Flintshire County Council

Strategic Equality Plan
April 2013 - March 2014

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Strategic Equality Plan

Annual Report 2013- 2014

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Executive Summary

This is the second 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 people with protected characteristics.

We have continued to undertake initiatives to meet the general equality duty. The Fostering and Adoption service has been promoted to the lesbian, gay and bisexual community to increase the number of same sex foster carers. Access to sports and leisure services has increased through the provision of chair based activities and creating [1]changing place facilities at two swimming pools.

We are delighted and proud for the Sports Development Team who attained the first tier 'Ribbon' standard of Disability Sport Wales' *insport* development programme. This national kite mark award recognises the team's commitment towards the inclusive provision of sport and physical activity opportunities for disabled people.

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 fully integrate the Strategic Equality Plan within the Council's new business planning process.

Colin Everett   Councillor Billy Mullin
Chief Executive   Cabinet Member for Corporate
                                                      Management

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[1] 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

Strategic Equality Plan Annual Report 2013-2014

1. Introduction

1.1 This is the second annual report for the Council's Strategic Equality Plan (SEP); it covers the period April 2013 to March 2014. 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. A new organisational structure has been in place since June 2014; however this report reflects the organisational structure which was in place during the period April 2013 to March 2014.

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 and Welsh Language Skills Strategy 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 Language Skills Strategy, Customer Care Strategy, Plain Language Guide and Council Plan.

2. Progress

2.1 The Council's equality objectives and Strategic Equality Plan were published in April 2012. As this is the second 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. Some of the measures that were identified initially have now been removed as it has been too difficult to capture the information or responsibility for the information lies with a different agency. Work will take place over the next 12 months to identify measures which will identify progress to meeting the equality objectives.

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

2.4 A self assessment has been undertaken as to how well progress is being made during the first year of implementation. The following table 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.

PROGRESS RAG Status Key		OUTCOME RAG Status Key	
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	A	G
Adults with a learning disability have a health check	A	A (note no longer recorded)
Looked After Children have access to health care	A	A (note no longer recorded)
All older people who receive social care are treated with dignity and respect	A	G
All Transgender and Lesbian, Gay and Bisexual people are treated with dignity and respect when receiving social care	A	G

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	G	G
Young people access increased opportunities for employment	G	G
The educational attainment levels of Looked After Children improves	A	A
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	G	G
Children and Young People feel safe at school	A	A

Regional Equality Objective: Reduce Inequalities in Employment

Local Equality Objective	Progress	Outcomes
Improve the quality and quantity of workforce data relating to protected characteristics	A	G
Employees demonstrate an awareness of diversity and equality issues and the public sector equality duties	A	G
Any pay gaps between different protected characteristics are identified and addressed	A	A
There is no pay gap between men and women employed by the Council	G	G

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.	G	G
The LGBT Community, Disabled people, older people and people from a Black and minority ethnic (BME) feel confident in reporting domestic abuse	G	G
Repeat incidents of domestic violence are minimised across all protected characteristics	G	G

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	A	G
All protected groups are represented in consultation activities and equality impact assessments	A	G

**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	A	G

Customers with protected characteristics have equality of access to services, transport, the built environment and open spaces which the Council provides or manages	G	G

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 70 reports of hate crime.
- There were 57 reports of hate incidents in Flintshire in the period 2011-2012. The incidents were classed as follows:-

Type of incident	2011/12	2013/14
Racially motivated	44	43
Homophobic	6	16
Disability Related	5	3
English/Welsh language	1	3
Transphobic		1
Gypsy/Traveller		0
Gender		1
Religious		3
Other	1	
Total	57	70

- the Domestic Abuse Workplace Policy was launched and supported by training for managers and employees.
- the Broken Rainbow (service for victims of domestic abuse in same sex relationships) was promoted during LGBT History month.
- Cat's Paw Theatre delivered interactive performances about domestic abuse and sexual violence to all secondary schools.
- *White Ribbon Campaign* events were held in Coleg Cambria venues in support of the White Ribbon campaign in relation to domestic violence.
- 215 Home Safe visits were undertaken to enable victims of domestic abuse to remain in their own homes following provision of security equipment.
- Physical alterations were made to schools:
  o three schools were extended to provide accessible changing rooms
  o a lift was installed in one school
  o a number of schools had ramp and door alterations
  o twelve out of 72 primary schools are now fully accessible
  o three 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 new schools built as part of the 21st Century Schools initiative will be fully accessible. One school has been completed, Caer Nant in Connah's Quay, Well House Primary School will be completed by September 2014 and building will start on a school in Holywell during the next 12 months.

- Two Leisure Centres now have "Changing Places" facilities - Connah's Quay swimming pool and Holywell Leisure Centre.
- A new extension was added to Mold Sports Centre to provide changing facility with toilet and shower facilities enabling disabled users to access the Bridges fitness suite.
- The following alterations were made to Gwernymynydd Village Hall:
  - a new accessible toilet;
  - automatic external and internal doors;
  - alterations to the fire exit door and to internal doors;
  - new front access ramp;
  - flashing fire alarm; and
  - complete redecoration to ensure colour contrast.
- The new Flintshire Connects offices in Connah's Quay and Flint were designed to ensure full access for disabled people. Flintshire Disability Forum and Flintshire Deaf Forum have been involved and consulted in the design stages.
- There has been an improvement in the service provided to homeless 16-17 year olds; a designated young person's housing options officer work has been appointed supporting young people between the age of 16 – 24 who are either homeless or threatened with homelessness.
- Housing has introduced a new policy on reporting and responding to Hate Crime.
- "Show Racism the Red Card[2]" workshops were held for school pupils.

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

Activities and Outcomes
- Interpretation and Translation services -There had been a significant increase in the use of these facilities from two requests in 2004/2005 to:
  - 165 requests for alternative formats and 95 requests for different languages during 2011/12
  - 115 requests for alternative formats and 194 requests for different languages during 2012/13
  - There has been a drop in usage during 2013/14
  - There were 18 requests for information in different formats 2013/2014
  - Interpretation and translation facilities were used on 174 occasions during 2013 /2014. Polish remains the language for

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[2] Show Racism the Red Card is a national campaign that uses top footballers to educate against racism.

which translation and interpretation facilities are mostly used followed by Lithuanian.

Appendix 2 shows details of interpretation and translation usage for both different formats and 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.
- 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:-
  o promoting events through Stonewall Cymru facebook page
  o advertising on local radio
- The Council is a member of the [3]Stonewall Diversity Champions' 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 received more points than in previous benchmarking exercises. The Head of Human Resources and Organisational Development attended and presented at the Stonewall Cymru conference in October 2013.
- A Personal Support Programme is provided in the Inclusion Service to support dis-engaged school pupils who are in danger of becoming NEET
- A programme of skills development for 14-16 year old learners who have dis-engaged from mainstream schools is delivered at Coleg Cambria
- A pilot programme of activities has been provided to engage, build confidence, fitness, self discipline and motivation to work effectively in a team, targeting young people identified as likely to dis-engage from learning in school, aiming to ensure they maintain their school place and make the best of the learning opportunities provided.
- The Sports Development Team attained the first tier 'Ribbon' standard of Disability Sport Wales' *insport* development programme. This national kite mark award recognises the team's commitment towards the inclusive provision of sport and physical activity opportunities for disabled people. During summer 2013, Deeside Leisure Centre was identified as the new 'home' of Wheelchair Rugby League in Wales.
- The Disability Sport Development Officer is working in partnership with Betsi Cadwaladr University Health Board in order to identify disabled people who are not currently engaged in sport or physical activity. The aim is to identify 4,000 new members across North Wales over a three year period. Medical professionals refer disabled individuals to the Council and individual data is subsequently monitored and used to ensure that Leisure Service provision is available and appropriate. The data is also used to shape future service provision.
- The Library Service provide specialist assistance, facilities and equipment for people with particular access requirements. They have also introduced Boardmaker software into libraries across Flintshire. Boardmaker has thousands of symbols that can be printed and used to

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[3] Stonewall is a lesbian, gay and bisexual rights charity

support communication. Each library has a laminator to laminate boards and symbols after printing.

- Online Learning opportunities have been made available in libraries to all sectors of the community in a variety of ways, greatly increasing the overall offer and supporting older people gain IT skills.
- Over 800 children and their parents/carers attended 'Stampede', an all day event held at Mold Library 3 with stories, magic and circus performances.
- Five libraries held healthy eating sessions 'Only Males Allowed' aimed at men, in partnership with Communities First in October 2013.
- The 2013 Gwanwyn (Springtime) Festival for the over 50s took place in May and early June. Four groups, Marleyfield Day Care, Shotton Younger Dementia Group, Saltney over 50s Group and the Mostyn Arts and Crafts Club, had a printmaking session with artist, Ruth Thomas and a separate exhibition of their work.
- Introduced an "Employers Promise", a partnership approach to improving transitional opportunities from education to employment for people under the age of 25 years. A Delivery Plan is being developed to achieve the seven themes of the "Promise".
- Provision of Food Safety courses in community languages

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

Activities and Outcomes

- Raised a flag on 20 November 2013 to commemorate the Transgender Day of Remembrance in memory of all Trans people who have lost their lives to transphobic violence.
- Raised the Rainbow flag during February 2014 to celebrate Lesbian, Gay, Bisexual, Transgender(LGBT) History Month.
- Celebrated Chinese New Year attended by the local community as well as members of the Chinese community.
- Participation Cymru worked with library and museum staff on the Sharing the Treasures project, with five focus groups representing different sectors of the community (young people, Women's Institute, Windmill group (older people with disabilities), parents and toddlers and the local history group). The project was to improve the Museum, refresh the collection, present the information in ways to appeal to more people and to find out and then provide what the community wanted in their museum.

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 across the majority of services.

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.   It is an ongoing action to improve recording in this area across many services.

4.2 Other sources of information are available from Infobase Flintshire which provides access to a wide range of data locally and nationally on Wales, the Local Government Data Unit Wales and regional and national research and reports.

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

4.3 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

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

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. The Housing Service hold an annual "Aspire" awards for employees; one category is called Supporting Diversity, the officer who achieved this award in 2013 was nominated for the relationships that he had built with Travellers on the Council owned Gypsy site.

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.
- Monitoring the profile of tenants, homelessness applicants and people on the housing waiting lists has been included in the Housing Improvement Plan.
- Profile of school pupils and school attainment levels is available

An action to collate data and undertake more robust analysis is included in the SEP for both employment and services. During the next 12 months the current measures in the plan will be reviewed to ensure that progress is being monitored in a more effective and efficient manner. Several existing measures have been removed as it has proven to be too challenging to collate the data.

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 2012 to March 31st 2013 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 2013/2014 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 disciplinary action and applications for training.

4.6.4 Qualitative information is gained through feedback from Trade Union representatives at the Joint Trade Union Consultative Committee and through the employee networks as listed in 4.3.

4.6.5 Qualitative and quantitative information is used to inform equality impact assessments on HR policies and practices and to identify areas of potential/actual inequalities which require further investigation. The employee networks have been involved in policy development including the Domestic Abuse Workplace Policy, Flexible Working, Agile Working, Apprenticeships and Competencies.

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 now incorporates Welsh language.
EIA is a standing item on Community Services Senior Management Team agenda and Directorate Equalities Group.

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

- Supported Living Project
- Council Tax Benefit Reduction Scheme

- Direct Action
- Public Conveniences

A summary of EIAs that have a substantial impact are published on the Council's website.

6.0 Training

6.1 Details of how we promote understanding and knowledge about equality is set out in the SEP .   During 2013/2014, we continued to provide Diversity and Equality training in the form of one day workshops. This approach will change as the Council has bought into an e-learning system "Learning pool" which will provide the majority of courses in the future. Generic equality training will be provided this way in the future to ensure as many staff as possible access the training. Additional traditional courses will still be provided to address specific issues relating to protected groups.

6.2 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) programme all levels
- E-learning modules for new managers
- induction workshops for new elected members

6.3 During the past 12 months the following specific training has been provided:-
- Raising awareness on the Domestic Abuse Workplace Policy, the aim of which is to create a safer workplace and send out a message that domestic abuse is unacceptable.
- Managers in Housing, Social Services for Children and Social Services for Adults on No Recourse to Public Funds (NRPF). The aim of the training is to ensure services:
    - identify people who have no recourse to public funds
    - ensure people who are destitute are able to access services to which they are entitled; and
    - sign post individuals who have no recourse to public funds to ensure they access support.
- Prevent agenda to raise awareness, skills and confidence to recognise signs and symptoms of vulnerability and radicalisation in order that the affected individuals can be best safeguarded and supported.
- Welfare Reform, the aims of this programme were to support employees: develop the skills they need to be able to confidently provide the initial support and reassurance to residents impacted by welfare reforms.
- Specific training has been provided in Community Services (Social Services and Housing) on the following:
    - British Sign Language
    - Disability awareness
    - General diversity and equality training

6.4 Conferences

The sub Regional Community Cohesion Co-ordinator organised an Anti Human Trafficking Conference to coincide with the International Day for the Remembrance of the Slave Trade and its Abolition.

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
- Equality has also been embedded within the Flintshire County Council competence framework

6.5 Future specific planned training for 2014/15 include:
- Working with the Roma community
- Trans Awareness
- Deaf Awareness

Equality has also been embedded within the Flintshire County Council competence framework

7.0 Procurement

7.1 Details of how equality is embedded into the procurement process is set out into the SEP.   Furthermore, the Council includes community benefit clauses within contracts over £2 million; contracts of £10,000 include an element of community benefits in the scoring mechanisms. As this work develops it may have the potential to contribute to the achievement of the equality objectives.

8.0 Conclusion

8.1 This report outlines the progress the Council is making to meet both the general and specific public sector equality duties. It is however clear that collating some data to monitor progress has been challenging. Measures will be reviewed urgently during the next 12 months to ensure that they are effective and efficient and will be changed if data cannot be collated.

Thank you for reading our Strategic Equality Plan Annual Report 2013/14.
Views and suggestions for our annual report are welcome.
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Appendix 1 Strategic Equality Plan 2012 -2016 Progress

Regional Equality Objective: 1	Reduce Health inequalities **Action area 1.1 The number of people, in underrepresented groups, choosing healthy lifestyles**
Local Equality Objective: Meets aim and of General Duty 1 and 2	Service users from all protected groups make healthy lifestyle choices
Issues	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. 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. 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. 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. It is not known whether detailed records of number of children and young people attending After School

	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	% of participants by protected characteristic on Community Development Programmes in Communities First areas
1.1.2	Number of children and young people, by protected characteristic, attending After School Clubs (ASCs) for physical activities and nutrition
1.1.3	% of children and young people attending ASC's for physical activities or nutrition by protected characteristics (disability, race, sex)
1.1.4	% of participants by protected characteristic attending leisure centres

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2013/14	2015/16 Aspirational Target
1.1.1	Higher	N/A	N/A	To be confirmed	To be confirmed	To be confirmed
1.1.2	Higher	N/A	N/A	Establish baseline	To be removed	To be removed
1.1.3	Higher	N/A	N/A	Establish baseline	To be removed	To be removed
1.1.4	Higher	N/A	N/A	Establish base line	To be confirmed	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	Social Services and Well-being (Wales) Act 2014 places duties to focus on jointly assessing the needs of the local population with Health partners. These needs assessments will then be used in order to develop services based on the needs of the local population. This should result in the promotion of healthy life styles and positive outcomes specific to the Flintshire population. The Directorate is currently pursuing a number of initiatives in line with research identified by the Progression and Re-ablement Models. **G**
Work with PARIS and teams to record outcomes	Business Manager	2013	1.1.1	The Paris system is currently undergoing major structural change in order to advance relevant technology. The relevant user groups meet on a monthly basis and have focused specific discussions around advancing Welsh Language and Equality data features. The new integrated assessment forms for adult service users are capable of recording more extensive information in relation to ethnicity. **A**
Await results of CHC bid for care staff training in care homes – the action would be	Older Peoples' (OP)	Completion date Dec 2012	1.1.1 1.1.2	Complete **G**

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	Provider Service Manager and Well Being & Development Officer.			
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	We have delivered one Diversity & Equality Workshop for Corporate Training to clear the waiting list of staff requiring D&E training. We have also provided two Theatre based workshops dealing with Equality and Diversity for Housing Services staff (July and November). **A**
Environment				
Hold Community Development Programmes Themed : Health Improvement Activities:- • Healthy Eating • Cooking Skills • Walking • Cycling	Communities First Manager	ongoing	1.1.3	A range of activities have been provided or supported, including Only Males Allowed, healthy eating sessions for men. **A**
Monitor attendance by protected characteristic	Communities First Manager	February 2013	1.1.3	Equality monitoring has not been completed. Under-represented groups will be identified when results of monitoring and analysis are available

				R
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 R

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, 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. 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	2012/13	2013/14	2015/16 Aspirational Target
1.2.1	Higher	N/A	N/A	ASS/CSS - Not currently available	To be removed	CSS- 75% ASS 75%

1.2.2	Higher		51.5%	61.2%	46.5%	To be removed	75%
1.2.3	Higher		92%	100%	100%	To be removed	100%
1.2.4	Higher		52.2%	76.3%	52.4%	To be removed data held by other agencies	75%

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	Flintshire is currently leading on the development of the regional Single Point of Access. This service is being developed in order to improve access to health services, social services and those services offered by the third sector. Research is currently being undertaken to ensure this service will be equally accessible for people within protected groups and with disabilities. The service will be bilingual and a full service in Welsh will be actively offered. Materials are currently being developed

				to aid persons with learning disabilities and physical disabilities (For example people with hearing aids/deaf). **A**
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 **G**
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	Internal processes have been changed to identify these indicators. Issues of this nature are now recorded by the LAC Nurse and if not addressed further pursued via LAC review meetings. **G**
Record profile of LAC by protected characteristic	Team Manager Children	ongoing	1.2.1 1.2.3 1.2.4	Work has begun on this initiative, a task and finish group has now been established to progress this outcome. **A**

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	Older people who receive social care are treated with dignity and respect

General Duty 1 and 2	
Issues	Community Services Directorate have already put in place actions to address this objective:- • 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. In addition the Community Services Directorate intends to: • 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	2013/14	2015/16 Aspirational Target
1.3.1	Higher	N/A	N/A	NEWCES 91% Locality 100%	Information not recorded	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 **G**
Regional Dignity in Care Action Plan	Partnerships Manager	Completed by July 2012	1.3.1	Complete **G**
Develop and deliver on local Dignity Champion Network Action Plan	Partnerships Manager	Review 2013	1.3.1	The work of the Dignity Champion Network continued under the work programme of the Older People Strategy Coordinator. Attendance at the meetings was variable. The role transfers to the Workforce Development Team in April 2014. **G**
Workforce team to commission training with dignity theme	Workforce Development Manager	ongoing	1.3.1	No specific training currently being delivered. Flintshire and Wrexham Dignity in Care in Care Group, first meeting to be held June 2014 and training should become an outcome from the meetings. **A**
Monitor feedback	OP Service	ongoing	1.3.1	Service user questionnaires, equality information is

| questionnaires and address issues | Managers | | | monitored via equality sections present in many questionnaires. As each questionnaire is reported on quarterly (though in some cases bi-annually) this information is also presented in these reports, viewed and discussed by managers and senior management at team meetings.

Any concerns highlighted from this section on questionnaires regarding an equality issue (for example, comments or complaints made by a service user who may have felt discriminated against) would be immediately raised with the relevant team manager for investigation and followed up with the service user.

G |

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	2013/14	2015/16 Aspirational Target
1.5.1.	Higher	80	To be confirmed	83	To be confirmed	10% workforce
1.5.2	Lower	N/A	N/A	To be confirmed	11%	To be confirmed

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- no training related specifically to LGBT has been provided R
Ongoing promotion of diversity and equality training	Workforce Dev. Manager	ongoing	1.5.1	Theatre style workshops held for Housing staff G
Equality Impact Assessment (EIA) completion on all new policies/ services etc.	Service Managers	ongoing	1.5.1 1.5.2	Complete – EIA process embedded G
Respond to and address	To be		1.5.2	Process embedded

complaints regarding dignity	confirmed			G	

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	Attainment levels between LAC compared to other groups at all key stages
2.1.3	Number / % of young people not in education, employment or training
2.1.4	Number/% of young offenders not in education, employment or training

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2013/14	2015/16 Aspirational Target
2.1.1	Lower		Key	KS 2	Data not yet	To be confirmed

				Stage(KS) 2 Core Subject Indicator (CSI) 7.34	(CSI) 4.0	available	
2.1.2	Higher	N/A	N/A	Establish baseline	Data not yet available	To be confirmed	
2.1.3	Lower	3%	To be confirmed	2.7%	3.6%	2.00%	
2.1.4	Lower	To be confirmed	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 G
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 G
Earlier engagement with schools/colleges	Business and	April 2013	2.1.2 2.1.3	Several activities have been undertaken supporting Young Enterprise activities and

	Economic Dev. Manager			encouraging business / education links via inspirational talks, mentoring and raising awareness of business and employment opportunities G
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 G
Lifelong Learning				
Reduce the boy/girl differential in the Core Subject Indicator at KS2	Primary Schools Officer	By July 2013	2.1.1	The gap between boys and girls performance in Flintshire in all subject areas has been narrowed between 2012 and 2013. The gap between boys and girls performance in all subject areas in Flintshire is narrower than the gap across Wales in all subjects in 2013. G
Reduce the boy/girl differential in the Core Subject Indicator at KS1/Foundation Phase	Primary Schools Officer	By July 2013	2.1.1	The differential in FPI for girls and boys in Flintshire is 8.8%. This is slightly higher than the differential across Wales at 8.4% - a

| | | | | difference of 0.4%. Analysis of the Flintshire results supports the national trend that girls continue to out-perform boys in the core assessed Foundation Phase areas. The greatest differential between girls and boys in Flintshire, however, is in Welsh first language. The smallest difference in 2013 between girls and boys is in Mathematical Development

G |
| --- | --- | --- | --- | --- |

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).

Evidence	**Direction of Improvement**	**2010/11**	**2011/12**	**2012/13**	**2013/14**	**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	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 R
Collect and analyse the data.	Community Safety Partnership (CSP)		2.2.1	Data not available A
Take action to support schools reduce incidents	Children and Young People's Partnership (CYPP) Inclusion Team			Reports have not been collated and analysed R
Commission Stonewall (Cymru) 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	Complete February 2013. Two sessions delivered for High schools and primary schools G
Promote "Respecting Others" Guidance to schools to increase awareness and	Director of Lifelong Learning And		2.2.1	Complete Schools reminded about incident reporting form during training

encourage returns of "identity based bullying forms"	Personal, Social and Health Education Schools Co-ordinator			**G**
Organise an annual "Respecting Others" Conference for Young People	Children and Young People's Partnership		2.2.1	Event delivered 2012 Annual events planned **G**

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. 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. 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.

	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.
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	2013/14	2015/16 Aspirational Target
3.1.1	Higher	N/A	Establish baseline	<1%	0%	0.05%
3.1.2	Higher	N/A	Establish baseline	Ethnic origin 61.% Disability 58% Sexual Orientation 1%	Ethnic origin 64% Disability 62% Sexual Orientation 23%	Ethnic origin 80.% Disability 70% Sexual Orientation 2%

				Religion and Belief 31%	Religion and Belief 41%	Religion and Belief 40%
				Marital status 67%	Marital status 63%	Marital status 75%
				Gender 99.8%	Gender 100%	Gender 100%
3.1.3	Higher	N/A		Complete	N/A	N/A
3.1.4		N/A		In progress	In progress	
3.1.5		N/A		In place	Still collating data	First report by 31 March 2015
3.1.6		N/A		In place	Not enough data to publish for Annual Equalities Report March 12/13 (published March 14). Will publish figures for Annual Equalities Report for	First report by 31 March 2015

					March 13/14 (published March 15).	
3.1.7	Higher	171	228	83	14	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 expected date of launch of new process is July 2014 **A**
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 **A**
The Equal Ops database,	Workforce	To be	3.1.1	Complete

Employee Monitoring Information form and the website require amending to incorporate additional protected characteristics.	Information Manager	confirmed	3.1.2	G
Add to the number of protected characteristics reported corporately	Workforce Information Manager	To be confirmed	3.1.3	Complete G
Establish processes to collect and record data for new starters	Workforce Information Manager	To be confirmed	3.1.4	Complete G
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 G
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 G
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 A
Continue collating missing diversity data from employees	Business Information and Compliance Advisor	March 2014		In progress A
Agree mechanism for	Workforce	March 2013		Reports published March 2013 and

reporting/publishing data output both internally and externally.	Information Manager / Equalities Officer/Head of Human Resources and Organisational Development	and publish by March 31st each year		March 31 2014. Next report due by 31 March 2015 G
Research accreditation of Age Posi+ive status	Manager Workforce Information			Complete logo being used G
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 within the new approach to appraisal. A

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	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:- 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.

Comparisons of pay by gender will be collated and analysed as part of the equality impact assessment on the pay and grading structure. |
|---|---|
| **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	2013/14	2015/16 Aspirational Target
3.1		N/A	N/A	Establish baseline	To be confirmed	To be confirmed
3.2	Lower	N/A	N/A	Establish baseline	To be confirmed	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 is agreed. Implementation date June 2014 G

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	Complete **G**
Complete EIA on pay model	Head of HR and Organisational Development	December 2012	3.2.1 3.2.2	Complete **G**
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	An annual Equal Pay audit will be undertaken post Single Status implementation on 1 June 2014 **G**

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	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.

	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.
	The Flintshire Community Safety Partnership's shared priorities for 2011/12 include:
	• Reduce the levels of violent crime including domestic and sexual violence
	• Tackle hate related crime and disorder and encourage reporting
	The community safety strategic assessment told us:-
	Hate crime is any crime "*which is perceived by the victim or any other person to be based upon prejudice towards or hatred of an identifiable group of people*"**.** For example, a target group that is identified by their **race**, **religion**, **sexuality**, or **disability**.
	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.
	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.
	Over the coming year we will:
	Continue to participate in strategic planning and operational activity to improve community cohesion and support victims of hate crime.
	Work to support efforts to increase opportunity and accessibility for victims to report hate crime.
	Continue to support community cohesion teams to deliver targeted campaigns and publicity aimed at increasing awareness, supporting victims.

	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
Evidence Ref:	
4.1.1	Report presented to CMT
4.1.2	Number of reports of hate crime reported to Safer Wales (now Victim Support) and North Wales Police

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2013/14	2015/16 Aspirational Target
4.1.2	Higher	N/A	57	66	70	

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 Local Service Board's Crime and Anti Social Behaviour tasking groups, using North Wales Police data **G**
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	All crime and disorder data for the county are reviewed on a monthly basis, which includes hate crime. There is also a standing Community cohesion agenda item on the anti-social behaviour tasking agenda to capture community tensions. **G**
We will work to increase opportunity	CSP (Flintshire	On going	4.1.2	The funding that has previously been

and accessibility for victims to report hate crime through the promotion of the 'Safer Wales' hate reporting system.	County Council)			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 encouraged its use, and will promote the new systems developed by Victim Support from 2014/15 onwards **G**
Onwards.				
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 **G**
Implement Sub Regional Community Cohesion action plan	Policy and Performance	March 2014		New action plan being developed for 2014/16 **G**

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	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

Meets aim 2 and 3 of General Duty	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 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:- • 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	2013/14	2015/16 Aspirational Target
4.2.1	Higher	N/A	Establish baseline	8.2%	To be confirmed	4%
4.2.2	Higher	N/A	Establish baseline	No data available	No data available	

| 4.2.3 | Lower | N/A | Establish baseline | 28% | To be confirmed | 25-40% |
| 4.2.4 | Higher | N/A | Establish baseline | 47% | To be confirmed | 28-40% |

Action	Lead Officer / Partner	Time frame	Related evidence	Progress
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 July 2014	4.2.1	18 Flintshire County Council staff attended training 3 people from external agencies attended training G
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 G
Human Resources				
Workplace Domestic Abuse policy agreed and implemented	Head of HR and OD	Sept 2012	4.2.5	Policy complete and to be implemented December 2013 G

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	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. 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. 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**.
		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.
		Elected member profile of Flintshire County Council is 21 females 49 males, no information is held on other protected characteristics.
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		EIA completed on Community Services 5 Point Involvement Action Plan
5.1.4		Diversity profile of School Governors
5.1.5		Diversity profile of pupil representatives on School Councils

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2013/14	2015/16 Aspirational Target
5.1.1	Lower	To be confirmed	To be confirmed	CSS - 26.4% SSA 27.2%	CSS 22% SSA 7%	CSS 20% SSA 27.2%
5.1.2	Higher	To be confirmed	To be confirmed	To be confirmed	To be confirmed	To be confirmed
5.1.4	Higher	N/A	N/A	**Gender** Male 59.2% Female 40.8% **Ethnicity** White British	To be confirmed	To be confirmed

				99.2% White Other 0.5% BME 0.3% **Age** 16- 19yrs - 0.5% 20-29yrs -2.1% 30 -39 yrs -11.4% 40-49yrs-35.7% 60 yrs plus - 29.9%		

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 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. In 2013/14 Ethnicity fields have been made mandatory on all assessments.

				A review process on fields completed as unknown is also currently being created within the PARIS User Group. **A**
Implement Customer Involvement Strategy (Housing).	To be confirmed		5.1.2	Complete **G**
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 **G**
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 **G**
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 **G**
Establish a system for recording accurate data	School Staffing Manager		5.1.5 5.1.6	Completed **G**
Identify protected groups who are underrepresented as	School Staffing Manager		5.1.5 5.1.6	To be actioned

School Governors and on School Councils and take targeted action to increase representation				R

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	2013/14	2015/16 Aspirational Target
5.2.1	Higher	N/A	14	8	4	To be confirmed
5.2.2	Higher	N/A	N/A	To be removed		To be removed
5.2.3		N/A	N/A	N/A	NA	
5.2.4	Higher	N/A	6	13	4	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 **A**
Ensure EIAs submitted to EIA QA group	Directorate Equalities Rep	On going	5.2.1	Embedded within some Directorates, but inconsistent across authority **A**
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	Regional conference organised for development of equality objectives, followed by a further conference in November 2013 **G**
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.

				A (icon)
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	Articles written and published G (icon)
Build engaging with customers into corporate Diversity and Equality training suite	Policy and Performance Team	October 2014	5.2.4	To become incorporated in to e-learning package G (icon)

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	2013/14	2015/16 Aspirational Target
6.1.1	Higher	55 language, 41 alternative formats	73 language, 17 formats	139 Languages 88 formats	174 languages 18 formats	To be confirmed
6.1.2	Higher	N/A	N/A	96, 424	To be confirmed	To be confirmed
6.1.3	Higher	N/A	N/A	1,244,014	To be confirmed	To be confirmed
6.1.4	Higher	N/A	N/A	12,445	To be confirmed	To be confirmed
6.1.5	Lower County Hall Higher Flintshire Connects	N/A	N/A	To be confirmed	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	To be confirmed

Action	Lead Officer / Partner	Time frame	Related evidence	Progress
All Directorates				
Support Customer Services with ongoing promotion of	Directorate Equalities Rep	On going	6.1.1	Corporate initiative to promote service September 2014

language line and information in different formats				Promoted to schools every September –next promotion September 2014 **G**
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 **A**
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 Directorate Equality Group **G**
Undertake Equality Impact Assessment on the Communication Strategy	Business Manager	Completed by May 2012	6.1.6	Completed **G**
Equality Impact Assessments to involve the EIA Quality Assurance Group	Service Managers	ongoing	6.1.6 (5.2.1) (6.2.5)	On going **G**
Bespoke EIA training workshops delivered to key staff.	Directorate Equalities Rep & Corporate	June 2012	6.1.6 (5.2.1) (6.2.5)	Complete

	Equality Officer			G
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 G
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 A
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. G
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 G
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

				G
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. A
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	Flintshire's new website has been developed to ensure full accessibility for all whether customers are using a desktop PC or mobile device. In July 2014 a full accessibility assessment will be carried out by DAC (Digital Accessibility Centre) as part of a review of the new website. A full report will be produced and changes to the site implemented as required. G
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. A
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 R
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.

				A
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. A
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 A
Policy and Performance				
Promote "Equality and You" document across the Council	Assistant Policy Officer	01.05.12	6.1.6	Complete G
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 G

Regional Equality Objective: 6	Reduce Inequalities in Access to information, services, buildings and the environment **Action area 6.2:** Physical access to services, transport, the built environment and open spaces improve
Local Equality Objective: Meets aim and of General Duty	Customers with protected characteristics have equality of access to services, transport, the built environment and open spaces which the Council provides or manages
Issues	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. 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. 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. 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.
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	2013/14	2015/16 Aspirational Target
6.2.1	Higher	36	40	42	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	To be confirmed	
6.2.3	Lower	To be confirmed		225 days waiting time for adapted accommodation	181 days waiting time 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
6.2.4	Higher	To be confirmed		To be confirmed	To be confirmed	To be confirmed
6.2.5	Higher	7	14 completed	8 completed	4 completed	

6.2.6	Higher	N/A	N/A	78%	76%	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 **Customer Services** Limited data available of profile of complainants to be able to undertake an analysis **A**
Community Services				
Review Reception Surveys and rectify gaps	Directorate Equalities Rep	July 2012	6.2.1	On going **G**
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 **G**
Disaggregate complaints received by protected characteristics to inform service improvements	Partnerships Manager	April 2012 onwards Reviewed annually	6.1.7	On going **G**

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	Programme continues and consultation process with relevant groups ongoing e.g. feedback on design for Flintshire Connects G
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 G
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 G
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). G
Create Changing Place facilities at two swimming pools	Assistant Policy Officer/Property and Design Consultancy Manager	April 2014	6.2.1	Complete G

Ensure all newly refurbished leisure facilities are fully accessible for disabled customers.	Principal Leisure Services Officer/ Assistant Policy Officer	On going	6.2.1	On going - alterations made to most leisure centres and pools. Five out of nine facilities are fully accessible; the remainder are partially accessible. **G**

Appendix 2

Profile of requests for interpretation and translation

Profile of alternative formats provided during 2012 – 2013

Pie chart legend: Large Print, Braille, Audio / CD, Other. Values shown: 53, 9, 49, 4.
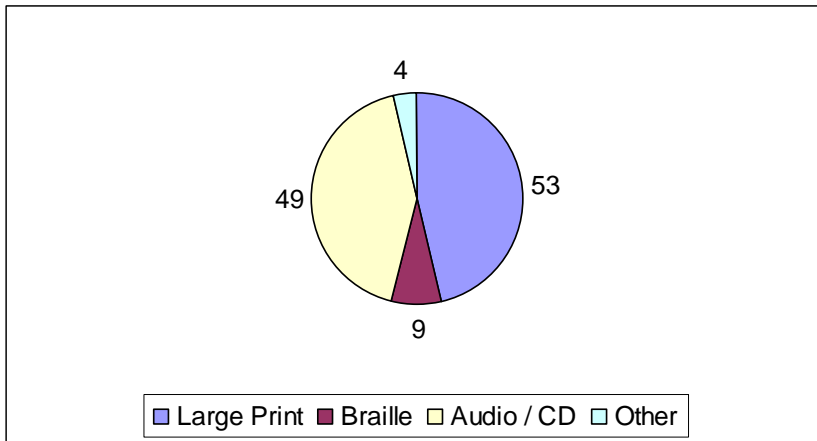
Profile of alternative formats provided during 2013 - 2014

Pie chart labels: DVD, 2; Braille, 3; Large Print, 7; CD , 6.
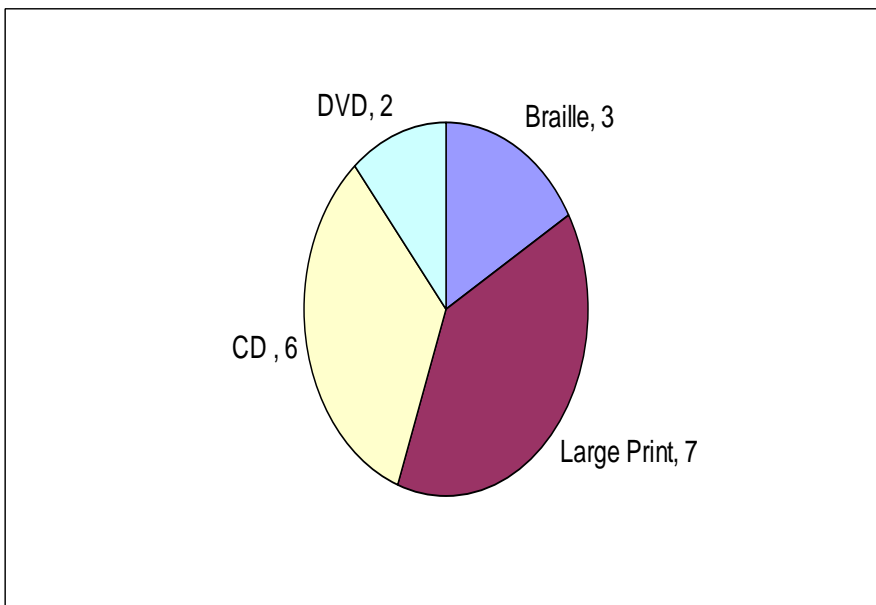
Profile of Languages 2012 – 2013

Polish Latvian Mandarin Lithuanian
Cantonese Spanish Slovak Kurdish
Hungarian Portuguese French Thai
Romanian Russian Bulgarian

Profile of Languages 2013 - 2014

Polish Lithuanian Turkish
Portuguese Slovak Romanian
Czech Cantonese Hungarian
Punjabi
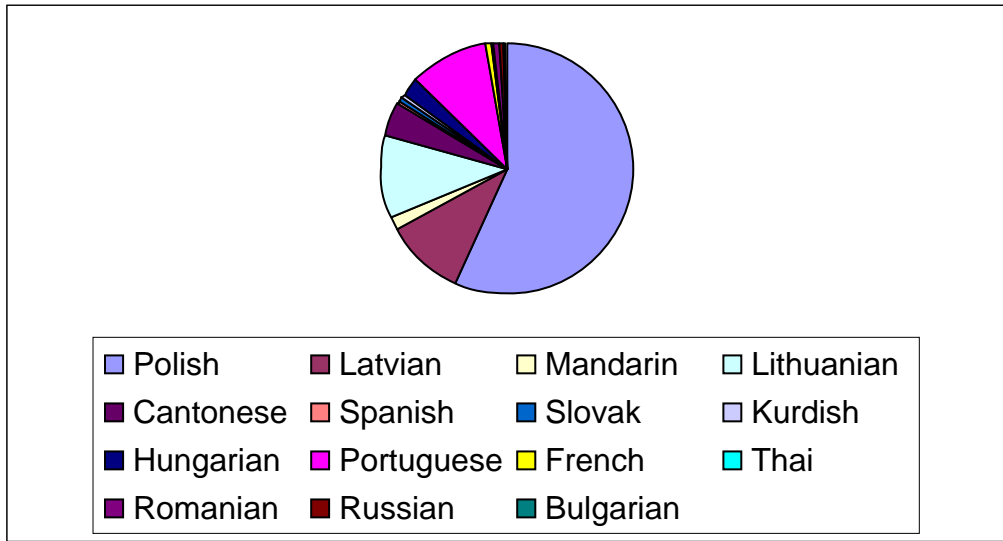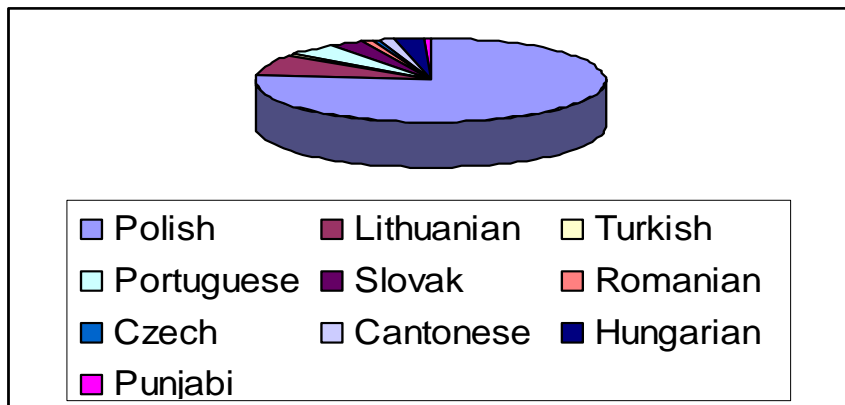
Appendix 3 Equality Information

Profile of school pupils by ethnic background –January 2014

Nursery Schools - Ethnicity (From Jan 2014)		
Ethnic Background	Total	%
BME	7	12.07%
White British (WBRI)	48	82.76%
Any Other White Background (WOTH)	2	3.45%
Information Not Obtained (NOBT)	0	0.00%
Information Refused (REFU)	1	1.72%
Not Recorded by School (Blank)	0	0.00%
Total	58	100.00%
Check (should be zero)	0	0.00%

Primary Schools - Ethnicity (From Jan 2014)		
Ethnic Background	Total	%
BME	421	3.08%
White British (WBRI)	12487	91.31%
Any Other White Background (WOTH)	431	3.15%
Information Not Obtained (NOBT)	3	0.02%
Information Refused (REFU)	92	0.67%
Not Recorded by School (Blank)	241	1.76%
Total	13675	
Check (should be zero)	0	0.00%

Secondary Schools - Ethnicity (From Jan 2014)		
Ethnic Background	Total	%
BME	164	1.68%
White British (WBRI)	9388	95.92%
Any Other White Background (WOTH)	182	1.86%
Information Not Obtained (NOBT)	5	0.05%
Information Refused (REFU)	48	0.49%
Not Recorded by School (Blank)	0	0.00%
Total	9787	
Check (should be zero)	0	0.00%

Special Schools - Ethnicity (From Jan 2014 PLASC)		
Ethnic Background	Total	%
BME	2	0.88%
White British (WBRI)	216	95.58%
Any Other White Background (WOTH)	5	2.21%
Information Not Obtained (NOBT)	0	0.00%
Information Refused (REFU)	0	0.00%
Not Recorded by School (Blank)	3	1.33%
Total	226	
Check (should be zero)	0	0.00%

Percentage of Pupils achieving 5 GCSEs Grades A*- C (Level 2 Threshold) by Gender - 2013			
All pupils	**Boys**	**Girls**	**Total**
79.6%	75.2%	83.9%	**1819**

Percentage of Pupils achieving 5 GCSEs Grades A*- C (Level 2 Threshold) by Ethnicity - 2013			
Ethnicity	**No %**	**Yes %**	**Total**
BME	20.8%	79.2%	**24**
White British (WBRI)	19.9%	80.1%	**1737**
Any Other White Background (WOTH)	17.9%	82.1%	**28**
Information Not Obtained (NBOT)	95.8%	4.2%	**24**
Information Refused (REFU)	16.7%	83.3%	**6**

Social Services for Adults Equality Monitoring - Data Report 2013/2014

Reference: Quarter 4

Note: This is our fourth reporting on equality data since the introduction of the PARIS IT business system. There are still gaps and we are still comparing to the Census 2001.

Gender – Referral and Assessment
Older People – Males are still under represented in referrals, assessment, all services and reviews.
Learning Disabilities – Females are under represented in referrals and assessments.
PDSI/Adult Frailty - Females are still over represented in referrals and assessment.
Substance Misuse It- there is a fairly even male/female split in referrals and assessment.

Ethnicity – Referral and Assessment
Older People – White British are still over represented in referrals and all other groups are under represented with the exception of 'African', 'any other Asian background'(3), and 'Indian'(1). White British are over represented in assessments , all other groups are under represented with the exception of 'African', 'any other Asian background' and 'Indian'.
Learning Disabilities - White British dominates in referrals and assessment with only 1 other ethnic origin (Any other Asian Background).
PDSI/ Adult Frailty – White British are over represented in referrals and in assessment. All other groups are under represented.
Substance misuse - White British dominates in referrals and assessment.