

# Strategic Equality Plan Annual Report

April 2020 - March 2021



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Mae'r ddogfen hon ar gael yn Gymraeg.

This document is available in Welsh

# Strategic Equality Plan

## Annual Report 2020/2021

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## **Executive Summary**

Welcome to the first annual report for Flintshire County Council's Strategic Equality Plan 2020-2024 which sets out the progress we made to achieve our seven equality objectives during 2020/21. The purpose of the Strategic Equality Plan is to reduce inequalities experienced by people with protected characteristics.

During the past 12 months, we have continued to provide services albeit in a different way and have been able to continue to make progress reducing inequalities. This includes improving our Traveller site and providing iPads and support for older residents to maintain virtual contact with their friends and families.

Although the Welsh Government postponed the implementation of Socio-economic duty until 2021, we made a commitment to addressing poverty including this as a priority within our Council plan. Action we have taken included setting up the Well-Fed project which provides fresh food produce and meals to vulnerable individuals and families. This became a particularly crucial service during the COVID-19 lockdown period.

The past 12 months have highlighted deeply entrenched inequalities in our society and we are proud to have made a pledge to zero tolerance to racism by signing Race Council Cymru's campaign "Zero Racism Wales". We will be updating our action plan to reflect the recommendations of Welsh Government's (WG) review into the disproportionate adverse impact of COVID-19 on Black, Asian and Minority Ethnic people. We will also include relevant actions from WG's Race Equality and Lesbian, Gay, Bisexual and Trans (LGBT) Equality action plans when published later this year.

Neal Cockerton  
Chief Executive

Councillor Billy Mullin  
Deputy Leader of the Council  
(Governance) and Cabinet Member for  
Corporate Management and Assets

# Strategic Equality Plan Annual Report 2020/2021

## 1. Introduction

1.1 This annual report for the Council's [Strategic Equality Plan](#) (SEP) 2020-2024 covers the period April 2020 to March 2021. The report sets out progress to meet our [equality objectives](#) and provides a summary of achievements during this time.

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	

Our commitment to the Welsh language and treating English and Welsh languages on the basis of equality are set out in the [Welsh Language Compliance Notice](#). The action we have taken to meet our statutory responsibilities for Welsh language are covered in a separate [report](#).

The specific equality duties also require public bodies to:-

- publish objectives to address pay differences
- publish a statement setting out the steps it has taken or intends to take to meet the objectives and how long it expects to take to meet each objective
- produce an annual report by 31 March each year, which will include specified employment information, including information on training and pay
- engage with people from protected groups
- assess impact of new and revised policies on people from protected groups
- publish and use equality information

The purpose of the equality objectives is to reduce specific areas of inequality which were identified using both qualitative and quantitative evidence. We have also worked with the other public bodies across North Wales to identify regional equality objectives. Our local equality objectives and the evidence base used to identify the objectives can be found [here](#).

1.4 Alongside the [SEP](#) our work on equality is supported by a [Diversity and Equality policy](#) , and Plain Language Guide and delivered as part of various Council documents such as the Council Plan and Customer Strategy.

## 2. Progress

2.1 Our [equality objectives](#) and [Strategic Equality Plan](#) were published in March 2020. The action plan to meet the SEP is provided in Appendix 1; this also highlights the progress made to meet each action.

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

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

Equality Objective	Progress
Improve health, well-being and social care outcomes including outcomes for older people and disabled people.	
Reduce gaps in educational attainment between protected groups and implement strategies to improve well-being	
Ensure equal pay within the workplace by having in place fair, open and transparent grading and salary strategies in place	
Improve personal safety for all protected groups	
Increasing access to participation to services and decision making for all protected groups	
Improve living standards of people with different protected characteristics	
Develop our knowledge of the socio economic duty to protect people from poverty	

### 3. Meeting our Equality Objectives 2020/21

3.1 This section sets out our key achievements to meeting our seven equality objectives during 2020/21.

#### Objective 1: Improve health, well-being and social care outcomes including outcomes for older people and disabled people.

##### During 2020/21:

- Theatr Clwyd continued to hold dance and live music sessions for people with Parkinson's albeit virtually. The theatre also held creative activities virtually as part of their Arts from the Armchair, Memory Cafe and Arts Together programmes for adults with early memory loss and /or onset dementia
- Through partnership with "We Mind the Gap" (an organisation supporting young women) Theatr Clwyd delivered weekly virtual sessions to support young women with mental health and resilience.
- We improved our Traveller site, installing street furniture for games and a hard core five a side pitch. We also ensured the COVID-19 vaccine was distributed to Travellers.
- We supported our employees' well-being by promoting our Employee Assistance Programme, Care First, and providing resources to support mental health and isolation, including videos and checklists.
- Employees were provided with appropriate personal protective equipment and risk assessments were completed. The Welsh Government's risk assessment for Covid-19 was adopted for social care employees and shared with the social care sector. This aimed to reduce risks for employees from a Black and minority ethnic background. Our Employee Assistance Programme "Care First" provided support including counselling for our employees.
- Theatr Clwyd set up a four week programme during the summer for vulnerable children and young people and children of key workers which could be attended five days a week. The scheme was designed to be a fun-filled creative experience with music, dance, drama and craft.
- We loaned iPads and supported older people who were isolated to get on-line.

##### Example - Making a difference

Over a period of three years, our Housing team supported an Eastern European service user who could not speak any English and was being evicted from her property. The person suffered poor physical and mental health. Other agencies had withdrawn due to language barriers. The Housing Team supported the person to apply for settled status in the UK and access other agencies for support and to claim benefits to which they were entitled, including those from their original country. The person is now receiving appropriate services including medical services and mental health support from a specialist group. Adaptations have been made to the home and equipment made available, the result has been an improvement to both physical and mental health.

## Objective 2: Reduce gaps in educational attainment between protected groups and implement strategies to improve well-being

### During 2020/21:

- We developed an electronic system for recording and reporting identity based bullying systems in schools
- We developed a model anti-bullying policy for schools and shared Anti bullying Alliance resources with both primary and secondary schools.
- We raised awareness of identity based bullying during anti bullying week
- Modern Slavery and County Lines virtual training was made available to school employees.
- Regular data reviews were undertaken during the year to monitor and identify vulnerable learners who were learning remotely. The Welfare Inclusion Officers undertook home visits to those identified as vulnerable to ensure they had appropriate support.
- Laptops were made available from our IT department to support learners who did not have access to electronic devices whilst they were learning from home.
- Those eligible for free school meals were provided with direct payments, some vulnerable families were provided with additional food parcels with fresh produce and meals.

## Objective 3: Ensure equal pay within the workplace by having in place fair, open and transparent grading and salary strategies in place

### During the past 12 months:

- We completed an annual Equal Pay Audit reviewing the pay differences between men and women, disabled employees and non- disabled employees and between employees from different ethnic backgrounds. The full report is available on our [website](#). A summary is provided in section 4.8.
- During 2020 with the impact of the pandemic we have had a high proportion of the workforce working from home and in some cases unable to fulfil their full role, we have kept these employees on full pay, and focused on what they can do rather than what they can't.
- The 19/20 Project SEARCH interns have graduated from the programme, with four young people now working at more than 16 hours a week, two of whom have secured positions in the Council. Follow on job coaching is still taking place through a job club for those not currently in employment. Seven interns have now begun the next Project SEARCH programme, which is run as a partnership between the Council, Hft, Clwyd Alyn Housing Association and Coleg Cambria. Project SEARCH offer a range of work placements aimed at developing new skills, which are combined with classroom sessions designed to build confidence and cover any training needs

## Objective 4: Improve personal safety for all protected groups

### During 2020/21:

- We provided rapid re-housing to victims of domestic abuse during the COVID-19 restrictions
- There were 183 reports of hate incidents in Flintshire in the period 2020/21.

Type of incident	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Racially motivated	33	37	84	76	99	92
Homophobic	6	6	26	29	40	39
Disability Related	6	9	8	14	20	38
Transphobic	0	1	0	1	4	7
Religious	4	6	5	9	5	7
Total	49	59	123	129	168	183

There was a significant increase in disability related hate crime during 2020/21- this seemed to be through increased neighbourhood disputes during COVID-19 restrictions. There were increased reports of transphobic and religious motivated hate crime but a slight reduction in reports of other types of hate crime. Although there has been an increase in reports of hate crime, it is still felt that hate crime is under reported across North Wales; action will continue to encourage reporting. Hate crime is included as a standing item at the North Wales Public Sector Equality Officers' Network. The members of North Wales Public Sector Equality Network (NWPSSEN) have worked together to encourage reporting of hate crime during Hate Crime Awareness week in October every year. We also published tweets and Facebook messages alongside other public bodies to encourage people to report hate crime.

- We raised the Trans Flag on 20 November to commemorate the Transgender Day of Remembrance in memory of all Trans people who have lost their lives to Transphobic violence.
- 50.65% employees have now completed the Welsh Government's Violence against women e-learning training.
- 307 employees completed the Modern Slavery e-learning training.
- The Regional Community Cohesion Officer developed a Hate Crime/Tension monitoring training video which we launched in 2020 and promoted to employees who did not have access to the e-learning modules.

## Example - Making a difference

Our Housing Team supported a young Asian person who was the victim of domestic abuse which had resulted in anxiety and depression. Support provided included accommodation with a registered householder, developing independent living skills, such as budgeting and cooking and help with accessing specialist support. The outcome for this young person is that they are safe and have secured part time employment as well as accessing higher education.

## Objective 5: Increasing access to participation to services and decision making for all protected groups

### During 2020/21:

- Theatr Clwyd live streamed into hospitals, care homes and directly into people's homes across North Wales. Live streaming means that people who might not be able to travel can still access theatre from home.
- Theatr Clwyd was awarded 'Theatre for Sanctuary' for all of their community work with "City for Sanctuary" and Flintshire refugee families over the past three years. Every two weeks the theatre hosted a zoom creative session for young people and their families, working closely with City of Sanctuary in Flintshire, Wrexham and Denbighshire. City of Sanctuary supports a network of villages, towns and regions across the UK and activities intended to welcome people seeking sanctuary
- Theatr Clwyd's "Connect and Flourish" programme is a pilot project to encourage people who might normally not be heard to be listened to.
- The theatre has created an anti-racism working group alongside an Accessibility working group to improve diversity and access within the theatre.
- People living with dementia and their carers worked with us and NEWCIS (an organisation supporting carers) to develop an interactive map and a user guide as part of our commitment to further develop dementia awareness and support across the county. Users will be able to search the map to find dementia friendly locations in their area, alongside bus stops and other community facilities which may help them to plan their journey. The map shows the locations of Dementia Friendly Communities, memory cafés, organisations and services in the county.
- Young Voices Speak Out (YVSO), a group of young people who are looked after or leaving care aged between 13 and 18 years old, have continued to meet online to represent the voices of looked after children in Flintshire. Workshops and discussions have taken place covering health and relationships, and models of fostering. Representatives from the National Assembly for Wales and the Children's Commissioner for Wales have also attended their meetings to seek the views of the group.

- Young Carers have been involved in the development of a new service specification to help in the commissioning of a new service for [Young Carers](#). The engagement was informal, via social media and meetings. Four young carers were also involved in the procurement process, interviewing all bidding organisations by asking questions they had chosen and had an equal say on the outcome of the procurement exercise.
- Learning Disability services relocated to new premises. Families and individuals were invited to view the space and give their input in to how they feel the site should be developed.
- Families of individuals with learning disabilities have been part of commissioning a new supported living service. Two families agreed to be part of the commissioning process and attended several online meetings, provided feedback over email and were members of the interview and evaluation panels. The families voice influenced the service that was being commissioned and were part of selecting the provider that they believed would provide the best care.
- The Youth Service continued to support the Lesbian, Gay, Bisexual, Transgender and Questioning( LGBTQ) Youth group, albeit virtually.
- Our Direct Payments Support Team have launched a new [Direct Payments Homepage](#). These pages include information on what are Direct Payments alongside information on how to employ a Personal Assistant (PA) and other useful links.
- A new [Personal Assistant Portal](#) also provides a register of Personal Assistants (PAs) available for employment for Flintshire Direct Payment recipients. The register aims to help citizens and their families search for PAs and find the best PA for them, but also to help PAs find suitable employment.

### Example - Making a difference

Working in partnership with Transport for Wales, we launched the new Fflecsi Service / Integrated Responsive Transport. This is a pre-bookable service, serving rural areas of Holywell that currently have no current service – providing connectivity to the existing Core Bus Network, which in turn, supports the Commercial Services making them viable. There has been positive feedback from users and is making a real difference to their lives. One person who is partially sighted and has not used any public transport for a number of years, is now using the Fflecsi service. He feels very safe and confident with the driver and is now travelling around the community where he has previously been very isolated within his own home.

## Objective 6: Improve living standards of people with different protected characteristics

### During 2020/21:

- Potential transit site provision for Gypsy Travellers has been identified in our Local Development Plan (LDP).
- We improved toilets, washrooms and kitchen facilities on our Traveller site
- We provided street furniture for outdoor games and a hard core five a side pitch on our Traveller site and supplied play equipment such as footballs, tennis rackets, tennis balls and skipping ropes for the young people.
- We have agreement to become a Global Migration area and are waiting for approval to be an Asylum dispersal area.
- To ensure homeless people were safe during the COVID-19 pandemic we opened up our Night Shelter 24 hours, seven days a week to offer additional support and access to a safe space during the day. Outreach and welfare checks were completed periodically (up to three times a week) for known rough sleepers. We issued phones to known rough sleepers to maintain contact and engagement.
- We offered accommodation for all rough sleepers. Food parcel and welfare packs were provided as appropriate.
- We completed a range of adaptations to our disabled tenants' homes to ensure their accommodation was suitable for their needs and enabling them to continue living in their own home. These included installing:
  - external hand rails to assist access to 50 properties and dropped kerbs outside the homes of 10 properties.
  - grab rails internally and externally.
  - 20 shower seats.
  - 20 internal hoists in bathrooms, bedrooms and living rooms.
- In addition to these adaptations, two of our properties were fully refurbished to ensure they are fully accessible for disabled tenants.

### Example - Making a difference

We supported a homeless Trans young adult to gain specialised mental health support and attended appointments with him. We helped him secure a place on the waiting lists for Supported Accommodation in the area and in another local authority area. We provided support to him until he moved out of the area, liaising with the LGBTQ+ worker who would be providing future support. This young person now has safe, appropriate accommodation and is doing well.

## Objective 7 Develop our knowledge of the socio economic duty to protect people from poverty

The implementation of the Socio-economic Duty was delayed and did not come into force until March 2021. However, we continued to support people living in poverty.

### During 2020/21:

- The Regional Community Cohesion Team facilitated a training course “Understanding Young People from Lower Socio-Economic Groups”
- Social Services and Theatr Clwyd ran a campaign ‘Rainbow shoe boxes’ in which over 200 boxes were made by the community for local vulnerable families.
- Food and creative packs, in partnership with Clwyd Alyn Housing Association, were delivered to four homeless shelters and 40 families in Flintshire.
- During the lockdowns and fire breaks, pupils eligible for free schools meals and unable to attend school full-time have received a secure Direct Payment to give families more flexibility to buy food for children. Some vulnerable families received additional food parcels.
- During the COVID -19 restrictions we circulated information to residents listing key contacts for organisations who could help with food and medicine deliveries or other types of support.
- As part of the Well-Fed Emergency food support programme we delivered fresh meals to everyone who was referred as being hungry or under the threat of having no access to food and were shielding due to WG’s COVID-19 advice. The Well-Fed parcels consist of freshly prepared meals as well as provisions such as bread, milk, eggs and other fresh produce.

## 4. Collating information and engagement

4.1 Systems have been developed within portfolios and services to capture and monitor the profile of our customers by protected characteristic. However, all the services are different and not all protected characteristics are captured on each system. There is insufficient data available for detailed analysis for most services. It is an ongoing action to improve data capture across services.

Categories used to collate diversity data are taken from the [Census 2011](#) where this information is available. Some communities have relatively low numbers which make statistical analysis difficult, in these cases, the results of national research and reports are used. The results from Census 2021 will not be available until March 2022 onwards.

4.2 Despite the challenges in collating data, improvements have been made to our processes. We now:

- record the ethnic details of Social Service users. This is now a mandatory field on the Social Services client database, PARIS.
- monitor the profile of tenants, homelessness applicants and people on the housing waiting lists.
- record the profile of school pupils and school attainment levels.

- record and monitor diversity data to ensure there is no disproportionate representation of service users being supported by the Youth Justice Team.

We are completing an audit of which services are capturing equality monitoring data and where there are gaps. We will plan to address these over the next 12 months.

4.3 Research has been undertaken by Gwynedd Council for the North Wales Public Sector Equality Network (NWPSSEN), a network of all North Wales public bodies' Equality Officers, to help identify the inequalities experienced by protected groups. This information is available for use by services.

4.4 NWPSSEN has developed an exemplar equality monitoring form with a Top Ten Tips Guidance note. This helps ensure consistency amongst the equality monitoring categories used by public bodies across North Wales and will contribute to more effective benchmarking.

4.5 Qualitative data is collated through other means such as surveys and focus groups and through engagement with local groups such as:

- Flintshire Disability Forum
- Flintshire Youth Forum
- Faith contacts
- Older People's Forum
- North Wales Regional Equality Network
- Race Equality First
- School's Councils
- Stonewall Cymru
- Travelling Ahead who work with Gypsies and Travellers
- Unique transgender group
- 50 plus Action Group

During the past 12 months important public health information needed to be cascaded quickly and sometimes urgently to all of our residents and businesses. Our Communications Team worked with other North Wales public bodies to develop a communication plan and list of key stakeholders to ensure that there are mechanisms for effective engagement with all our communities.

We have also worked with the Regional Community Cohesion Team to strengthen engagement with all protected characteristics, this is work in progress.

#### **4.6 Using information to meet the general duty**

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

Using data in this way helps services to identify potential and actual areas of discrimination and also identify the opportunity to advance equality of opportunity

through setting improvement targets which will be incorporated into the [SEP](#). This information has also been used to identify the [Council's local equality objectives](#).

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

#### 4.7 Employment Information

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

#### Workforce Composition

The Council has 6777 (occupied positions), this is not a head count number as a significant proportion of our employees hold multiple positions across the organisation. This is a decrease of 31 (occupied positions) from the 2020 audit.

#### Workforce Composition

Females	% Females	Males	% Males
5235	77%	1542	23 %

Qualitative information is gained through feedback from Trade Union representatives at the Joint Trade Union Consultative Committee and through the employee networks

Qualitative and quantitative information is used to inform equality impact assessments on HR policies and practices and to identify areas of potential/actual inequalities which require further investigation.

#### 4.8 Equal Pay

The equal pay audit is published on our website and is available [here](#). We are required to set an equality objective for pay. National research shows that the pay gap between men and women still exists. A summary of the annual Equal Pay Audit for different protected is set out below, the data was extracted from the Council's HR and Payroll system "iTrent" on 31<sup>st</sup> March 2021. Relief workers were not included in the data extract. However, temporary employees were included. Data was analysed for all employees irrespective of their terms and conditions to provide an overall gender pay gap, with further analysis focusing on certain groups of employees. Any employees who were furloughed under the Coronavirus Job Retention Scheme as at the snapshot date were retained on full pay, therefore any furloughed employees are included in the data.

#### Gender pay gap

The gender pay gap is calculated using the mean and median salaries of female employees expressed as a percentage of the mean and median salaries of male employees doing work of equal value. 'Salary' is the full time equivalent salary.

Overall the average salary for women across all grades and terms and conditions is **£26,474.59** and the average salary for men across all grades and terms and conditions is **£30,694.83** giving an **overall** Gender Pay Gap of **13.75%**. This is using the **mean** method of calculating average pay.

Using the **median method**, the average salary for men across all Grades and terms and conditions is **£25,991** and the average salary for females across all grades and terms and conditions is **£20,502** giving an overall gender pay gap of **21.12%**. This is a slight increase in the median pay gap from 2020 (20.88%) this is likely to be attributable to slight increase in average salary for male employees.

**Gender pay gap by year**

<b>Gender Pay Gap</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Overall	16.96%	13.65%	13.40%	13.11%	13.75%
NJC/Green Book	18.60%	16.22%	15.45%	15.00%	15.37%

Our biggest challenge remains occupational segregation. When we look across the County Council as a whole, women are more heavily concentrated in lower paid roles and in particular kinds of roles. Occupational segregation is one of the barriers which prevents women and men fulfilling their potential in the labour market and consequently contributes to the pay gap. Women tend to be concentrated in lower paid jobs and the lower grades within the organisation. We need to ensure that the pool of talent and skills available to employers is not inhibited by stereotypical perceptions of what women and men do and that everyone’s skills are being utilised to the maximum potential.

**Disability**

There is a 6.05%% mean pay gap between disabled employees across the County Council and those who have declared themselves as not disabled. This means the average salary of a disabled person is on average 6.05% lower than a non-disabled person. This data however, is not considered to be robust due to the high proportion (35.75%) of employees who have not declared information on disability.

**Disability analysis of all employees**

<b>Consider Disabled?</b>	<b>Number</b>	<b>Percentage</b>	<b>Average Salary</b>
No	4194	61.89%	£27,694.05
Not Known	522	7.70%	£29,228.93
Yes	160	2.36%	£26,019.07
(blank)	1901	28.05%	£26,487.91
Grand Total	6777	100.00%	£27,434.36
	<b>Disability Pay Gap</b>		<b>6.05%</b>

It has not been possible to produce a meaningful view of a grade-by-grade comparison and of occupational segregation due to low numbers

**Ethnicity**

**Ethnicity Pay Gap**

<b>Ethnicity</b>	<b>Average Salary</b>	<b>Number</b>	<b>Percentage</b>
Blank/prefer not to say	£27,096.68	2303	33.98%
Black, Asian and Minority Ethnic	£30,347.67	30	0.44%
White	£25,990.41	4444	65.57%
<b>Ethnicity Pay Gap</b>	<b>-16.76%</b>	6777	100%

There are significant numbers of employees who have chosen not to disclose their ethnicity or who have not provided any information on their ethnic origin (**33.98%**) this has slightly improved from 2020, where the figure was 34.30% but, this makes it difficult to undertake a robust analysis of pay by ethnicity.

4,444 employees have disclosed their ethnicity as “white” (**65.57%**) and 30 employees have disclosed their ethnicity as BME (Black or Minority Ethnic) (0.44%.) Please note the ethnic profile of Flintshire County is 98.5% white (2011 census – office for national statistics). The Ethnicity pay gap is -16.76% which shows that BME employees earn on average 16.76% more than those who have disclosed their ethnicity as White. However due to high number of employees who have not stated their ethnicity or we do not have the information this is not considered to be robust enough for meaningful data.

**Religion Pay Gap**

<b>Religion Pay Gap</b>	<b>Average Salary</b>
Christian	£27,761.01
Non-Christian	£25,137.86
<b>Pay Gap</b>	<b>9.45%</b>

The proportion of the total population of employees who have declared their religion or belief as Christian is **32.46%** and **20.02 %** have declared another religion or belief (Such as Buddhist, Hindu, Jewish, Muslim, Sikh, other or None.) and for **47.51%** religion or belief is unknown. However due to high number of employees who have not stated their Religion or we do not have the information this is not considered to be robust enough for meaningful data.

## 5.0 Equality Impact Assessments (EIAs)

5.1 Equality impact assessments (EIA) is one of the methods being used to mainstream equality and to support services identify specific equality targets.

5.2 A regional template has been developed by NWPSSEN which include Equality, Welsh language and Socio-economic impacts. This was shared with both the Equality and Human Rights Commission and Welsh Language Commissioner to seek their feedback before being adopted by NWPSSEN members. This has now been incorporated within our Integrated Impact Assessment (IIA) developed to capture the relevant information required for a range of impact assessments- including environment, health, poverty and Welsh language.. Guidance notes are available for each protected characteristic to support IIA authors.

5.3 IIAs must be included within all of our strategic committee reports to ensure decision makers understand the impacts of their decisions.

## 6.0 Training

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

- Equality Act 2010
- Equality in the Workplace

These are supported by e-learning packages on:

- Trans awareness
- Modern slavery
- Hate crime

6.2 Diversity and equality is also included in:

- Institute of Leadership and Management (ILM) programme at all levels.
- E-learning modules for new managers.
- Corporate induction

6.3 During 2020/21 in addition to the e-learning programmes, workshops were delivered on:-

- Supporting Lesbian, Gay, Bisexual, Transgender, Questioning and Plus (LGBTQ+) young people who are homeless. The aim of this workshop was to raise awareness and promote understanding of the life experiences and challenges faced by LGBTQ+ young people - particularly in relation to the increased risk of homelessness. The workshop looked at how to plan and deliver more inclusive and LGBTQ+ informed services.
- Hate Crime awareness – provided in the form of a video and delivered to Streetscene operatives.
- Modern Slavery including County Lines training delivered by North Wales police. County Lines refers to the transportation of illegal drugs from one area to another, often across police and local authority boundaries, usually by children or vulnerable people who are coerced by gangs.

- The Regional Community Cohesion Team also facilitated workshops on:
  - Impact of sport on anti- social behaviour and youth crime
  - Gypsy and Travellers awareness
  - Modern Day Slavery

## 7.0 Procurement

7.1 Details of how equality is embedded into the procurement process is set out in the [SEP](#). Equality questions are included within our pre-qualification questionnaire (PQQ) for all tenders. Furthermore, community benefit clauses are included within contracts over £1 million; contracts of £10,000 include an element of community benefits in the scoring methods. We have approved a new strategy to increase the social value generated from our procurement activity. Equality is included within our community benefit clauses. Future annual reports will include social value outcomes such as increase of apprenticeship and employment opportunities and health and well-being outcomes.

7.2 We have signed up to Welsh Government's Code of Practice: Ethical Employment in Supply Chains. We have committed to a set of actions to tackle illegal and unfair employment practices. We publish an annual [Modern Slavery statement](#), this sets out the actions we will take to ensure there is no modern slavery within our supply chains.

## 8.0 Conclusion

8.1 This report outlines the progress we are making to meet both the general and specific public sector equality duties. It is however clear that collating some data to monitor progress has been challenging. Our priority is to continue to collecting data to support robust analysis and to update our action plan to reflect the recommendations of WG's review into the disproportionate adverse impact of COVID-19 on Black, Asian and Minority Ethnic people and to reflect their Race Equality and Lesbian, Gay, Bisexual and Trans (LGBT) Equality action plans when published later this year.

**Thank you for reading our Strategic Equality Plan Annual Report  
2020/21.**

## Appendix 1 Strategic Equality Plan Action Plan 2020- 2024

### 2020/21 Progress

Strategic Equality Plan- Action Plan Year 1 2020/21		
Objective 1 : Improve health, well-being and social care outcomes including outcomes for older people and disabled people.		
Action	Who	Progress
We will support people to achieve their Health, Well-being and social care outcomes through providing care and support.	Service Managers	This is being progressed through a number of initiatives in close partnership with Betsi Cadwaladr University Health Board (BCUHB). Examples include increased children's provision and Discharge to Recover and Assess pathways  
We will give people more choice and control over the care and support they receive, which will further reduce inequalities for people with protected characteristics	Service Manager	All assessments for Care and Support include

	(Disability Services)	discussing 'What Matters' to the individual to identify meaningful support  
Ensure people with sensory impairment, including people who are deafblind are able to access Information, Advice and Assistance and/or Care and Support, reducing inequality to access and support.	Commissioning Manager	We have commissioned a service from DSN to support Deafblind people to support access to services  
We will Actively Offer Care and Support through the medium of Welsh, reducing risks of inequality or discrimination.	Commissioning Manager	The active offer is maintained in all Social Services communications and engagement, including integrated equality impact assessments

		
We will Actively Offer Advocacy to people when assessing their needs for care and support, reducing risks of inequality or discrimination.	Commissioning Manager	All clients are given the offer of advocacy when undergoing an assessment  
We will support people to achieve their health, well-being and personal outcomes in care and support settings reducing the likelihood of discrimination and inequality	Commissioning Manager	Progress for Providers implementation ongoing and expanded to Learning Disability Services.  
We will support people to with protected characteristics to remain independent and able to live at home, particularly when impacted by age or disability.	Service Manager (Older People)	We have a number of commissioned and internal services designed to support those living with a disability to remain independent in their own home.

		
We will support people at the earliest opportunity through early intervention and preventative support	Service Managers	There are a wider range of services across Social Services are designed to support people at the earliest opportunity  
Develop and implement a local model of 'Team around the Individual' to support those living with dementia.	Commissioning Manager	A new home and community support model has been introduced, incorporating night time respite support workers, dementia support workers and an allied health professionals therapies team.  

<p>Implement an action plan to ensure we retain “Working towards becoming a Dementia Friendly” organisation status</p>	<p>Commissioning Manager</p>	<p>A Flintshire Dementia Strategy has been developed. This is aligned with the North Wales Regional Dementia Strategy and aims to improve the lives of people living with dementia, and their carers and families, within more informed and supportive communities.</p> <p></p>
<p>We will support carers to continue in their caring role</p>	<p>Commissioning Manager</p>	<p>We are supporting carers and continue to work with NEWCIS (an organisation providing support to unpaid carers). We have also established a</p>

		<p>network to support our employees who are carers.</p> <p></p>
Develop project plan to refurbish Traveller site.	Gypsy and Traveller Liaison Officer	<p>Site refurbished – completed August 2020 (brand new electrical supply, new showers and new fencing)</p> <p></p>
Commission contractor to improve greenspaces and play spaces for children on Traveller site.	Gypsy and Traveller Liaison Officer	<p>Street furniture for games and hard core five a side pitch now in place.</p> <p></p>
Develop and implement an action plan in response to the research we have commissioned into the health needs of Travellers.	Gypsy and Traveller Liaison Officer	<p>Health needs assessment completed by Public Health Wales- waiting final report. COVID Vaccine</p>

		being distributed to Travellers on site. 
Develop a transit site for Travellers to reduce the number of unauthorised encampments at unsafe and unhealthy locations and improve access to health services.	Gypsy and Traveller Liaison Officer	Proposed site included in Local Development Plan (LDP). Waiting outcome from Planning Inspectorate for Wales. Decision due October 2021 
Implement a Health and Well-being strategy for our employees and introduce initiatives to improve our employees' mental health	Senior manager HR and OD	This has been deferred due to the pandemic 
<b>Objective 2: Reduce gaps in educational attainment between protected groups and implement strategies to improve well-being</b>		
<b>Action</b>	<b>Who</b>	<b>Progress</b>
Implement an electronic system to record and report on identity based bullying in schools	Learning Advisor, Health,	Reporting System developed. This requires piloting

	Well-being and Safeguarding	before roll out September 2021. The pilot has been delayed due to the pandemic. 
Provide training for school Governors to increase awareness and understanding of cultural issues/the Equality Act 2010	Strategic Policy Advisor	This was delayed because of capacity and will be taken forward by Welsh Government as part of the Race Equality Action plan 
Monitor Estyn Inspection Reports and identify any equalities issues in schools in order to target support to school	Senior Manager School Improvement	Estyn have suspended all inspections and other visits to education and training providers since summer term 2020. This was agreed following discussions with the Welsh

		<p>Government and Care Inspectorate Wales with whom we jointly inspect non-maintained nursery settings. The suspension will continue until further notice</p> <p> A</p>
<p>Monitor compliance by all schools on the Wales Government Respecting Others (statutory guidance)</p>	<p>Learning Advisor, Health, Well-being and Safeguarding</p>	<p>Guidance was circulated to head teachers Autumn term 2020. A model policy for anti-bullying has been developed in line with the guidance and been provided to schools November 2020. Further monitoring on the use of the reporting system will be undertaken once it has been rolled out</p>

		
Monitor school exclusion rates by protected groups in order to target support to schools.	Senior Manager Inclusion	No exclusions due to remote learning and the pandemic  
Monitor persistent school absenteeism by protected characteristic	Senior Manager Inclusion	Regular data reviews were undertaken half termly to identify vulnerable individuals. The Inclusion Welfare team visited any children identified as vulnerable.  
Raise awareness of identify based bullying during anti-bullying week	Learning Advisor, Health, Well-being and Safeguarding	Anti-Bullying Week took place on Monday 16th - Friday 20th November 2020. The Anti-bullying Alliance worked with the Welsh

		<p>Government in 2020 to develop resources for primary and secondary schools to support the 2020 theme which was 'United Against Bullying'. Information was cascaded to schools to promote this.</p> <p></p>
Ensure all schools access modern slavery training	Learning Advisor, Health, Well-being and Safeguarding	<p>Training was deferred and is now being provided virtually.</p> <p></p>
Ensure all primary schools access "Getting on Together" including Black Lives Matters resources and training	Learning Advisor, Health, Well-being and Safeguarding	<p>Resources circulated. Training has been delayed. Training has been booked for key stages 2, 3 and 4 for 2021/22.</p>

		
Reduce the gap and educational attainment level for those eligible/for /receiving free school meals.	Senior Manager School Improvement	Welsh Government suspended the calculation and publication of Key Stage 4 and legacy sixth form performance measures for the 2019 to 2020 and 2020 to 2021 academic years. 
Continue supporting LGBT Youth group fortnightly	Information and Involvement Officer	During the pandemic young people were supported virtually. "Inspire", a partnership with local authority and third sector, provided on-line activities. Numbers attending

		<p>increased during COVID-19.</p> <p></p>
Monitor Black, Asian and Minority Ethnic people entering youth justice system	Youth Justice Manager	<p>Completed – no disproportionately identified. Reports are provided to the Youth Justice Board</p> <p></p>
Continue supporting young Traveller weekly sessions	Youth Forum Worker	<p>This was postponed during the year but support was provided through the Traveller Education Service</p> <p></p>
Monitor the impact of the Pupil Development Grant (PDG) delegated to schools to close the attainment gap for pupils receiving free school meals.	Senior Manager School Improvement Systems	<p>Schools have to provide an update on how they have spent their pupil development grant to the regional consortia annually. Welsh Government has</p>

		<p>suspended calculation and publication of assessment results at school, local and national levels for 2020 and 2021.</p> <p></p>
Raise profile of STEM subjects to BAME pupils	Senior Manager School Improvement	<p>This action has not been progressed due to the emergency response required to support schools during the pandemic. This action will be carried forward.</p> <p></p>
Provide revised Trans policy guidance and resources to schools	Learning Advisor, Health, Well-being and Safeguarding	<p>Currently on hold pending Welsh Government Guidance expected in 2022</p>

		
<b>Objective 3 Ensure equal pay within the workplace by having in place fair, open and transparent grading and salary strategies in place</b>		
<b>Action</b>	<b>Who</b>	<b>Progress</b>
Undertake an annual equal pay audit and develop an action to reduce the pay difference between men and women and other protected groups	HR Policy and Reward Officer	Report has been published 
Support people with learning disabilities to gain paid employment through Project Search.	Planning and Development Team	Four interns secured employment of more than 16 hours a week. Seven new interns have been taken on 
Achieve Level 3 Disability Confident Leader – DWP Disability Confident Employer	HR Policy and Reward Officer	We have started to review actions required to achieve level 3 

<p>Continue to work with the “Clean Slate Cymru” project an initiative funded by the Construction Industry Training Board (CITB) to support Refugees and Travellers secure employment</p>	<p>Gypsy and Traveller Liaison Officer</p>	<p>Four Syrian Refugee males have been referred to the programme for vocational training during 2020/21</p> <p></p>
<p>Continue to collate diversity data from employees to increase response rate</p>	<p>HR Business Information Officer</p>	<p>Diversity data continues to be collated. Non-schools data is captured at recruitment stage, however , there are still gaps in school data. IT are progressing two factor authentication to enable roll out of Employee Self Service to Schools employees.</p> <p></p>

Undertake annual workforce equality monitoring and develop an action plan to address and reduce any inequalities	HR Business Information Officer	Separate report produced annually. Analysis has not yet been completed. 
Undertake annual equality monitoring of our apprentices to identify under representation and develop action plan to address any inequalities	HR Business Information Officer	Report to provide apprentices data produced separately. 
Identify opportunities to use positive action to reduce inequalities	Strategic Policy Advisor	This is on-going, the results of the Workforce Information report will identify where we need to target initiatives. 
Develop a strategic and consistent approach to embedding social value in the procurement process to increase apprenticeship opportunities to disabled people, people from a BME background and women	Social Value Development Officer	Social value has been embedded in procurement for all contracts over £25k and mandatory for

		<p>contracts over £1m. Two placements for Project SEARCH interns have been secured. Outcomes will be reported on from 2022 onwards</p> <p></p>
Increase the number of employees who complete the equality e-learning modules	Strategic Policy Advisor	<p>All employees were encouraged to complete e-learning modules throughout the year. Numbers completing equality e-learning modules: Equality Act -374 Equality in the Workplace -332</p> <p></p>
<b>Objective 4 : Improve personal safety for all protected groups</b>		
<b>Action</b>	<b>Who</b>	<b>Progress</b>
Continue training employees in key teams to recognise and report a hate motivated incident and hate crime	Regional Community Cohesion Officer	Hate crime training provided through the Regional

		Community Cohesion Team 
Implement an e-learning module on hate incidents and hate crime awareness	Regional Community Cohesion Officer	Complete – module completed and available to all employees 
Develop a policy to support employees who are the victims of hate incidents and hate crime	HR Policy and Reward Officer	This is now included within the Dignity at Work policy 
Raise awareness of hate incidents and hate crime in schools through the Welsh Government, Community Cohesion Grant	Strategic Policy Advisor /Regional Community Cohesion Officer	Training was deferred but now in place for 2021/22 
Develop initiatives to promote community cohesion through the Regional Community Cohesion Grant	Strategic Policy Advisor /Regional Community	A range of activities were undertaken by the Regional

	Cohesion Officer	Community Cohesion Team including the Diverse Together project, bringing people from different backgrounds together virtually 
Explore options to develop resources to promote Black History month	Strategic Policy Advisor /Regional Community Cohesion Officer	Research into grants available to support a project have been undertaken. A potential project is being scoped. 
Participate in LGBT History month	Strategic Policy Advisor	A virtual celebration was held through raising the Rainbow flag and promoting through social media and a press release

		
Participate in the annual hate crime awareness week to increase reports across all protected characteristics.	Strategic Policy Advisor	We worked with the North Wales Public Sector Equality officer Network promoting information through social media 
Increase the number of employees who complete the Welsh Government's Domestic Violence against women e-learning modules.	HR Business Information Officer	50.65% employees have now completed the training 
Increase the number of employees who attend Modern Slavery training	Strategic Policy Advisor	307 employees completed the Modern Slavery e-learning training 
<b>Objective 5: Increasing access to participation to services and decision making for all protected groups</b>		

Action	Who	Progress
Put in place equality monitoring processes in key services to identify potential barriers to access	Strategic Policy Advisor	A mapping exercise of equality monitoring is being undertaken by services. The next stage is to review data and any gaps.  
Complete review of website to ensure it meets accessibility standards	Digital Solutions Architect	Weekly checks are being completed to check compliance  
Review opportunities to improve access to public transport for disabled and older people	Transport Manager	Introduction of the Fflecsi responsive transport service in Holywell. There is an on-going review of the county local travel arrangements (LTA) and

		<p>development of the active travel network. The school streets concept is continuing across the county.</p> <p></p>
Develop an activity plan for the new model of Archive Services which positively targets the engagement of protected groups	Principal Archivist	<p>Submission made to Heritage Lottery for funding. A new submission being made for reduced funding.</p> <p></p>
Explore opportunities to strengthen equality within the procurement process	Strategic Policy Advisor	<p>Procurement process reviewed to strengthen links to equality impact assessments</p> <p></p>

Objective 6: Improve living standards of people with different protected characteristics		
Action	Who	Progress
Develop plan for a transit site for Travellers	Gypsy and Traveller Liaison Officer	Proposed site included in Local Development Plan (LDP). Waiting outcome from Planning Inspectorate for Wales. Decision due October 2021  
Improve toilets, washrooms and kitchen facilities on the Council owned Traveller site	Gypsy and Traveller Liaison Officer	This was completed August 2020  
Commission contractor to improve greenspaces and play spaces for children on Traveller site.	Gypsy and Traveller Liaison Officer	Street furniture for outdoor games and hard core five a side pitch now in place. Play equipment such as footballs, tennis rackets, tennis balls and skipping ropes

		has been supplied to young people living on our site. 
Become a Resettlement area for Asylum Seekers and Refugees	Gypsy and Traveller Liaison Officer	Agreement to become a Global Migration area. Waiting for approval to be an Asylum dispersal area. 
<b>Objective 7 Develop our knowledge of the socio economic duty to protect people from poverty</b>		
<b>Action</b>	<b>Who</b>	<b>Progress</b>
Provide free sanitary products in secondary schools	Learning Advisor – Health, Well-being & Safeguarding	All secondary schools (13) including Special and Pupil Referral Unit provided with a proportion of Welsh Government grant funding to purchase sanitary products. All female secondary school pupils have access to a selection of

		<p>sanitary products – a total of 4753 pupils.</p> <p>Products have been sent home with pupils and some have been posted during the past year whilst pupils were learning remotely.</p> 
Provide free sanitary products in primary schools	Learning Advisor – Health, Well-being & Safeguarding	<p>All Flintshire primary schools (65) provided with a proportion of grant funding to utilise within the guidelines provided.</p> <p>Products have been sent home with pupils and some have been posted during the past 12 months whilst pupils were learning remotely.</p>

		
Maximize the numbers attending the SHEP (School Holiday Enrichment Programme) school holiday lunchtime programme - four sites offering lunches will be available per year. 40 places will be offered on each site	Learning Advisor – Health, Well-being & Safeguarding	SHEP 2020 was cancelled. However lunches were provided through the Well-Fed project  
Implement Welsh Government's guidance on the Socio- economic duty	Strategic Policy Advisor	The implementation of the Socio-economic duty was delayed by Welsh Government. This action is carried forward into 2021/22
Raise awareness of illegal money lending to protect people who are vulnerable to being exploited.	Regional Community Cohesion Officer	Videos were made and published  
Support a regional conference on illegal money lending.	Regional Community	The conference was cancelled due to the

	Cohesion Officer	regulations that were in place at the time
Continue to raise awareness of Council Tax Reduction scheme and ensure that all low income households are aware of what they are entitled to and how they can make a claim.	Team Manager – Benefits Assessment	Ongoing 
Continue to raise awareness of the Welfare Reform Team who can support any customers impacted by Welfare Reform changes or who are simply struggling financially.	Welfare Reform Team Manager	Ongoing 
Continue to raise awareness to ensure all low income households are aware they may be eligible to receive Free School Meals and a uniform Grant	Team Manager – Grants and Performance	Ongoing 
Provide holistic and financial support to those customers who find themselves in financial difficulty before they fall into poverty.	Welfare Reform Team Manager	Ongoing 