. Reduce inequalities in access to information, services, buildings and the environment

Each objective is underpinned by specific action areas; individual organisations are responsible for identifying the action areas to which they will contribute. The action areas that Flintshire County Council will contribute to are set out in our action plan. We have also set more specific local equality objectives which link to the high level regional objectives.

2.3 Developing local equality objectives

Involving stakeholders and people from across the protected characteristics

In developing the Strategic Equality Plan and to assist in the identification of equality objectives, an involvement group had been established. This comprises members of:-

- Encompass (a community LGBT group)
- Flintshire Disability Forum
- Unique (North Wales Transgender group)
- Lesbian, Gay, Bisexual and Transgender Employee Network (LGBT)
- Older Peoples Network
- Women's Employee Network

Other members included individuals from across the protected characteristics:-

- Disabled people
- Gypsy/Travellers
- Older people
- Men/Women
- Transgendered community

This group was involved in developing a questionnaire which was distributed to a wider network of individuals and groups from across the protected characteristics.

In addition to the questionnaire two workshops were facilitated with the involvement group to identify priorities. Similar priorities were identified through both workshops.

Information Gathering

We also reviewed the data we held on the profile of Council employees and customers. We found limited data was available about the profile of customers and employees and where available did not cover all of the protected characteristics.

A review of local and national assessments and reports included:-

- Attainment levels of pupils
- Census 2001
- Flintshire Community Safety Partnership Strategic Assessment
- Data Unit Wales
- Hate crime figures for Flintshire
- Needs Assessments

- Reports from Equality and Human Rights Commission

2.4 The priorities identified locally are as follows:-

- Access to services- all members of the community can access services, in particular housing.
- Training - all staff and elected members are trained in order to meet the equality agenda
- Contractors and service providers who deliver service goods and works on behalf of Flintshire County Council adhere to the equality agenda
- Employment – there is pay equality for men and women and the make up of employees reflect the local community
- Voice - opportunities for all staff to have a voice in the workplace and customers to be involved in shaping services
- Hate Crime - greater numbers of people reporting incidents and reduction in incidents

Our specific local equality objectives to meet these priorities are set out in the next section. There are a number of objectives relating to children and young people reflecting the Council's duty and commitment to its corporate parenting role.

3. Meeting our objectives

3.1 Objective 1- Reduce Health inequalities.

Steps we have already taken to achieve this objective:-

- Implemented a Managing Unauthorised Encampments Protocol- visits are undertaken to all unauthorised Traveller encampments; information about the specialist Health Visitor is circulated and if requested arrangements are made for the Health Visitor to visit the site. Travellers on permanent sites are supported by officers to register with a local GP if assistance is needed.
- Promoted gender specific sports to both men and women and provided “taster” sessions to increase take up of non –traditional sports activities, for example, women’s football
- Service users and support staff are encouraged to attend Health Promotion events, for example, Motiv8 for people with Mental Health and substance misuse problems.
- Through using person centred / recovery approaches in the care plan and service delivery plan service users are encouraged to follow better lifestyle choices. Examples of this include male service user joining slimming world and making significant improvement to their food choices and necessary weight loss,
- Introduced the Actif Plus 1 card, which allows a service user to be supported to access Leisure Services without being charged admission.
- Training is in place in Social Services for Children to support independent living/ nutrition for care leavers.
- Learning Disability services work closely with secondary services such as opticians to improve access. Produced a leaflet for **Accessible Dentists in Flintshire** (this was shared in draft for comment with the Learning Disability Planning Group before being finalised).
- Joint drug and alcohol team is now operating satellite clinics in G.Ps across Flintshire which has enabled this group of service users to have better access to their GP.
- Mental Health service now offers a service to Deaf people and offer prompt joint assessments with Health visitors to new mothers who are depressed.
- Targeted work with the Polish community has resulted in improved access to our Mental Health and Substance Misuse services.

Our local equality objectives:-

- 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

3.2 Objective 3 - Reduce unequal outcomes in Education to maximise individual potential

Steps we have already taken to achieve this objective:-

- Addressed the underachievement of boys in both primary and secondary schools improvement plans.
- Pre-admission meetings are held with families of new pupils who need English as a Second Language (EAL) support to gather information on the child's background before they start school. A working party was set up to develop protocols for working with children from the English as a Second Language Service who may need additional support from other services.
- Introduced "Respecting Others" guidance on anti bullying for schools.

Our local equality objectives:-

- 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

3.3 Objective 3 - Reduce inequalities in employment

Steps we have already taken to achieve this objective:-

- Gained and maintained Two Ticks Positive About Disability Two Ticks is a recognition given by Jobcentre Plus to employers who have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees.
- Joined the Stonewall Diversity Champion Programme
- Information on Keeping in Touch Days (KIT) and employee rights are circulated to employees when they notify Human Resources that they are pregnant or will be adopting. They are circulated with the vacancy bulletin whilst on maternity leave to ensure they do not miss out on any job opportunities. In case of those employees whose partner is pregnant or is the nominated partner, they are also provided with information about their rights and entitlements.
- Offer a Childcare Voucher scheme which enables staff to sacrifice salary in return for child care vouchers, which can then be used to pay childcare costs. Staff benefit because the amount they pay is exempt from tax and national insurance, therefore reducing the costs of childcare.
- Extended the flexible and agile working periods available to staff to allow for greater flexibility in working times, thus improving employee's ability to manage their work / life balance responsibilities outside of the workplace. We are also running a pilot project removing core hours in the "Revenues and Benefits" service to inform policy development and enable more agile working. We have also promote flexible retirement.
- Offer Springboard workshops to female employees; Springboard is a Women's personal development workshop.
- Offer reasonable adjustments in the workplace to enable Disabled employees undertake their roles effectively.
- Have put in place a detailed Single Status project plan which will

Our local equality objectives are:-

- 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
- There is no pay gap between men and women employed by the Council

3.4 Objective 4 - Reduce inequalities in Personal Safety

Steps we have already taken to achieve this objective:-

- Delivered a series of training and awareness raising seminars including
 - “Building Safe Relationships” workshop to year 10 school pupils across five secondary schools. The “Building Safe Relationships” workshop aims to help young people develop “healthy” relationships.
 - “Freedom Programmes” to support women who have experienced abuse to increase their awareness of abusive behaviour and to identify unacceptable in a relationship.
 - “Butterflies – Right to be Safe’ Programme for children and teenagers who have experienced domestic abuse.
 - “Caring Dads” programme. Caring Dads is an NSPCC parenting programme which also challenges the abuse of fathers against their partners.
 - “Choose 2 change” programme for perpetrators of domestic abuse. Delivered “Choose2Change” Young Persons Pilot Project – working with groups of young people between the ages of 11 – 18 who are displaying abusive behaviours (or who are deemed at risk of using abusive behaviours).
- Flintshire Healthy Schools Scheme officers in partnership with North Wales Police Liaison officers deliver training to teachers on Internet and Mobile Phone safety.
- Developed a leaflet, with Age Concern, to inform older service users of where to seek help.
- Flintshire County Council’s Neighbourhood Wardens provide a target hardening service to all victims of domestic violence to keep survivors safe and to reduce the need to relocate. HomeSafe/Caveo Alarms- Caveo alarms are given to high risk victims of domestic abuse. These are monitored 24/7 by Carelink and are linked into North Wales Police control room.
- Set up MARAC meetings which is a forum for agencies to meet monthly to review high risk domestic abuse cases. This approach has led to a reduction in repeat incidents.
- A multi agency Domestic Abuse Project has been established under the Flintshire Community Safety Partnership. This project aims to raise the

profile of domestic abuse and develop and implement a co-ordinated response.

- Provided funding to Safer Wales; Flintshire County Council is a Third Party reporting centre for Hate Crime. Flintshire Community Safety Partnership receives quarterly reports on hate crime and takes action to reduce incidents
- Flintshire Community Safety Partnership is funding via Welsh Assembly Government Community Cohesion grant a Tension Monitoring system which will be managed by Flintshire Neighbourhood Watch. Training has been provided to employees from across the Council and partner agencies in the how to identify and report community tensions.

Our local equality objectives are:-

- 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

3.5 Objective 5 - Reduce Inequalities in Representation and Voice

Steps we have already taken to achieve this objective:-

- Established employees networks-a Women's Forum and Lesbian Gay Bisexual Employee Forum (LGBT) to ensure their views are represented in design and review of policies.
- Established a group of stakeholders from arrange of protected characteristics to review and inform Equality Impact Assessments.
- Representatives from Services regularly attend Flintshire Deaf Forum meetings to hear their views.
- Service user planning groups have been established in Social Services and a Tenants and Residents Association has been set up in Housing. The Learning Disability Planning Group has been involved in the production of a hospital chart which will help people gain an idea/ concept of the time of their stay in hospital (**My Stay in Hospital**). This has been tested by a member of the Planning Partnership when she was admitted into hospital earlier this year.

- Membership on the participation groups in Social Services for Children consist of looked after children and care leavers. These groups are for hard to reach groups. Group membership representative of age and gender. Alongside the groups regular 'Speak Out' events to which all looked after children and care leavers are invited.
- 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. As part of the **Customer Involvement Strategy** for Housing there are a number of actions and campaigns to target younger people.
- The Community Cohesion Officer regularly attends Encompass (LGBT Community group); Open Door Project- One Community Project –a project to support new communities, and meets regularly with the Muslim community.
- Each school has a governing body that represents their local community and a Schools Council on which young people are represented.
- Local Travellers have been supported to attend a national Traveller Forum.
- Established a corporate list of groups /individuals from protected groups who wish to be involved in engagement and consultation activities.

Our local equality objectives are:-

- 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

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

Steps we have already taken to achieve this objective:-

- Provide single sex swimming session to encourage attendance by women and women from ethnic minority backgrounds.
- Provide single sex mental health sessions to increase attendance by men.

- A corporate budget is in place to make sure that information is available in different formats and languages on request. A contract is in place with North Wales Deaf Association to provide a British Sign language Interpretation Service.
- Backdoor collections for bin bag/wheelie bin/ blue bags for any customers who have difficulty leaving refuse in the requested place.
- Mobile library service for people who have difficulties visiting libraries.
- The Shaw Trust reviewed our website to ensure that it is accessible.
- A standard criteria on accessibility is included in all contracts for computer software packages.
- Welcome Packs” for children and young people arriving in care have been revised and are age and gender appropriate; specific packs are now available for children, for teenage girls and a pack for teenage boys.
- Planning applications are reviewed by a member of Flintshire Disability Forum and comments on accessibility made on applications made to individual Planning Officers.
- A regional Gypsy and Traveller accommodation needs assessment has been undertaken to ascertain the future need for Travellers.
- Offered a six hour UK accredited course for coaches, play leaders and instructors who provide sport or physical activity opportunities for disabled children or adults to increase knowledge on how to adapt sessions to include disabled people.
- A rolling programme of physical alterations to Council property continues. During the past 12 months the following buildings have undergone works to increase accessibility:-
 - Mold Town Hall
 - Broughton Youth Club
 - Bryn Garth Youth Club
 - Mold Leisure Centre (main entrance)

Our local equality objectives are:-

- 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.

4. Implementation

4.1 Arrangements for identifying, collate and publishing information

Employment

We currently monitor the profile of employees by age, disability, ethnicity, religion, sex and sexual orientation. Reports are published annually on our website and include profiles of:-

- the workforce
- levels of pay
- applicants submitted for jobs,
- applicants selected for interview
- successful appointments
- leavers
- incidents of bullying and harassment
- disciplinary action

Schools

We also collate data on the profile of school pupils by age, ethnicity, gender, language, in relation to:-

- attainment (key stages 2, key stage 3, 4 and 5)
- attendance
- exclusions
- free school meal entitlements

Data on attainment at specific key stages is published in the annual equality report. The data is collated as part of Pupil Level Annual School Census (PLASC) and published by the Welsh Government.

Services

A profile of customers is collated by Social Services for Adults, Social Services for Children, Housing and Customer Services through the Council's complaints and comments system. This information is published in the annual equality report on our website. Residents' surveys, satisfaction surveys and consultation exercises also capture equality information.

All services have been asked to undertake a review of the equality information they collate and where it is published.

4.2 Arrangements for assessing impact

To meet the specific duty all public authorities are required to set out the methods of impact assessments on policies and practices. This is to ensure that the needs and concerns of all protected groups are taken into consideration.

An equality impact assessment (EIA) screening tool and template for a full impact assessment have been developed. Rolling programmes of workshops to support Directorates undertake EIAs have been implemented. Each impact assessment will be endorsed by the relevant Directorate. A group of stakeholders representing protected characteristics from both employees and members of the public review EIAs and provide feedback to authors. Actions from EIAs are included within Service Plans where they will be monitored. Summaries of EIAs which have a significant impact as agreed by the stakeholder group are published on our website.

All reports to Committee have an "Equality Impact" section, which has to be completed. The responsibility for completing this lies with the author of the report.

4.3 Arrangements for promoting knowledge and understanding and identify training needs of employees in relation to public sector duties

This section sets out the Council's arrangements for ensuring employees have the knowledge, skills and attitudes to meet the general and specific duty. We recognise that some awareness raising/training will be generic which all employees will need to be aware of and other training will be more specifically related to individual job roles and will support them to implement the SEP.

Specific activities to support these arrangements include:-

- Provision of generic Diversity and Equality training course for all employees, which includes community visitors from across protected characteristics. Diversity and equality is included in the induction programme.
- Specific workshops on Equality Impact Assessments and are providing specialist training to HR on topics such as Transgender awareness, dealing with homophobic bullying. We also provide training to support initiatives such as Deaf Awareness Week.
- Employees have also been circulated with two employees' briefings on the Equality Act 2010 and one on the public sector equality duties.
- Resources are available on the Council's intranet including guidance for working with people from the protected groups.
- Pilot of an e-learning initiative to promote wider understanding
- To ensure employees are aware of the Strategic Equality Plan a series of employee briefings will be held in June and July 2012. This will outline the public sector equality duties.
- Training needs in relation to the public sector equality duties will be identified as part of the appraisal process managers will be provided with guidance as set out in the action plan under objective 3.

4.4 How we will incorporate equality into Procurement

When procuring works, goods or services from other organisations a public body in Wales must:-

- have due regard to whether it would be appropriate for the award criteria for that contract to include considerations to help meet the general duty
- have due regard to whether it would be appropriate to stipulate conditions relating to the performance of the contract to help meet the three aims of the general duty.

In some contracts equality will be a core requirement and this will be set out in detail within the contract. The Flintshire County Council Procurement Policy states its commitment to:-

- Users of all services
- Council core and policy objectives
- Compliance with service aims and objectives
- Continuous improvement
- Quality and equality
- Operational efficiency

Our Contract Procedure Rules include all the protected characteristics into the pre qualification questionnaire (PQQ) for tenders. Guidance is available for employees on the inclusion of equality considerations into specific contracts. Draft guidance is also available for contractors on what we expect from them when they provide goods, services, and works on our behalf. We will also be holding briefings for contractors to increase their awareness of our expectations regarding equality and contracts.

5 Monitoring and review

Directorates will incorporate objectives and actions into their service plans to ensure actions are monitored at a service and Directorate level. A report describing progress to meeting the equality objectives will be published annually; relevant equality information will be published in this report. Progress will be monitored through the Corporate Equality Team, Stakeholder Group, Corporate Management Team, Executive and relevant Overview and Scrutiny Committees.

The Strategic Equality Plan will be reviewed / re-published by April 2016 or earlier if monitoring indicates that the equality objectives need to be revised.

6. Publication

The Strategic Equality Plan will be published on our website and will be available in English, Welsh and Easy Read. A summary will be available in British Sign Language DVD. Other formats and languages will be available on request.

Information on the profile of the workforce is published annually.

Strategic Equality Plan 2012 - 2026 Action Plan

Appendix 1

<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 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, 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 ASCs 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	Establish baseline	To be confirmed
1.1.2	Higher	N/A	N/A	Establish baseline	To be confirmed
1.1.3	Higher	N/A	N/A	Will be set March 2012	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	To be confirmed	To be confirmed	To be confirmed		
Action				Lead Officer / Partner	Time frame	Related Evidence
Community Services						
Embed outcome focussed care planning, with a focus on health promoting lifestyles.				Service Managers	To be reviewed March 2013	1.1.1
Work with PARIS and teams to record outcomes				Business Manager	2013	1.1.1
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
Include brief intervention training when available within workforce development opportunities for appropriate front line staff				Workforce Development Manager	To Be Confirmed	1.1.1 1.1.2
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
Monitor attendance by protected characteristic				Communities First Manager	April 2012	1.1.3

Identify action to increase participation of protected groups who are underrepresented	Communities First Manager	May 2012	1.1.3
Lifelong Learning			
Review reporting mechanism for attendance at ASCs	To be confirmed		1.1.4. 1.1.5 1.1.6
Review the data we currently hold and establish baseline data	To be confirmed		1.1.4. 1.1.5 1.1.6
Establish a system for recording accurate data	To be confirmed		1.1.4. 1.1.5 1.1.6
Identify action to increase participation of those protected who are underrepresented	To be confirmed		1.1.4. 1.1.5 1.1.6

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	<p>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.</p> <p>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, 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</p>

	Planning Officer. We will be monitoring outcomes rather than targets. 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.
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 (Target)	2012/13	2015/16 Aspirational Target
1.2.1	Higher	N/A	N/A	To be confirmed	To be confirmed
1.2.2	Higher	51.5%	75.0%	To be confirmed	To be confirmed
1.2.3	Higher	100%	95%	To be confirmed	To be confirmed

1.2.4	Higher	52.2% Note- recording issue	88%	To be confirmed	To be confirmed	
Action				Lead Officer / Partner	Time frame	Related evidence
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
Follow up on October workshop commitments in relation to promoting access and choosing healthy lifestyles.				Learning Disability (LD) Service Manager	ongoing	1.2.2
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
Follow up on October workshop commitments in relation to promoting access and choosing healthy lifestyles.				Planning Officer	March 2012	1.2.2
Record profile of LAC by protected characteristic				Team Manager Children	ongoing	1.2.1 1.2.3 1.2.4

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	Establish base line	To be confirmed	
Action				Lead Officer / Partner	Time frame	Related evidence
Community Services						
Support delivery on BCUHB Action Plan				Partnerships Manager	Review 2013	1.3.1
Regional Dignity in Care Action Plan				Partnerships Manager	Completed by July 2012	1.3.1
Develop and deliver on local Dignity Champion Network Action Plan				Partnerships Manager	Review 2013	1.3.1
Workforce team to commission training with dignity theme				Workforce Development Manager	ongoing	1.3.1
Ongoing awareness raising				Partnerships Manager	Review 2013	1.3.1
Monitor feedback questionnaires and address issues				OP Service Managers	ongoing	1.3.1

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			
1.5.2	Lower	N/A	N/A	To be confirmed	To be confirmed

Action	Lead Officer / Partner	Time frame	Related evidence
Community Services			
Ongoing response to need, for example, specialist training.	Workforce Dev. Manager	ongoing	1.5.1 1.5.2
Ongoing promotion of diversity and equality training	Workforce Dev. Manager	ongoing	1.5.1
EIA completion on all new policies/ services etc.	Service Managers	ongoing	1.5.1 1.5.2
Respond to and address complaints regarding dignity	To be confirmed		1.5.2

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. There is a 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 baseline	To be confirmed	
2.1.4	Higher	N/A	N/A	Establish baseline	To be confirmed	
2.1.5						
2.1.6	Lower	3%	To be confirmed			
2.1.7	Lower	To be confirmed				
Action				Lead Officer / Partner	Time frame	Related evidence
Environment						
Raise ambitions and confidence amongst young people				Business and Economic Dev. Manager	Ongoing	2.1.2
Develop Flintshire Schools Business Week				Business and Economic Dev. Manager	December 2013	2.1.3
Earlier engagement with schools/colleges				Business and Economic Dev. Manager	April 2013	2.1.2 2.1.3
Work with providers of education/skills training to target priority groups				Business	Ongoing	2.1.2

	and Economic Dev. Manager		
Lifelong Learning			
Review teaching strategies in light of Estyn Report 'Closing the Gap Between Boys and Girls Attainment in Schools'	To be confirmed		2.1.1
Liaise with the local authority to establish a standard way to gather and record attainment information for groups of pupils who share protected characteristics.	To be confirmed		2.1.1
Continue to monitor and analyse attainment levels by protected characteristic to identify significant differences and areas for improvement	To be confirmed		2.1.1

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 sexual orientation).

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
Lifelong Learning						
Record and report to the local authority and Flintshire Community Safety Partnership incidents of identity based bullying across all protected characteristics.				To be confirmed		2.2.1
Collect and analyse the data.				To be confirmed		2.2.1
Take action to support schools reduce incidents				To be confirmed		

Commission Stonewall to deliver training for schools on “Dealing with homophobic bullying in schools”	Personal, Social and Health Education Schools Co-ordinator	To be confirmed	2.2.1
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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	<p>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.</p> <p>The Equal Ops database, Employee Monitoring Information (EMI) form and the website require amending to incorporate additional protected characteristics.</p> <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	Reports on Gender Identity designed and created
3.1.4	Reports on Pregnancy and Maternity designed and created

3.1.5	Increase in number the protected characteristics reported within Corporate WI Report
3.1.6	Data published
3.1.7	% employees who attend diversity and equality training

Evidence	Direction of improvement	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16 Aspirational Target
3.1.1		To be confirmed	To be confirmed	To be confirmed	To be confirmed	To be confirmed	To be confirmed
3.1.2		To be confirmed	To be confirmed	To be confirmed	To be confirmed	To be confirmed	To be confirmed
3.1.3							
3.1.4							
3.1.5		To be confirmed	To be confirmed	To be confirmed	To be confirmed	To be confirmed	To be confirmed
3.1.6		To be confirmed	To be confirmed	To be confirmed	To be confirmed	To be confirmed	To be confirmed
3.1.7	Higher	90	To be confirmed	To be confirmed	To be confirmed	To be confirmed	To be confirmed
Action					Lead Officer / Partner	Time Frame	Related evidence
All Directorates							
Ensure diversity and equality training needs are identified within appraisal process					Heads of Service	To start 1.04.12	3.1.7
Human Resources							
Continue dialogue with MidlandHR, iTrent Wales user group					Human	To be	3.1.1

and EHRC regarding the capture of gender identity		Resources Operational Manager	confirmed	
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
Design and Create reports on Gender Identity		Workforce Information Manager	To be confirmed	3.1.3
Design and Create reports on Pregnancy and Maternity		Workforce Information Manager	To be confirmed	3.1.4
The increased distribution of reporting on Religion or Belief, Sexual Orientation, Marital Status, Gender Identity and Pregnancy and Maternity		Workforce Information Manager / Senior HR Advisors (HRA) and HR Managers via Corporate Workforce Information Reports	To be confirmed	3.1.5
Interpretation of all of the above to identify any problem areas and define next steps.		Workforce Information Manager/Senior HRA's	To be confirmed	
Publish annual report on detailed employment information as set out in the specific duties		To be confirmed	To be confirmed	3.1.6

Support managers develop equality objectives for inclusion within appraisals		HR Managers	To be completed by 1.04.12	3.1.7
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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	
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
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 Design	December 2012	3.2.1 3.2.2
Design and implement a new equal pay compliant pay and grading structure via process of job evaluation				Head of HR and Organisational Design	December 2012	3.2.1 3.2.2
Complete EIA on pay model				Head of HR and Organisational Design	December 2012	3.2.1 3.2.2
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 Design	2013 onwards	3.2.1 3.2.2

Regional Equality Objective: 4	Reduce inequalities in personal safety Action area 4.1: The reporting of hate crime and harassment increases and steps are taken to reduce hate crime and harassment
Local Equality Objective:4 Meets aim 2 and 3 of General Duty	People do not experience hate related harassment or crime in the community
Issues	Profile of hate motivated incidents across Flintshire as reported to North Wales Police The Flintshire Community Safety Partnership's shared priorities for 2011/12 include: <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 Details of evidence to support these priorities can be found in the Flintshire and Wrexham Community Safety Strategic Assessment
Evidence Ref:	
4.1.1	Report presented to Corporate Management Team
4.1.2	To be confirmed

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target	
Action				Lead Officer / Partner	Time frame	Related evidence
Environment						
To be confirmed						
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

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. Reporting in this area has now reached a plateau although there are limited reports relating to domestic abuse in LGBT groups and from people from a BME background. No records are kept in relation to domestic abuse and all protected 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. A detailed multi agency domestic abuse and sexual violence 3 year action plan is in place to address:- <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
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	% of reports of high risk domestic abuse within same sex relationships
4.2.6	Workplace domestic abuse policy endorsed

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2015/16 Aspirational Target	
4.2.1	Higher	To be confirmed	To be confirmed	To be confirmed		
4.2.2	Higher	To be confirmed	To be confirmed	To be confirmed		
4.2.3	Lower	To be confirmed	To be confirmed	To be confirmed		
4.2.4	Higher	To be confirmed	To be confirmed	To be confirmed		
4.2.5	Higher	To be confirmed	To be confirmed	To be confirmed		
Action				Lead Officer / Partner	Time frame	Related 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
Environment						
Implement domestic abuse and sexual violence action plan				To be confirmed		4.1 4.2 4.3 4.4 4.5

Human Resources			
Workplace Domestic Abuse policy agreed and implemented	Head of HR and OD	Sept 2012	4.6

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 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	To be confirmed	
5.1.2	Higher				
5.1.3	Higher	N/A	N/A	Establish base line	To be confirmed
5.1.4					
5.1.5	Higher	N/A	N/A	Establish base line	To be confirmed

5.1.6	Higher	N/A	N/A	Establish base line	To be confirmed	
Action				Lead Officer / Partner	Time frame	Related evidence
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
Implement Customer Involvement Strategy (Housing).				To be confirmed		5.1.2
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
Undertake an Equality Impact Assessment on our Community Services 5 Point Involvement Action Plan.				Partnership Manager	2012	5.1.4
Lifelong Learning						
Review the data we currently hold on School Governors and School Councils and establish baseline data				To be confirmed		5.1.5 5.1.6
Establish a system for recording accurate data				To be confirmed		5.1.5 5.1.6
Identify protected groups who are underrepresented as School Governors and on School Councils and take targeted action to increase representation				To be confirmed		5.1.5 5.1.6

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 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	To be	To be confirmed

				confirmed		
5.2.2	Higher	N/A	N/A	To be confirmed	To be confirmed	
5.2.3						
5.2.4	Higher	N/A	6		To be confirmed	
Action				Lead Officer / Partner	Time frame	Related evidence
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
Ensure EIAs submitted to EIA QA group				Directorate Equalities Rep	On going	5.2.1
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
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

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 services who record diversity profile of customers
6.1.3	Number of telephone calls to new Streetscene contact number
6.1.4	Number of website hits
6.1.5	Number of customers reporting issues through the website
6.1.6	Footfall in Reception and future Flintshire Connects
6.1.7	% 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	
6.1.1	Higher	55 language, 41 alternative formats	73 language, 17 formats	To be confirmed	To be confirmed	
6.1.2	Higher	N/A	N/A	To be confirmed	To be confirmed	
6.1.3	Higher	N/A	N/A	To be confirmed	To be confirmed	
6.1.4	Higher	N/A	N/A	To be confirmed	To be confirmed	
6.1.5	Higher	N/A	N/A	To be confirmed	To be confirmed	
6.1.6	Lower County Hall Higher Flintshire Connects	N/A	N/A	To be confirmed	To be confirmed	
Action				Lead Officer / Partner	Time frame	Related evidence
All Directorates						
Support Customer Services with ongoing promotion of language line and information in different formats				Directorate Equalities Rep	On going	6.1.3
Ensure equality impact assessments on all new policies, services, decisions etc and actions are embedded in service plans				Directorate Equalities Rep	On going	6.1.7
Community Services						
PARIS system to produce data reports on service uptake by protected characteristic for				Performance	June 2012	6.1.2

new services such as Reablement	Team Manager		
Undertake Equality Impact Assessment on the Communication Strategy	Business Manager	Completed by May 2012	6.1.7
Equality Impact Assessments to involve the EIA Quality Assurance Group	Service Managers	ongoing	6.1.7 (5.2.1) (6.2.5)
Bespoke EIA training workshops delivered to key staff.	Directorate Equalities Rep & Corporate Equality Officer	June 2012	6.1.7 (5.2.1) (6.2.5)
Environment			
Introduce Streetscene contact number and ensure accessible for Deaf customers	Customer Services Manager	To be confirmed	6.1.5
Monitor number of contacts through Streetscene number and satisfaction levels of customers by protected characteristic	Customer Services Manager	To be confirmed	6.1.5
Improve accessibility of Directorate web pages	Electronic Services Officer	December 2012	6.1.6 6.1.7
Monitor website usage to update information for low usage areas	Electronic Services Officer	December 2012	6.1.6 6.1.7
Monitor complaints to inform service improvement	Directorate Support and	Ongoing	6.1.7

	Performance Manager		
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	6.1.7
ICT and Customer Services			
Promote interpretation and translation service to both customers and employees	Customer Services Officer	On going	6.1.3
Explore the potential with North Wales Deaf Association to introduce remote British Sign Language interpretation service within Flintshire Connects	Project Manager Flintshire Connects	Start Date March/April 2012	6.1.5 6.1.7
Explore the potential to increase accessibility of website for Deaf customers and for people with visual impairment	Customer Services Officer	Start Date March/April 2012	6.1.4
Ensure the new Customer Relationship Management (CRM) System captures preferred method/format for communication of customers	Customer Services Manager	September 2012	6.1.1 6.1.7
Collate and analyse reports on complaints and identify areas for improvement	To be confirmed	To be confirmed	6.1.7
Lifelong Learning			
To be confirmed			
Policy and Performance			
Promote "Equality and You" document across the Council	Assistant Policy Officer	01.05.12	6.1.3

Provide equality awareness session to contractors as part of Procurement Seminars	Policy and Performance	Complete by April 2013	6.1.7
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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 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.</p>
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	To be confirmed	To be confirmed	
6.2.2	Higher	To be confirmed				
6.2.3	Lower	To be confirmed				
6.2.4	Higher	To be confirmed				
6.2.5	Higher	7	To be confirmed	To be confirmed	To be confirmed	
6.2.6	Higher	N/A	N/A	78%	82%	
Action				Lead Officer / Partner	Time frame	Related evidence
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
Community Services						
Review Reception Surveys and rectify gaps				Directorate Equalities Rep	July 2012	6.2.1
Ongoing expansion of the Direct Payment scheme and Citizen Directed Support				Physical	Ongoing	6.2.2

	Disability and Sensory Impairment & LD Service Managers	Reviewed annually as per SSA plan	
Disaggregate complaints received by protected characteristics to inform service improvements	Partnerships Manager	April 2012 onwards Reviewed annually	6.1.7
Environment			
Continue rolling programme of physical alterations to Council buildings involving disabled people in the prioritisation of improvements	Corporate Property Maintenance Manager	On going	6.2.1
Promotion of concessionary travel passes	Transportation Manager	Ongoing	6.2.6
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 be confirmed		6.2.1
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
Ensure all newly refurbished leisure facilities are fully accessible for disabled customers.	To be confirmed		6.2.1