



Flintshire County Council

Strategic Equality Plan Annual Report April 2014 - March 2015

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Policy and Performance Team
Corporate Services
County Hall
Mold
Flintshire
CH7 6NG
Telephone: ☎: - 01352 702131

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Strategic Equality Plan

Annual Report 2014- 2015

Contents

Executive Summary	2
1. Introduction	3
2. Progress	4
3. Meeting the General Duty	7
4. Collecting information and Engagement	11
5. Equality Impact Assessments	13
6. Training	14
7. Procurement	15
8. Conclusion	16
Appendices	
1. Strategic Equality Plan action plan	
2. Equality Information	

Executive Summary

This is the third 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 as well as work to the objectives set out in the Strategic Equality Plan. In particular, the Youth Service and Traveller Education Service have undertaken some outstanding work with young Travellers. We are proud that young Travellers from Flintshire contributed to a DVD about Hate Crime. This DVD achieved recognition nationally and further afield. It was shown at Westminster and in several European Parliaments.

We are delighted that the Active Flintshire (Sports Development Team) won 'Local Authority Contribution of the Year' at the Tennis Wales Awards for the second successive year. The award recognises Active Flintshire's success in setting up new junior clubs in the county increasing access to tennis for young 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 portfolios 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
Chief Executive

Councillor Billy Mullin
Cabinet Member for Corporate
Management



¹ Ian Budd, Chief Officer Education and Youth, and Councillor Glenys Diskin, meet employees and the Inspirational Traveller Dimension Girls

Strategic Equality Plan Annual Report 2014-2015

1. Introduction

1.1 This is the third annual report for the Council's [Strategic Equality Plan](#) (SEP); it covers the period April 2014 to March 2015. The report sets out progress to meet the objectives identified within the plan; it also provides a summary of other activities that have been undertaken to promote equality for employees and customers and promote good community relations.

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

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

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

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

Welsh language is covered by the Welsh Language Act 1998; the Council has a separate [Welsh Language Scheme](#) 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. This is the third report and baseline data is still being collated. 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 review the equality objectives and identify more realistic measures which will be published in April 2016.











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.





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





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

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

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

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

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

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

3. Additional activities - Meeting the General Duties

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

3.2 Eliminate discrimination, harassment, and victimisation Activities and Outcomes

- As part of the national 'Ageing Well in Wales' programme, and the development of dementia supportive communities, the Libraries' service is engaged in partnership working with Social Services to provide locations and booked facilities for reminiscence sessions.
- Library employees have received 'Dementia Friendly' training.
- There were 66 reports of hate incidents in Flintshire in the period 2014/15. The incidents were classed as follows:-

Type of incident	2011/12	2013/14	2014/15
Racially motivated	44	43	43
Homophobic	6	16	13
Disability Related	5	3	6
English/Welsh language	1	3	-
Transphobic		1	-
Gypsy/Traveller		0	-
Gender		1	-
Religious		3	2
Other	1		-
Total	57	70	66

- A multi –agency group has been established to address community tensions and hate crime. The terms of reference for this group include monitoring and

reviewing hate crime figures and taking necessary action to increase reporting and reduce incidents.

- The Regional Community Cohesion Co-ordinators prepared information to raise awareness of Hate Crime during Hate Crime Week in October 2014. Flintshire County Council distributed this through Twitter, Face Book, website and intranet. This information was promoted again in November and February as part of Trans remembrance Day and Lesbian, Gay, Bisexual and Transgender History month respectively.
- The Traveller Education Service and Traveller pupils worked with Save the Children to make two videos relating to Hate Crime.
- All year 7 and 8 pupils in one Secondary school have received cultural awareness training from the Traveller Education Service as a part of their Personal, Social, Health and Education lessons.
- Training on Traveller culture has been delivered to employees at one primary school and one secondary school.
- The Youth Service has facilitated Forum groups (both a girls and a boys group) for Travellers. The girls group has completed many activities including work on hate crime, collaboration with Flintshire Youth Forum, representation on Respect Fest (annual conference on bullying organised by young people).
- Three members of this group have attended the All Wales Gypsy Traveller Youth Forum organised by Save the Children.
- A transition project for years 5 and 6 has been arranged. Some of the primary school year 5 and 6 Travellers visited the High Schools weekly to engage with the projects above in a High School setting.
- Secondary School Travellers visited Primary schools to discuss their experience of school to encourage pupils to transition to secondary schools.
- Traveller pupils are working on a project with Amnesty International on Human Rights.
- The Council held a service for employees and elected members to commemorate Holocaust Memorial Day
- Physical alterations were made to schools:
 - 15 out of 84 schools are now fully accessible
 - Three Primary school are having substantial alterations to improve sanitary conditions for disabled pupils, these include extensions to school or internal remodelling
 - Ramped access is being installed to the front entrance to three schools

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

Activities and Outcomes

- Introduction of face to face assessments for blue badge applications under the discretionary criteria. The service is delivered from Connects Centres and will support those that have difficulty completing the application form and providing relevant evidence. People who do not qualify are refused but receive a full explanation. This ensures that only those who meet the criteria are able to park in designated spaces.

- The Welfare Response Team joined the Benefits service during the year to support applications and intervention/support work with our customers applying for Discretionary Housing Payment. Applications are now decided with an element of conditionality for our customers to access support and advice. The Team are working with people to help them to help themselves to attain a stable and manageable financial position.
- Flintshire Connects employees are digital champions and will encourage and help customers with the use of digital access to services via the facilities available at the Connects Centres.
- Community Benefits requirements continue to be included on various large high value capital projects e.g. SHARP (Social Housing and Regeneration Project) these requirements ensure that the Council adds social value into contracts.
- Active Flintshire (Sports Development Team) won 'Local Authority Contribution of the Year' at the Tennis Wales Awards for the second successive year. The award recognises Active Flintshire's success in setting up new junior clubs in Buckley and Holywell and in, delivering 'up skilling' courses to school teachers. This qualifies young leaders to support tennis sessions in schools and the community. Tennis roadshows were also promoted to over 2,500 children in the County's schools.
- The Care and Social Services Inspectorate Wales (CSSIW) recognised in its inspection report for 'Quayplay', the well-established children's play setting which operates from Connah's Quay Sports Centre during the five weeks of the school summer holidays. The CSSIW reported that Quay play 'provides a good play environment and quality of life for the children' and that both children and parents are benefitting from a setting which is well managed.
- The improvement scheme for children's play areas based upon a match-funding agreement between the County Council and Town and Community Councils has resulted in the County Council contributing £105k in 2014/15 towards the development of 16 play areas. During 2014/15 improvement works to 13 play areas had been completed with the remaining three sites (Argoed, River View in Connah's Quay and St. David's in Higher Kinnerton) due to be completed during 2015/16.
- "Actif plus one" is a disability equality scheme which permits a personal assistant to have free access to our leisure facilities when supporting a disabled customer. A total of 129 disabled customers have 'signed up' for the "actif plus one" subscription since the launch of the scheme in 2009.
- Social Services implemented an initiative to embed co-production into commissioning processes. This means involving people including those with protected characteristics in the development of services in Flintshire from the start to the end of the process. Pilot currently underway in Disability Services
- Food Hygiene Training has been provided through the medium of Turkish to people employed in the catering industry in the county.
- Recycling information is available in a number of languages
 - 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.
- The Council's Road Safety Team ran workshops for older drivers (65 plus).

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

Activities and Outcomes

- During summer 2014, 481 children were registered at Quayplay. The average daily attendance was 145 children, with approximately 45% aged under eight years of age. These play activities are important in bringing children from different protected groups together and fostering good relations.
- 21 children with disabilities were successfully supported to attend Quayplay via the accompanying 'Buddy' scheme.
- Raised a flag on 20 November 2014 to commemorate the Transgender Day of Remembrance in memory of all Trans people who have lost their lives to transphobic violence. A workshop to raise awareness of issues facing Trans people when accessing Council services was also delivered by members of the Trans community. This was supported by promoting information on the intranet for employees to access.
- Raised the Rainbow flag during February 2015 to celebrate Lesbian, Gay, Bisexual, Transgender (LGBT) History Month.
- The Youth Service worked with Save the Children to support young Travellers contribute to developing a Hate Crime DVD. This has been shown in Westminster and in several European Parliaments. It was also promoted to employees and elected members via the intranet during Hate Crime week and LGBT History month.
- Traveller pupils attended a workshop with "Show Racism the Red Card"², exploring Gypsy and Traveller education.
- Traveller pupils participated in a Welsh Assembly workshop on the political system and voting. They also met the Chair of Flintshire County Council, Councillor Glenys Diskin during a tour of County Hall.
- North Wales Police organised a North Wales tour of Guide Dogs for the Blind sensory tunnel; one of the stops was the Flintshire County Council's county building in Mold. Employees were encouraged to visit the tunnel to experience challenges faced by blind and partially sighted people. Elected members and employees from a range of services including caretakers, reception and Streetscene experienced the tunnel.



² **Show Racism the Red Card is the UK's anti-racism educational charity. The organisation utilises the high-profile status of football and football players to help tackle racism in society.**

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, Portfolios and services have developed their own systems. However not all protected characteristics are captured on each system and there is insufficient data currently available for detailed analysis across the majority of services.

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 North Wales Public Sector Equality Network (NWPSSEN), a network of all public bodies Equality Officers across North Wales, has developed an exemplar equality monitoring form with a Top Ten Tips Guidance note. This will help ensure there is consistency amongst the equality monitoring categories used by public bodies across North Wales and will contribute to more effective benchmarking.

4.4 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.

4.5 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.
- Communities First are now monitoring attendance at their community activities.
- Leisure Services has been promoting the "What's it Got To Do With You" Stonewall leaflets to encourage customers to complete the monitoring forms.

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.

4.6 Using information to meet the general duty

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

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

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

4.7 Employment Information

4.6.1 The profile of the workforce and job applicants is monitored, the results for the period 1st April 2013 to March 31st 2014 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 2014/2015 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 and Welsh Language 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 Portfolio to support key officers undertaking EIAs. Portfolio Equality representatives provide additional support within each Portfolio. An EIA Quality Assurance group (comprising members representing different protected characteristics) has been set up to identify potential adverse impact and suggesting

solutions. The group also acts as a “safety net” to ensure that the views of people from across the protected characteristics are considered. The aim is to ensure that the EIA process is robust and thorough and contributes to improvement in outcomes for both customers and employees. The equality impact assessment now incorporates Welsh language.

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

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

- Additional Payments
- Agile Working
- Annual Leave
- Bulk waste collections
- Competency Framework
- Disclosure of Barring Service (DBS)
- Flexible Working Hours
- Leisure Services review
- Library Services review
- Mileage and Expenses
- Part night lighting
- Professional Subs
- Reduced street lighting resource
- Single Status Maintenance
- Single Status Appeals
- Social Media
- Stand-by and Call Out
- Winter maintenance of car parks
- Workplace Domestic Abuse

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 2014/2015, we introduced three e-learning packages :-

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

6.2 In addition to the e-learning programmes, workshops were delivered on:-

- Cultural Awareness in Safeguarding Children
- Deaf awareness

- Domestic Abuse Stalking and Honour Based Violence- DASH system
- Dyslexia and Mental Health Services
- Equality and Welsh Language Impact assessments
- Gender Reassignment
- Gypsy and Traveller culture
- Hate Crime
- “Prevent” agenda
- Prison Health and Equity: Meeting the Public Health Challenge
- Working with the Roma Community

6.3 Diversity and equality is also included in

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

6.4 Conferences

Employees attended the North Wales Modern Slavery Conference and two employees have attended “Train the Trainer” to enable them to deliver training on Modern Slavery to employees.

6.5 Future specific planned training for 2015/16 include:

- Cultural Awareness in Safeguarding Children
- Deaf Awareness
- Gypsy Traveller culture
- Hate Crime
- Modern Slavery
- Trans awareness

6.6 The Local Authority has become a member of the Stonewall Education Champion programme which means that schools will be able to access support and specialist training on LGBT issues. Training on dealing with homophobic bullying and harassment in schools has already been provided to all schools.

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. The objectives and measures will be reviewed during the next 12 months and republished by April 2016. A priority will be to ensure that they are effective and efficient and will be incorporated in to the new performance management system CAMMS. The new performance management system will ensure that there is more effective monitoring of progress to meeting the objectives.

Thank you for reading our Strategic Equality Plan Annual Report 2014/15.

Views and suggestions for our annual report are welcome.

Please contact us on: Tel: ☎ 01352 702131

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



Appendix 1 Strategic Equality Plan 2012 -2016 Progress 2014/15




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



	Clubs (ASCs), particularly in under-represented groups, are kept. We need to investigate what data is recorded and ensure that systems are in place to capture relevant data on the attendance of under-represented groups to analyse whether the numbers of children and young people with a protected characteristic are disproportionately low. We will focus on disability, race and sex.
Evidence Ref:	
1.1.1	% 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	2014/15	2015/16 Aspirational Target
1.1.1	Higher	N/A	N/A	To be confirmed	To be confirmed	53%males 46%Females 5% BME 2.5% LGBT 19% Disabled Age 23% (under 24 years) 22% (25- 44 years) 53% (45-64 years)	To be confirmed

						2% (65-74 years)	
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	To be confirmed

Action	Lead Officer / Partner	Time frame	Related Evidence	Progress
Social Services				
Embed outcome focussed care planning, with a focus on health promoting lifestyles.	Service Managers	To be reviewed March 2013	1.1.1	On- going 
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. 

Await results of CHC bid for care staff training in care homes – the action would be to respond to the outcome of the bid. If successful, we will support it, if not we will seek further opportunities to ensure that this work takes place	Older Peoples' (OP) Provider Service Manager and Well Being & Development Officer.	Completion date Dec 2012	1.1.1 1.1.2	Complete 
Include brief intervention training when available within workforce development opportunities for appropriate front line employees	Workforce Development Manager	To Be Confirmed	1.1.1 1.1.2	On-going 
Community and Enterprise				
Hold Community Development Programmes Themed : Health Improvement Activities:- <ul style="list-style-type: none"> • Healthy Eating • Cooking Skills • Walking • Cycling 	Communities First Manager	ongoing	1.1.3	A family support worker is now attending as a 10 week Community food and nutrition course with the Communities First lead officers, which will enable them on completion to deliver the accredited Come and Cook course to families and community members. During 2014/15 <ul style="list-style-type: none"> • 4 Sessions of Summer Fun - 70 children and 25 parents attended • 3 x Halogen Taster Sessions • 6 weeks - One Pot Cooking sessions 
Monitor attendance by protected characteristic	Communities First	February 2013	1.1.3	Equality monitoring is being undertaken

	Manager			
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 analysis is complete 





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.

	<p>A workshop relevant to both Healthy Lifestyles and Access to Health Services was held in October by Social Services. Shared learning on the afternoon by bringing together employees 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.</p> <p>Social Services for Children deliver on a number of Welsh Government (WG) performance indicators that relate to Looked after Children accessing health assessments and dentists. We need to explore if we can measure this by protected characteristics.</p>
Evidence Ref:	
1.2.1	% of health assessment appointments for adults with a learning disability offered within timescales
1.2.2	% of health assessments for LAC due in the year that have been undertaken
1.2.3	% of LAC in the period who were registered with a GP within 10 working days of placement start
1.2.4	% of LAC, by age, who have been continuously looked after for 12 months who have had their teeth checked by a dentist during the year

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16 Aspirational Target
1.2.1	Higher	N/A	N/A	ASS/CSS - Not currently available	To be confirmed	To be confirmed	CSS- 75% ASS 75%

1.2.2	Higher	51.5%	61.2%	46.5%	57.4%	53.8%	75%
1.2.3	Higher	92%	100%	100%	To be confirmed	100%	100%
1.2.4	Higher	52.2%	76.3%	52.4%	To be removed data held by other agencies	34.4%	75%






Action	Lead Officer / Partner	Time frame	Related evidence	Progress
Social 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	<p>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.</p> <p>Research is currently being undertaken to ensure this service will be equally accessible for people within protected groups and with disabilities.</p> <p>The service will be bilingual and a full service in Welsh will be actively offered.</p> <p>Materials are currently being developed</p>

				to aid persons with learning disabilities and physical disabilities (For example people with hearing aids/deaf). 
Follow up on October workshop commitments in relation to promoting access and choosing healthy lifestyles.	Learning Disability (LD) Service Manager	ongoing	1.2.2	Completed 
Continue to deliver on WG performance indicators in relation to LAC and rectify recording issues in relation to dentist checks.	Service Managers	ongoing	1.2.4	Complete 
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. 

Regional Equality Objective: 1	Reduce Health inequalities Action area 1.3 The care of older people is improved to ensure they are treated with dignity and respect
Local Equality Objective: Meets aim and of General Duty 1 and 2	Older people who receive social care are treated with dignity and respect
Issues	Community Services Portfolio have already put in place actions to address this objective:- <ul style="list-style-type: none"> • Flintshire and Wrexham Dignity Champion Network established. General awareness raising has taken place including articles in general press. Awareness raising with homecare employees and

	<p>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.</p> <ul style="list-style-type: none"> • All future training commissioned by Workforce Development team will stipulate that theme dignity is included. • Feedback Questionnaire is now sent out at review which asks older people if they were treated with dignity and respect. <p>In addition the Community Services Portfolio intends to:</p> <ul style="list-style-type: none"> • Respond and deliver on BCUHB plan produced in response to report by Older People Commissioner 'Dignified Care? The experiences of older people in hospital in Wales. • Deliver on Regional Dignity in Care Action Plan to be produced April 2012.
Evidence Ref:	
1.3.1	Number /% of older people by protected characteristic who said they were treated with dignity and respect





Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2013/14	2014/15	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
Social Services				
Support delivery on BCUHB Action Plan	Partnerships Manager	Review 2013	1.3.1	This is happening and is ongoing 
Regional Dignity in Care Action Plan	Partnerships Manager	Completed by July 2012	1.3.1	Complete 
Develop and deliver on local Dignity Champion Network Action Plan	Partnerships Manager	Review 2013	1.3.1	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 transferred to the Workforce Development Team in April 2014. 
Workforce team to commission training with dignity theme	Workforce Development Manager	ongoing	1.3.1	On going 
Monitor feedback questionnaires and address issues	OP Service Managers	ongoing	1.3.1	Complete 

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	2014/15	2015/16 Aspirational Target
1.5.1.	Higher	80	To be confirmed	83	To be confirmed	To be confirmed	10% workforce
1.5.2	Lower	N/A	N/A	To be confirmed	11%	To be confirmed	To be confirmed




Action	Lead Officer / Partner	Time frame	Related evidence	Progress
Social Services				
Ongoing response to need, for example, specialist training.	Workforce Dev.	ongoing	1.5.1 1.5.2	Specific training related specifically to LGBT has been provided and will continue to be provided




	Manager			annually 
Ongoing promotion of diversity and equality training	Workforce Dev. Manager	ongoing	1.5.1	E-learning modules available 
Equality Impact Assessment (EIA) completion on all new policies/ services etc.	Service Managers	ongoing	1.5.1 1.5.2	Complete – EIA process embedded 
Respond to and address complaints regarding dignity	To be confirmed		1.5.2	Process embedded 

Regional Equality Objective: 2	Reduce Unequal Outcomes in Education to maximise individual potential
Local Equality Objective: Meets aim and of General Duty 1 and 2	Action area 2.1 The educational attainment gap between different groups reduces
	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	2014/15	2015/16 Aspirational Target
2.1.1	Lower	Achieving 5 GCSEs grade A* to C Boys 68.3% Girls 71.3%	Achieving 5 GCSEs grade A* to C Boys 74.2% Girls 80.4%	Achieving 5 GCSEs grade A* to C Boys 75.2% Girls 83.9%	KS 2 Boys 83.4% KS 2 Girls KS3 3 Boys 80.4% Achieving 5 GCSEs grade A* to C Boys 80.7% Girls 84.7%	Data not yet available	To be confirmed
2.1.2	Higher	N/A	N/A	Establish baseline	LAC - CSI KS2 50% All – CSI KS2 86.1% LAC -CSI KS3 50% ALL –CSI KS3 84.3%	Data not yet available	To be confirmed
2.1.3	Lower	3%	To be confirmed	2.7%	3.6%	1.3%	2.00%
2.1.4	Lower	To be confirmed	To be confirmed	To be confirmed	Data not available	Data not available	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 Communities First Business Entrepreneurial Network and actively promoting the network to local businesses through Deeside Business Forum. 
Develop Flintshire Schools Business Week	Business and Economic Dev. Manager	December 2013	2.1.3	Delivery of 2 day Big Bang Event through engagement with schools, Higher Education, Further Education during Flintshire Business Week to support vocational aspirations and raise awareness of job and work placement opportunities within the advanced manufacturing and automotive sector. 
Earlier engagement with schools/colleges	Business and Economic Dev. Manager	April 2013	2.1.2 2.1.3	Several activities have been undertaken supporting Young Enterprise activities and encouraging business / education links via inspirational talks, mentoring and raising awareness of business and employment opportunities 
Work with providers of	Business	Ongoing	2.1.2	Actively working with key agencies e.g. Careers

education/skills training to target priority groups	and Economic Dev. Manager			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 
Education and Youth				
Reduce the boy/girl differential in the Core Subject Indicator at KS2	Primary Schools Officer	By July 2013	2.1.1	In progress 
Reduce the boy/girl differential in the Core Subject Indicator at KS1/Foundation Phase	Primary Schools Officer	By July 2013	2.1.1	In progress 

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
Education and Youth				
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	To be confirmed	2.2.1	Process established. This is now being taken forward through the Community Tension Monitoring group and Hate Crime action plan. There is an issue for the LEA being able to access school data. 
Collect and analyse the data.	Community Safety Partnership (CSP)	To be confirmed	2.2.1	Data not available as yet 
Take action to support schools reduce incidents	Children and Young People's Partnership (CYPP) Inclusion Team	To be confirmed		Reports have not been collated and analysed 
Commission Stonewall (Cymru) to deliver training for schools on "Dealing with	Personal, Social and Health Education Schools	To be confirmed	2.2.1	Complete February 2013. Two sessions delivered for High schools and primary schools. The Council has now signed


homophobic bullying in schools”	Co-ordinator			up to the Stonewall Education Champion Programme; this means that two training sessions will be provided each year for employees working for the Local Education Authority. Train the Trainer courses will be provided to schools across North Wales during 2015/16 
Promote “Respecting Others” Guidance to schools to increase awareness and encourage returns of “identity based bullying forms”	Chief Officer (Education and Youth) and Personal, Social and Health Education Schools Co-ordinator	To be confirmed	2.2.1	Complete 
Organise an annual “Respecting Others” Conference for Young People	Children and Young People’s Partnership	Annually	2.2.1	Event delivered 2012, 2013 and 2014 2015 event to be held in September and will focus on Gypsies and Travellers 



Regional Equality Objective 3	Reduce Inequalities in Employment Action area 3.1: Inequalities within employment are reduced.
Local Equality Objective: 3 Meets aim 1, 2 and 3 of General Duty	3.1(i) Improve the quality and quantity of workforce data relating to protected characteristics 3.1(ii) Employees demonstrate an awareness of diversity and equality issues and the public sector equality duties
Issues	<p>No records are kept in relation to gender identity and currently iTrent (Human Resource Management Information System) does not record gender identity. A request is in with MidlandHR to have this incorporated within iTrent and Self Service.</p> <p>The Equal Ops database, Employee Monitoring Information (EMI) form and the website require amending to incorporate additional protected characteristics.</p> <p>A Change request has been submitted to amend the Equal Ops Database and the paper EMI form has been amended and a Welsh version created. This is currently under review and an additional change request will be submitted to have the Flintshire English and Welsh websites updated. Revised EMI form to be published and distributed.</p> <p>A promotion of Employee Self Service (ESS) is required to increase employee understanding of ESS and trust around privacy / availability and use of data. Currently there is very little organisational/employee understanding around why we capture data around protected characteristics and what we do with this information.</p> <p>The increased distribution of reporting on Religion or Belief, Sexual Orientation, Marital Status, Gender Identity and Pregnancy and Maternity would be demonstrated by incorporating in the Corporate Workforce Information (WI) Report.</p>
Evidence Ref:	
3.1.1	% of data held against gender identity
3.1.2	% of data held against all other protected characteristics
3.1.3	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	2014/15	2015/16 Aspirational Target
3.1.1	Higher	N/A	Establish baseline	<1%	0%	0%	0.05%
3.1.2	Higher	N/A	Establish baseline	Ethnic origin 61.% Disability 58% Sexual Orientation 1% Religion and Belief 31% Marital status 67% Gender 99.8%	Ethnic origin 64% Disability 62% Sexual Orientation 23% Religion and Belief 41% Marital status 63% Gender 100%	Ethnic Origin 85% Disability 85% Sexual Orientation 45% Religion and Belief 69% Marital Status 91% Gender 100%	Ethnic origin 80.% Disability 70% Sexual Orientation 2% Religion and Belief 40% Marital status 75% 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	N/A	N/A	First report by 31 March 2015
3.1.7	Higher	171	228	83	14		200

Action	Lead Officer / Partner	Time Frame	Related evidence	Progress
All Portfolios				
Ensure diversity and equality training needs are identified within appraisal process	Chief Officers/Reporting managers	To start 1.04.12	3.1.7	Inconsistent across Portfolios. Still work in progress to ensure consistency in appraisals. 
People and Resources				
Continue dialogue with MidlandHR, iTrent Wales user group and EHRC regarding the capture of gender identity	Human Resources Operational Manager	To be confirmed	3.1.1	Welsh Local Government Association are co-ordinating this activity as it affects several local authorities


				
The Equal Opportunities database, Employee Monitoring Information form and the website require amending to incorporate additional protected characteristics.	Workforce Information Manager	To be confirmed	3.1.1 3.1.2	Complete 
Add to the number of protected characteristics reported corporately	Workforce Information Manager	To be confirmed	3.1.3	Complete 
Establish processes to collect and record data for new starters	Workforce Information Manager	To be confirmed	3.1.4	Complete 
Establish processes to collect and record data for those employees involved in grievance procedures either as a complainant or as a person against whom a complaint was made.	Senior HR Advisors (HRA) and System Administrator	To be confirmed	3.1.5	Complete 
Establish processes to collect and record data for those employees subject to disciplinary procedures	Senior HR Advisors (HRA) and System Administrator	To be confirmed	3.1.6	Complete 
On completion of reports as outlined above carry out interpretation of all data to identify any equality related issues and agree next steps	Chief Officer (People and Resources)	March 2013		Complete- annual reports published 
Continue collating missing diversity data from employees	Business Information and Compliance	March 2014		In progress 

	Advisor			
Agree mechanism for reporting/publishing data output both internally and externally.	Workforce Information Manager / Equalities Officer/Chief Officer (People and Resources)	March 2013 and publish by March 31 st each year		Reports published March 2013, March 31 2014 and March 2015. Next report due March 2016 
Research accreditation of Age Posi+ive status	Manager Workforce Information			Complete logo being used 
Support managers develop equality objectives for inclusion within appraisals	HR Managers	To be completed by 1 st April 2012	3.1.7	Not completed, to be included within the new approach to appraisal. 

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

	<p>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</p> <p>iii) facilitate equality in the workplace so that policies are inclusive and discrimination free.</p> <p>Comparisons of pay by gender will be collated and analysed as part of the equality impact assessment on the pay and grading structure.</p>
Evidence Ref:	
3.2.1	Number of men receiving a bonus compared to number of women who receive a bonus
3.2.2	% Pay gap between men and women

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16 Aspirational Target
3.1		N/A	N/A	Establish baseline	To be confirmed	To be confirmed	To be confirmed
3.2	Lower	N/A	N/A	Establish baseline	To be confirmed	To be confirmed	To be confirmed

Action	Lead Officer / Partner	Time frame	Related evidence	Progress
People and Resources				
Deliver Single Status which is intended to harmonise terms and conditions of employment across the whole workforce – irrespective of protected characteristic	Chief Officer (People and Resources)	December 2012	3.2.1 3.2.2	<p>A Single Status Agreement is agreed. Implementation date June 2014</p> <p></p>

Design and implement a new equal pay compliant pay and grading structure via process of job evaluation	Chief Officer (People and Resources)	December 2012	3.2.1 3.2.2	Complete 
Complete EIA on pay model	Chief Officer (People and Resources)	December 2012	3.2.1 3.2.2	Complete 
Maintain pay and grading structure (i.e. avoid drift) via annual review to identify further pay gaps between protected groups	Chief officer (People and Resources)	2013 onwards	3.2.1 3.2.2	An annual Equal Pay audit to be undertaken 

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	<p>Flintshire County Council is a third party reporting centre for hate crime for Safer Wales, a charity encouraging victims of all hate crime to report through a third party As this is a relatively new initiative, baseline data will be established during 2012-2013.</p> <p>The Council's Neighbourhood Wardens arrange for the removal of graffiti, graffiti aimed at protected groups is removed as a priority. The Neighbourhood Wardens also provide target hardening equipment</p>

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	2014/15	2015/16 Aspirational Target
4.1.2	Higher	N/A	57	66	70	66	



Action	Lead Officer / Partner	Time frame	Related evidence	Progress
Planning and 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	Multi agency Community tension monitoring group established to identify and respond to tensions 
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	Hate crime reports are a standing item on the agenda of the Community tension monitoring group. Hate crime action plan prepared. 
We will work to increase opportunity and accessibility for victims to report hate crime through the promotion of the 'Safer Wales' hate reporting system.	CSP (Flintshire County Council)	On going	4.1.2	Victim Support provided training to employees during 2014/15. More training is planned for 2015/16. Links to Victim Support website are available on


				the Council's website. Promotional material to encourage reporting to Victim Support have been circulated, 
Policy and Performance				
Review Equality and Human Rights Commission Report on Disability Related Harassment and prepare report for Corporate Management Team (CMT) identifying key actions for the Council	Policy and Performance	April 2012	4.1.1	Complete July 2012. Additional actions to be incorporated into SEP 
Implement Sub Regional Community Cohesion action plan	Policy and Performance	March 2014		Action plan in place and being implemented 

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

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

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16 Aspirational Target
4.2.1	Higher	N/A	Establish baseline	8.2%	To be confirmed	6.2%	4%
4.2.2	Higher	N/A	Establish baseline	No data available	No data available	Data not collated	
4.2.3	Lower	N/A	Establish baseline	28%	To be confirmed	23%	25-40%
4.2.4	Higher	N/A	Establish baseline	47%	To be confirmed	To be confirmed	28-40%

Action	Lead Officer / Partner	Time frame	Related evidence	Progress
Social 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	64 Flintshire County Council employees attended training 20 people from external agencies attended training 
Planning and 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 
People and Resources				
Workplace Domestic Abuse policy agreed and implemented	Chief Officer (People and Resources)	September 2012	4.2.5	Policy complete and to be implemented December 2013. Nominations for Domestic Abuse Link officers are currently being sought Link officers will be points of contact throughout the authority for managers and employees to seek advice and guidance around domestic abuse and all forms of gender based violence.




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

	<p>Research shows that schools have not had access to local and regional information about the profile of their communities to enable them to identify whether the profile of School Governors reflect the local community. The full diversity profile of School Governors and School Councils is not known- the composition of these two groups is only known by gender.</p> <p>Elected member profile of Flintshire County Council is 21 females 49 males, no information is held on other protected characteristics.</p>
Evidence Ref:	
5.1.1	% 'of unknowns' for service users' ethnicity in SSA and SSC
5.1.2	% of younger people on Tenant Participation Group
5.1.3	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 Youth Forums

Evidence	Direction of Improvement	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16 Aspirational Target
5.1.1	Lower	To be confirmed	To be confirmed	CSS - 26.4% SSA 27.2%	CSS 22% SSA 7%	Social Services for children 19%	CSS 20% SSA 27.2%
5.1.2	Higher	To be confirmed	To be confirmed	To be confirmed	To be confirmed	Waiting for data	To be confirmed
5.1.4	Higher	N/A	N/A	Gender Male 59.2% Female 40.8% Ethnicity White British 99.2% White Other 0.5%	To be captured every four years as Governors appointment last four years. Next	N/A	N/A

				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%	report 2017.		
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Action	Lead Officer / Partner	Time frame	Related evidence	Progress
Social 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	On-going 
Community and Enterprise				
Implement Customer Involvement Strategy (Housing).	To be confirmed		5.1.2	Complete 
Review all satisfaction questionnaires in use in relation to equality monitoring data, and when in use ensure analysis disaggregates findings by protected characteristics	Partnership Manager	June 2012	5.1.3	Routinely done 






Undertake an Equality Impact Assessment on our Community Services 5 Point Involvement Action Plan.	Partnership Manager	2012	5.1.4	Complete 
Education and Youth				
Review the data we currently hold on School Governors and School Councils and establish baseline data	School Staffing Manager		5.1.5 5.1.6	Completed 
Establish a system for recording accurate data	School Staffing Manager		5.1.5 5.1.6	Completed 
Identify protected groups who are underrepresented as School Governors and on School Councils and take targeted action to increase representation	School Staffing Manager		5.1.5 5.1.6	North Wales Public Sector document produced “How to get involved in decision making bodies” is published on the Council’s website. Monitoring diversity profile of school governors will take place every four years.

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	2014/15	2015/16 Aspirational Target
5.2.1	Higher	N/A	14	8	4	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	N/A	
5.2.4	Higher	N/A	6	13	4	7	14



Action	Lead Officer / Partner	Time frame	Related evidence	Progress
All Portfolios				
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	Portfolio Equalities Rep	On going	5.2.2	Inconsistent across Portfolios 
Ensure EIAs submitted to EIA QA group	Portfolio Equalities Rep	On going	5.2.1	Embedded within some Portfolios, but inconsistent across authority







				
Policy and Performance				
Work with public sector organisations to identify opportunities for establishing a regional equality stakeholder group with whom public bodies can engage	Policy and Performance Team	December 2013	5.2.3	Conference held in November 2013. Next conference to be held October 2015 
Continue to make links between individuals/protected groups and support services to engage with all protected groups	Policy and Performance Team	On going	5.2.4	Sustained existing links and have made new links but still aware that there are gaps. 
Write article for Portfolio 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 
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 






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. Social Services have developed a Communication Strategy and any leaflets produced 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	2014/15	2015/16 Aspirational Target
6.1.1	Higher	55 language, 41 alternative	73 language, 17 formats	139 Languages 88 formats	174 languages 18	386 languages 14 formats	To be confirmed



		formats			formats		
6.1.2	Higher	N/A	N/A	96, 424	To be confirmed	104,625	To be confirmed
6.1.3	Higher	N/A	N/A	1,244,014	To be confirmed	1,391,345	To be confirmed
6.1.4	Higher	N/A	N/A	12,445	To be confirmed	45 (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	Flintshire Connects 81,195	To be confirmed
6.1.6	Higher initially as more monitoring forms are completed	N/A	N/A	To be confirmed	To be confirmed	0 complaints about discrimination	To be confirmed

Action	Lead Officer / Partner	Time frame	Related evidence	Progress
All Portfolios				
Support Customer Services with ongoing promotion of language line and information in different formats	Portfolio Equalities Rep	On going	6.1.1	Corporate initiative to promote service September 2014 Promoted to schools every September 
Ensure equality impact assessments on all new policies, services, decisions etc and actions are embedded in service plans	Portfolio 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 Portfolios 

Social 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	Complete 
Undertake Equality Impact Assessment on the Communication Strategy	Business Manager	Completed by May 2012	6.1.6	Completed 
Equality Impact Assessments to involve the EIA Quality Assurance Group	Service Managers	ongoing	6.1.6 (5.2.1) (6.2.5)	On going 
Bespoke EIA training workshops delivered to key employees.	Portfolio Equalities Rep & Corporate Equality Officer	June 2012	6.1.6 (5.2.1) (6.2.5)	Complete 
Streetscene and Transportation				
Improve accessibility of Portfolio web pages	Electronic Services Officer	December 2012	6.1.3 6.1.4 6.1.6	Complete 
Monitor website usage to update information for low usage areas	Electronic Services Officer	December 2012	6.1.3 6.1.6	Areas identified and this will inform changes to new website. Comparison exercise with other Authorities to inform best practice 
Monitor complaints to inform service improvement	Portfolio Support and Performance	Ongoing	6.1.6	All complaints are allocated to the Support and Performance Manager and monitored for those that can inform service improvement are discussed with

	Manager			relevant Chief Officer. 
Work with Flintshire Connects Project Manager to enhance services, for example, concessionary travel passes, access to planning duty officer.	Portfolio Support and Performance Manager	Lean Projects Completed	6.1.5 6.1.6	Complete 
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 Portfolios and display information on employees notice boards and advertise service on intranet 
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. NWDA’s bid to Welsh Government was unsuccessful 
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	A full accessibility assessment of the website was carried out by DAC (Digital Accessibility Centre) as part of a review of the new website. On a scale of 0 to 3 with 0 being inaccessible, 1 being poor, 2 being satisfactory and 3 being very good, the Council achieved a rating of 2. 
Ensure the new Customer Relationship Management	Customer Services	September 2013	6.1.1 6.1.6	The CRM has been designed to include language preference and method and format for communication

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





Policy and Performance				
Promote "Equality and You" document across the Council	Assistant Policy Officer	1 st May 012	6.1.6	Complete 
Provide equality awareness session to contractors as part of Procurement Seminars	Policy and Performance	April 2013	6.1.6	Will be included in supplier information days as and when they are held 







Regional Equality Objective: 6	Reduce Inequalities in Access to information, services, buildings and the environment 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	<p>Limited data is available on the profile of customers and service users across the whole Council; where it is held the profile of all protected characteristics is not captured. Therefore it is difficult to use this data to identify potential or actual inequalities.</p> <p>A reception survey was undertaken in all our public reception areas to ensure equality of access to people with protected characteristics of disability and race. Gaps were identified and some were rectified, for example the display of the language line poster. A rolling programme of physical alterations to public buildings and schools is in place.</p> <p>Equality Impact Assessments and consultation with protected groups are undertaken and there are examples of positive changes as a result of findings. For example, in building the Extra Care facility in Shotton, older men had some clear ideas for interior design, type of chairs etc, i.e. preference for single chairs over settees.</p>

	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 employees 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	2014/15	2015/16 Aspirational Target
6.2.1	Higher	36	40	42	42	44	46
6.2.2	Higher	To be confirmed		85.6% WB 1.4 White Other 0.5 Mixed W/B 0.9 Other 11.6 not known	To be confirmed	To be confirmed	
6.2.3	Lower	To be confirmed		225 days waiting time for adapted accommodation	181 days waiting time for adapted accommodation	Waiting for data	
6.2.4	Higher	To be confirmed		To be confirmed	To be confirmed	To be confirmed	To be confirmed

6.2.5	Higher	7	14 completed	8 completed	4 completed	20 completed	
6.2.6	Higher	N/A	N/A	78%	76%	79.47%	82%

Action	Lead Officer / Partner	Time frame	Related evidence	Progress
All Portfolios				
Services 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	Portfolio Equalities Rep	September 2012	6.1.2	Embedded within some Portfolios but not consistent across the authority 
Social Services				
Review Reception Surveys and rectify gaps	Portfolio Equalities Rep	July 2012	6.2.1	On going 
Ongoing expansion of the Direct Payment scheme and Citizen Directed Support	Physical Disability and Sensory Impairment & LD Service Managers	Ongoing Reviewed annually as per SSA plan	6.2.2	On going 
Disaggregate complaints received by protected characteristics to inform service improvements	Partnerships Manager	April 2012 onwards Reviewed annually	6.1.7	On going 
Organisational Change				
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

				
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 
Organisational Change				
Implement phase 2 of the rolling programme of physical alterations to schools to ensure pupils with physical and/or sensory impairments have full access to the curriculum		To start April 2013	6.2.1	On going 
Explore the opportunity to include “Changing Places “ facilities at swimming pools across the County	Principal Leisure Services Officer/ Assistant Policy Officer	April 2013	6.2.1	Complete 
Create Changing Place facilities at two swimming pools	Assistant Policy Officer/Property and Design Consultancy Manager	April 2014	6.2.1	Complete 
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. 

Appendix 2 Equality Information

Primary Schools - Ethnicity (From Jan 2015 PLASC)		
Ethnic Background	Total	%
BME	433	3.11%
White British (WBRI)	12717	91.25%
Any Other White Background (WOTH)	496	3.56%
Information Not Obtained (NOBT)	6	0.04%
Information Refused (REFU)	70	0.50%
Not Recorded by School (Blank)	214	1.54%
Total	13936	100%
Check (should be zero)	0	0.00%

Secondary Schools - Ethnicity (From Jan 2015 PLASC)		
Ethnic Background	Total	%
BME	184	1.92%
White British (WBRI)	9130	95.29%
Any Other White Background (WOTH)	210	2.19%
Information Not Obtained (NOBT)	5	0.05%
Information Refused (REFU)	52	0.54%
Not Recorded by School (Blank)	0	0.00%
Total	9581	100%
Check (should be zero)	0	0.00%

Percentage of Pupils achieving 5 GCSEs Grades A* - C (Level 2 Threshold) by Gender - 2014

All pupils	Boys	Girls	Total
82.7%	80.7%	84.7%	1732

Percentage of Pupils achieving 5 GCSEs Grades A* - C (Level 2 Threshold) by Ethnicity - 2014

Ethnicity	No %	Yes %	Total
BME	15.0%	85.0%	20
White British (WBRI)	17.1%	82.9%	1676
Any Other White Background (WOTH)	26.7%	73.3%	30
Information Not Obtained (NBOT)	0.0%	100.0%	3
Information Refused (REFU)	0.0%	100.0%	3