Wrexham County Borough Council

Strategic Equality Plan
Annual Report April 2014 – March 2015

Accessible Formats

This document and supporting documents will be published on the Council’s website in English and Welsh in Microsoft Word and PDF formats in Arial font size 12 as standard. Other accessible formats including large print, Braille, British Sign Language DVD, easy-read, audio and electronic formats, and other languages will be available upon request.

Community Diversity Team
Community Wellbeing and Development Department
Wrexham County Borough Council
16 Lord Street
Wrexham
LL11 1LG

Telephone: 01978 298736

Email: onewrexham@wrexham.gov.uk
# Wrexham County Borough Council Strategic Equality Plan

## Annual Report 2014-15

### Contents:

<table>
<thead>
<tr>
<th>Section</th>
<th>Page number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreword</td>
<td>3</td>
</tr>
<tr>
<td>1 Executive summary</td>
<td>5</td>
</tr>
<tr>
<td>2 Introduction and background</td>
<td>6</td>
</tr>
<tr>
<td>3 Progress against the general duties under the Equality Act 2010</td>
<td>10</td>
</tr>
<tr>
<td>4 Progress against the specific duties under the Equality Act 2010 (Wales) regulations 2011</td>
<td>13</td>
</tr>
<tr>
<td>5 Collecting information and Engagement</td>
<td>14</td>
</tr>
<tr>
<td>6 Using information to meet the general duty</td>
<td>15</td>
</tr>
<tr>
<td>7 Wrexham Council employees</td>
<td>16</td>
</tr>
<tr>
<td>8 Equality Impact Assessments</td>
<td>17</td>
</tr>
<tr>
<td>9 Training and Awareness Raising</td>
<td>20</td>
</tr>
<tr>
<td>10 Procurement</td>
<td>23</td>
</tr>
<tr>
<td>11 Conclusion and key actions for 2015-16</td>
<td>23</td>
</tr>
<tr>
<td>12 Appendices</td>
<td></td>
</tr>
<tr>
<td>1. Strategic Equality Action Plan action plan</td>
<td>25</td>
</tr>
<tr>
<td>2. Equality Information</td>
<td>32</td>
</tr>
<tr>
<td>3. Glossary of terms</td>
<td>38</td>
</tr>
</tbody>
</table>
Foreword:

This is the third annual report for the Council's Strategic Equality Plan (SEP) 2012-16: http://www.wrexham.gov.uk/assets/pdfs/equality/stategic_equity_plan_2012-16.pdf

It covers the period April 2014 to March 2015. The report sets out:
- how the Council is meeting its general duties under the Equality Act 2010;
- how the Council is meeting its specific duties under the Equality Act 2010 (Wales) regulations 2011; and
- progress against the equality objectives and actions set out in the plan.

The Council is continuing to reshape its many services due to the constraints imposed by the budget cuts to local government. This is a significant challenge to us. I am pleased that a cornerstone of our approach to these cuts has been to prioritise the vulnerable. Our commitment to the Equality Impact Assessment process has enabled us to mitigate the impact of the cuts as far as we are able to.

A key focus for us during 2014-15 was to:
- mainstream the equality agenda across the council;
- embed the corporate equality objectives within departmental service plans;
- share knowledge of equality and diversity across the organisation;
- support staff to fulfil their responsibilities in relation to the public sector equality duties; and
- continue to deliver services that meet the needs of our customers.

We have implemented the commitments made in the previous Annual Report (2013-14):
- Supported the development of a County Borough wide Engagement Strategy to help implement the Single Integrated Plan;
- Supported the development of an Engagement Hub to co-ordinate and support consultation and engagement activities across the County Borough;
- Reviewed and amended the Equality Impact Assessment template;
- Undertaken a further Equality Impact Assessment Quality Assurance review which has informed the departmental Service Planning process;
- Reviewed and amended the Equality Impact Assessment Quality Assurance criteria;
- Worked with the Association of Voluntary Organisations In Wrexham [AVOW] and public sector partners to further develop This is Wrexham data sheets for use by the colleagues in the council, the voluntary and community sector and public sector partners;
- Continued to develop the membership of the Reshaping Services Equality Group to ensure its sustainability;
- Developed a local diversity ‘Train the Trainer’ pack for use by the 3rd sector;
- Developed a training resource to assist colleagues to analyse equality data;
- Delivered Elected Member workshops in conjunction with Member Services;
- Improved the consistency of the SEP reporting format; and
• Continued to develop measurable SEP targets and outcomes.

I am pleased that real progress has been achieved and this is due to the collective commitment and hard work of all Council departments. However, it is also right to recognise that there are on-going areas for improvement if we are to properly address the inequalities identified and experienced by many people in Wrexham County Borough.

The vision of the Council Plan is to ensure that Wrexham and its people are supported and enabled to fulfill their potential and prosper. Through the work we do to eliminate discrimination and inequality and to foster good community relations we are proactively seeking to make that vision a reality for everyone in the County Borough.

Councillor Ronnie Prince, Lead Member for People – Youth Services and Anti Poverty
1. **Executive Summary:**

The Council has a legal duty to meet the requirements of the Public Sector Equality Duty to:

- Eliminate unlawful discrimination;
- Advance equality of opportunity; and
- Foster good relations.

We must also ensure that we have the proper processes in place to promote equality and monitor the equality impact of our work.

The Strategic Equality Plan [SEP] 2012-16

[http://www.wrexham.gov.uk/assets/pdfs/equality/strategic_equality_plan_2012-16.pdf](http://www.wrexham.gov.uk/assets/pdfs/equality/strategic_equality_plan_2012-16.pdf) sets out the equality aims and objectives we identified as being really important for the people of Wrexham. We have identified key people in the Council including the Lead Elected Member for Equality and Diversity, Heads of Departments and Equality Improvement officers, to help guide the implementation of our Plan and to ensure that we develop a culture of continuous improvement.

This report describes the progress we have made during 2014-15 to implement the SEP, take forward the additional actions described in the previous report and the processes we have put in place to help us.

Overall we have made good progress implementing the SEP Action Plan 2014-15; the Equality Act 2010 General Duty and the Equality Act 2010 (Wales) regulations 2011. Some examples include:

- Developed and implemented an Anti Poverty Strategy;
- Launched a policy initiative, Together in Wrexham to support and enable communities;
- Provided training support to the third sector;
- Provided support for equality data analysis;
- Implemented an Equality Impact Assessment quality assurance process;
- Published an Equality Newsletter to highlight the positive work of departments;
- As a result of our multi agency conference to raise awareness of LGBT* hate and bullying we have developed draft guidance for schools and secured external funding for an awareness raising project;
- Developed a tool to identify and address potential community tensions arising from large projects; and
- Co-ordinated multi agency action to tackle Modern Slavery including a sub-regional conference.

While good progress has been made there is much that remains to be done. In addition to the objectives already contained in the Strategic Equality Plan we will also take forward the following in 2015-16:

- Continue to prioritise and enable equality of opportunity through the reshaping of council services;
- Continue to support and enable departments to meet the corporate equality objectives;
• Support the integration of equality and diversity into the Wrexham Well-being of Future Generations Plan;
• Consult with the public and partners in order to develop a revised Strategic Equality Plan (2016-20) for implementation from April 2016.
• Implement changes as a result of the annual Equality Impact Assessment quality assurance audit;
• Implement changes as a result of Internal Audit findings including presenting all statutory equality reports to the Executive Board;
• Take forward the Reshaping Services Equality Group to form the Equality Reference Group;
• Continue to support departments and Elected Members to maintain a focus on the needs of vulnerable people as they continue to reshape services;
• Improve the co-ordination of activities to tackle discrimination and foster good relations through the Local Services Board sub group Partnership Delivery Board 3: people are safe and included;
• Consult on and finalise the draft Top Ten Equality Tips for Procurement;
• Revise and implement the Anti Bullying Guidance for schools, young people and parents / Carers;
• Develop and implement Transgender guidance for schools, young people and parents / Carers; and
• Provide equality- training reports to Heads of Department in relation to the equality e-learning modules.

Further details are contained within the main report. If you would like to comment on it please contact us on:

Telephone: 01978 298736, Email: onewrexham@wrexham.gov.uk

2. Introduction and background:

Equality means:

‘An equal society which protects and promotes real freedom and opportunity to live in the way people value and would choose, so that everyone can flourish. An equal society recognises people’s different needs, situation and goals and removes the barriers that limit what people can do and be.’
[WLGA, Equality Improvement Framework for Wales, 2012]

The Equality Act 2010 brought together a number of different pieces of legislation to provide a single legal framework to more effectively tackle discrimination and disadvantage. The Act sets out groups of people which are specifically listed as having ‘protected characteristics’:

• Age
• Disability
• Gender reassignment
• Race
• Religion and Belief
• Sex
• Sexual orientation
• Marriage and Civil Partnership
• Pregnancy and Maternity

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

In April 2011 a statutory ‘general duty’ was introduced for all public bodies in England and Wales to:
• Eliminate unlawful discrimination, harassment, and victimisation;
• Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not; and
• Foster good relations between persons who share a protected characteristic and persons who do not.

Public bodies in Wales, including the Council also have specific legal duties set out in the Equality Act 2010 (Wales) regulations 2011:
• Publishing a Strategic Equality Plan and equality objectives every 4 years;
• Engagement and involvement activities for groups with ‘protected characteristics’;
• Ensuring all published material is accessible;
• Assessing the impact of relevant policies and plans;
• Training and the collection of employment information;
• Promoting knowledge and understanding of the Equality Act across the organisation;
• Addressing unfair pay differences;
• Using procurement practice to contribute to the delivery of equality objectives; and
• Reviewing progress in implementing the Strategic Equality Plan and related action plans.

Wrexham Council Strategic Equality Plan (SEP) 2012-16:

The Council prepared its SEP during 2011 following engagement with local and regional groups and organisations representing people with a wide range of protected characteristics. This enabled us to identify local equality objectives. We also worked with the other public bodies across North Wales to identify regional equality objectives. The evidence base used to identify them is detailed within the Strategic Equality Plan. 
http://www.wrexham.gov.uk/english/council/equality/equality.htm

The evidence for delivery against these objectives was located in the Council’s Strategic Equality Plan (SEP) (local and regional equality objectives), the Community Cohesion Strategy and in departmental Service Plans. The Welsh Local Government Peer Review of this approach in 2012 made a number of recommendations including that this work be brought together into a single document which underpinned delivery of the Council Plan and was explicitly linked to departmental services plans. This was to aid both delivery and monitoring. The recommendation was accepted and the action plans were brought together during 2013. The table below demonstrates how the equality objectives underpin all the work of the Council Plan. In addition we can now demonstrate our corporate contribution to

**Table 1**: Equality objectives that underpin the Council Plan and the Single Integrated Plan.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Making Wrexham a place with a strong, resilient and responsible economy.</td>
<td>Economy</td>
<td>People want to live, work, learn and invest here Businesses can locate and grow here People can prosper as individuals in their communities</td>
<td>1. Reduce inequalities in employment and pay for gender and other protected characteristics and action plan as appropriate</td>
</tr>
<tr>
<td>Making Wrexham a place where people can live independently and are healthy and active.</td>
<td>People</td>
<td>All children and young people have positive aspirations, learn and achieve their potential Children and young people are safeguarded People feel, and are, safe and secure All people are enabled to make healthy choices All vulnerable older people are safe, have optimal health, independence and well-being Welsh language and culture is promoted and supported</td>
<td>2. Reduce health inequalities 3. Reduce unequal outcomes in education to maximise individual potential 4. Reduce inequalities in personal safety 5. People are confident to report community tensions 6. Promoting good relations within and between different communities 7. Reduce inequalities in representation and voice</td>
</tr>
<tr>
<td>Making Wrexham a place that’s safe and where everyone feels included.</td>
<td>Place</td>
<td>Homes that meet people’s needs and aspirations An environmentally responsible place Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces Well connected communities</td>
<td>8. Reduce inequalities in access to information, services, buildings and the environment</td>
</tr>
<tr>
<td></td>
<td>Organisation</td>
<td>Engaged and satisfied customers Creating the conditions for success</td>
<td>9. The organisation needs to promote equalities in terms of outcomes to be achieved 10. Develop a more strategic approach to the collection and use of equalities data 11. Improve workforce monitoring across protected characteristics 12. Review and enhance employment policies to address under-representation and any barriers to accessing employment 13. Raise awareness of the requirements under the Equality Act 2010 in relation to procurement to ensure that contract monitoring is undertaken 14. Encourage discussion on equality issues at team meetings for all service areas 15. Public, voluntary and community sector staff understand who our communities are and what they need</td>
</tr>
</tbody>
</table>

Equality leads, champions and networks

The Lead Member for People – Youth Services and Anti Poverty has been newly appointed to take a lead role in promoting and overseeing the Council’s work on equality and diversity. Strategic support is provided by the Head of Community Wellbeing and Development. The Customers, Performance, Resources and Governance Scrutiny Committee receive a regular monitoring update and report.

The Community Diversity team provide dedicated support to mainstream equality and diversity across the Council including via the corporate Equality Improvement Group [EIG]. This Group supported by the Head of Community Wellbeing and Development.

Internal delivery and monitoring processes

Delivery processes:

Delivery of the Strategic Equality Plan is achieved through departmental Service Plans. This is to enable equality monitoring to be integrated into the Council’s corporate performance management system.

The Council has set out three key strategic themes:

- People
- Economy
- Place

These are underpinned by a fourth corporate theme of ‘Organisation - striving for excellence’. The themes are described in detail in the Council Plan (2012-16) http://www.internal.wrexham.gov.uk/wordpress/wp-content/uploads/2013/03/Council-Plan-2014-17.pdf together with a range of actions and outcome measures which are designed to ensure that people in Wrexham are supported to fulfil their potential and to prosper. However, we know that some groups of people, those with ‘protected characteristics’, are less likely to experience the benefits of this work and more likely to experience discrimination. By linking our Strategic Equality Plan (SEP) to departmental Service Plans we can identify where discrimination could occur in the delivery of our services and take steps to mitigate this. This approach is central to our determination to mainstream equality considerations into everything we do.

Monitoring:

This revised approach has enabled us to collate aggregated equality data in relation to the Council Plan and the Single Integrated Plan. Departmental monitoring arrangements are
being put in place using Results Based Accountability principles were possible and appropriate.

The purpose of our equality monitoring is to better understand who is, and who is not accessing our services as well as establishing what people need from services. This information will help us to target resources where they are most needed; prioritising the most vulnerable in our communities.

**Progress in implementing the SEP Action Plan 2014-15:**

Actions to deliver the SEP are contained within departmental service plans. Information at Appendix 1 (page 25) highlights the progress made in relation to each of the corporate equality objectives.

**Scrutiny:**

In July 2014 Members of the Customers, Performance and Resources Scrutiny Committee considered an update report on the council’s equality and diversity work. A further report is due at Scrutiny Committee in September 2015. The Council’s Executive Board will consider this Annual Equality Report in December 2015.

Reports relating to the development of a revised Strategic Equality Plan 2016-20 will also be presented to Scrutiny Committee for consideration and amendment prior to final agreement at the Executive Board in March 2016.

3. **Progress against the general duty under the Equality Act 2010**

A range of activities were taken forward in relation to each of the general duties during 2014-15. These included:

**Eliminate unlawful discrimination, harassment, and victimisation:**

- Responded to 46 reports of hate crime reported to the Council or Victim Support during May 2014- February 2015, the majority were racially motivated;
- Embedded the National Framework for Tackling Hate Crime;
- Training on hate crime was provided to Youth Workers, Housing Department staff, Association of Voluntary Organisations In Wrexham [AVOW], Wrexham Citizens Advice Bureau [CAB], Coleg Cambria, Wrexham Muslim Association, Glyndwr University student support team;
- The Welsh Government National Framework for Tackling Hate Crime was introduced;
- Continued to support the development of a North Wales regional approach to tackling Modern Slavery;
- Teams from Lifelong Learning and Community Diversity worked together to prepare updated anti-bullying guidance for parents, pupils and schools;
- Young people with self-harming behaviours were supported as part of the Inspire Project;
- Young people from the Senedd yr Ifanc attended anti Hate Crime training;
Three Wrexham schools won awards at the Show Racism the Red Card (Wales) annual competition;

Representatives from the Urdd attended the Senedd yr Ifanc to inform young people about youth work in the Welsh language in Wales;

Recognised White Ribbon Day to promote awareness of domestic abuse and sexual violence;

Domestic Abuse and Sexual Violence data now includes information on the number of Black and Minority Ethnic [BME], LGBT*, and disability related referrals to Wrexham Multi Agency Risk Assessment Conference and indicate that Wrexham figures are in line with those from other areas of North Wales, most similar forces and national data. Target Hardening and Digital Surveillance equipment is available to enable victims to remain in own home; and

Multi-agency domestic abuse training now includes sessions on BME and Older People’s issues.

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

- An Education Improvement Group has been established and an Education Improvement Action Plan [2014-17] is in place;
- The percentage of young people leaving Year 11 who were not in education, employment or training (NEET) reduced further from 3.2% in 2013 to 1.8% in 2014. This is significantly lower than the Wales average of 3.1%;
- The percentage of Year 11 pupils remaining in full-time education increased in 2014 to 84.8%. (Previous performance in Wrexham: 83.7% in 2011; 82.3% in 2012; 84.3% in 2013. All Wales comparisons are 85.1% in 2011; 84.6% in 2012; 86.4% in 2013; 85.2% in 2014);
- There was sustained performance in relation to the percentage of pupils leaving Year 11 without a recognised qualification at 0.5% in 2014 and 0.5% in 2013;
- Work to take forward the Town Centre Master Plan and the Local Development Plan included targeted consultation activities to identify and address access issues;
- Celebrated International Women’s Day;
- Wrexham library introduced a new borrower category for homeless people which enabled them to join the library service and have increased access to services;
- Wrexham libraries have introduced Boardmaker Studio computer software to enable visual interpretations of a range of learning materials. This computer design programme is particularly useful for those who care for people with special learning needs;
- Library staff at Cefn Mawr provided one to one basic IT sessions for people with early onset Alzheimers disease to stimulate conversation and memories;
- Library staff have provided targeted 1:1 IT support to elderly people with reduced mobility to increase confidence and social inclusion;
- Environment department has supported 8,000 people to benefit from the Blue Badge concessionary parking scheme for people with severe walking difficulties;
- Environment department has provided revised bus timetable in accessible formats;
• Environment department has begun taking forward work to ensure all Wrexham buses are fully accessible. Single deck buses will be fully accessible from 1st January 2016, and all double deck buses from 1st January 2017.

• Community Development have developed an ‘Employer Pledge’ to encourage local employers to maximise training opportunities for young people and adults;

• Business Support has supported over 125 local businesses to improve their equality and diversity strategies;

• Digital Marketing team have developed improved equality monitoring in relation to social media;

• Communities First have provided targeted support for Portuguese speakers through community based English as An Additional Language courses;

• Communities First have delivered the Add to Your Life scheme which focuses on health improvement for older people;

• Environment department has improved general access and disability access to Bryn Kinalt Park;

• Environment department has created a sensory play area at Alyn Waters Country Park;

• The Environment department supported Acton Fishing Club to create an accessible platform to improve disability access to the fishing lake;

• Corporate and Customer Services team improved the self service facilities at Contact Wrexham including improved wheelchair access and a high visibility keyboard;

• Adult Social Care introduced the Quality of Life questionnaire to encourage feedback from service users – 98.4% thought they were treated with dignity and respect; 94.7% said their quality of life had improved as a result of the services provided; 95% said they were satisfied with the services provided;

• Social Services teams have developed a Welsh Language action plan to promote Welsh language in all aspects of the service including those services that are delivered by external providers;

• Information for Carers has been improved by Social Services. This includes information packs available in Wrexham library and on the internet. Training has been provided to Carers to improve their skills and confidence, and social inclusion;

• A Single Point of Access (SPOA) has been developed by Social Services to increase access to information, advice, assistance and assessment;

• Housing and Social Services teams have worked together to improve the support for Older People to remain in their own homes and communities;

• Welfare Rights Unit dealt with 2950 cases; securing £8.1m in benefit payments for local people;

• Housing and Public Protection department is providing Wi-Fi in the council’s Sheltered Housing Schemes to help Older People aged 50+, people in social housing and people with disabilities to get online;

• Finance Procurement team have amended the procurement process to ensure Equality Impact Assessments are carried out where appropriate;

• Early Years Librarians work with people for whom English is a second language to help develop language skills for both the children and parents or carers;

• Early Years Librarians have provided outreach support to migrant families to encourage integration and family learning;
Every Year 4 child in Wrexham is encouraged to become a member of the library to encourage reading and learning;

IT taster sessions, universal job match, and Job Centre IT sessions have been provided by library staff to support employment skills;

'This is Wrexham’ Census analysis document has been developed to aid equality monitoring of services;

A successful bid for Public Health Wales project funding [via the Wrexham Local Service Board] is enabling Transgender inclusion;

Human Resources have produced a Total Rewards leaflet to provide increased access to information about a range of money saving schemes for staff;

The Employee Survey was made available in a range of accessible formats. A distribution strategy ensured all staff had the opportunity to give their views e.g. staff on maternity leave; and

Provided a staff Health and Wellbeing event focusing on Mental Health awareness. Staff not able to attend the event were provided with an information pack.

Foster good relations between persons who share a protected characteristic and persons who do not:

- The Community Tension Monitoring Group identified and responded to 20 community tensions;
- Celebrated National Gypsy Roma Traveller History Month in partnership with the local Gypsy and Traveller community and partner agencies;
- Celebrated National Refugee Week in partnership with local refugees and partner agencies;
- Community Development have provided school workshops and an outreach programme including holiday workshops and an art club for children and young people in Communities First areas to encourage continued education and training;
- Community Development have provided activities for people aged 50+ to encourage social inclusion;
- Assets team have embedded a Community Benefits clause in construction contracts to ensure wider social and economic issues are taken into account when tendering contracts;
- The Environment department has worked closely with the Wrexham Mosque to manage waste food collections during Ramadan; and
- Social Services have introduced a pilot project that recruits Community Agents who are trained to bridge the gap between the local community and statutory or voluntary organisations.

4. **Progress against the specific duties under the Equality Act 2010 (Wales) Regulations 2011**

Overall, departments feel the SEP is ‘on-track’. Details of progress against each of the specific requirements under the Wales Regulations, including Employee Equality Monitoring is provided in sections 4 – 10 of this report.
Effective monitoring of the SEP has been limited because there continues to be a focus on processes and outputs rather than on outcomes. For 2015/16 we will continue to address this in a number of ways:

- Encouraging equality outcomes to be explicitly identified in departmental Service Plans and linked to the Council Plan;
- Providing on-going support, monitoring and evaluation through the Equality Improvement Group; and
- Improving engagement on equality issues including through public consultation to develop a revised Strategic Equality Plan 2016-20.

5. Engagement

Departments across the Council record and monitor the profile of customers accessing their services. The process for this is not consistent across the Council. A number of resources have been developed to support improvements:


A number of guidance documents have been developed by the North Wales Public Sector Equality Network, of which Wrexham is a member, including:

- Top Ten Tips – EqIA and Due Regard;
- Top Ten Tips for Equality Monitoring;


A range of data sources are used by the Council. These include Office for National Statistics, [www.neighbourhood.statistics.gov.uk](http://www.neighbourhood.statistics.gov.uk), NOMIS, Infobase Cymru, Stats Wales, regional and national research and reports. The Council also uses a panel of local people as one of its consultation tools – the People’s Voice on-line Citizens Panel. The make-up of the panel and respondents views are analysed by protected characteristic and this information is included in each report. We regularly review the Panel and the diversity of its members so that it better reflects the people and communities of Wrexham. During 2014/15 we worked with Local Services Board partners to develop an Engagement Hub. This provides a co-ordinated approach to consultation and engagement across all LSB partner organisations in Wrexham.

Some communities with protected characteristics have relatively small populations and therefore statistical analysis is very difficult. The Council uses national and regional research in order to better understand the issues in relation to these groups of people.
Qualitative information is collected in the form of focus groups and surveys and through engagement with local groups such as:

- Wrexham Gypsy and Traveller Multi Agency Forum
- Wrexham Gypsy and Traveller Reading and Writing Group
- Wrexham Islamic Cultural Association
- BAWSO
- African Community Centre
- Filipino Association
- North Wales Regional Public Sector Equality Network
- Wrexham Deaf Forum
- Wrexham VI Voices
- Wrexham Over 50’s Forum
- Wrexham Senedd Yr Ifanc (Young People’s Parliament)
- Schools Councils
- Portuguese community group
- Unique Transgender Group
- Trans Positivity Wrexham
- Tangnefedd (North East Wales Interfaith Forum)
- Wrexham Migration Partnership
- Association of Voluntary Groups in Wrexham (AVOW) and its member organisations

We also recognise that engagement with staff is important. The Human Resources team in the Corporate and Customer Services Department uses a Virtual Policy Group to review new and revised policies. The Group includes staff from all departments and key corporate areas of business e.g. equalities, health and safety, legal and finance. During 2014-15 the following policies were reviewed:

- Pay and Reward Policy
- Pay Policy Statement
- Annual leave Policy
- Shared Paternity Leave
- Dignity at Work and Grievance Polices
- Managing Performance Policy and Procedure
- Probationary Period Policy

Further work is needed to engage the public in reviewing our progress against the SEP. Working with AVOW and other public sector organisations in Wrexham we will co-ordinate activities to review progress and confirm the equality priorities for 2016-20. This will inform the Council’s service planning process, associated equality activities and identify opportunities for collaborative working with our partners.

6. Using information to meet the general duty

Departments use service data to understand the profile of their customers and potential customers. Census data is used to identify under or over representation of groups with protected characteristics within specific service areas. This enables departments to agree actions and set targets.
Analysis of satisfaction rates and complaints helps to identify areas of potential
discrimination and proactively address potential community tensions e.g.
- Customer Services surveys include equality monitoring;
- Analysis of customer complaints by departments identifies potential areas of
discrimination which are then addressed; and
- Potential community tensions are collated, reviewed and addressed through the multi
agency Community Tension Monitoring group which is co-ordinated by the Council.

Information gained through Equality Impact Assessments is used to inform service
developments. Further work is needed to share this information across departments.

7. **Wrexham Council Employees**

Diversity is important because it helps the council to maintain a workforce that has a wide range
of skills, qualifications and experiences. We are committed to ensuring that all our employment
policies and practices for employees are fair, advance equality of outcome, eliminate
discrimination and foster good employee relations. As a public authority the Council is committed
to take steps to promote equality of opportunity and combat discrimination and to gather
information about employees regarding their age, disability, gender reassignment, race, religion
or belief, sex, sexual orientation, pregnancy and maternity and marriage and civil partnership.
The term “equality monitoring” describes the process used to gather, store, and analyse this
information, which is used to improve our services, policies and procedures.

The Employment Equality Monitoring Report 2013/14 includes information on the various
protected characteristics we are able to report on and other policies and practices that have had
a positive contribution to the equalities agenda at the Council. The data relates to individuals
directly employed by the Council. Data excludes those who work with us but are engaged on a
casual, interim or agency basis.

The Council will be reporting on the following, where current systems will allow;
- Employees of the Council on 31 March annually by protected characteristic
- male and female employees, broken down by:
  - job
  - grade
  - pay
  - contract type
  - working pattern
- applicants for jobs with the Council over the last year by protected characteristic;
- employees who have applied to change position within the Council, identifying how many
  were successful in their application and how many were not by protected characteristic;
- employees who have applied for training and how many succeeded in their application by
  protected characteristic;
- employees who completed the training by protected characteristic;
- employees involved in grievance procedures either as complainant or as a person against
  whom a complaint was made by protected characteristic;
- employees subject to disciplinary procedures by protected characteristic; and
- employees who have left the Council's employment by protected characteristic.
This report is for the period 1 April 2013 to 31 March 2014.
http://www.wrexham.gov.uk/top_navigation/equality.htm#keydocs

8. **Equality Impact Assessments (EIA)**

A revised EIA process has been developed in collaboration with the Equality Improvement Group. This includes a combined screening and assessment tool which is available online and on paper. Key features include:

- EIA identification numbers which also reference the authoring department;
- Intuitive design that has eliminated the need for training on completing the form;
- Format includes the identification of positive impacts as well as potential negative ones;
- Format enables electronic links to relevant consultation and other documents;
- Integral review process for updating EIAs following implementation of decisions; and
- Completed EIAs can be accessed electronically by Elected Members.

We recognise that individuals and communities are under increased pressure because of the economic environment in the UK, changes to the Benefits system, expected reductions in public, voluntary and community services, and caring responsibilities. Therefore the Council’s approach to Equality Impact Assessments is to include groups of people which are specifically listed as having ‘protected characteristics’:

- Age
- Disability
- Gender reassignment
- Race
- Religion and Belief
- Sex
- Sexual orientation
- Marriage and Civil Partnership

And in addition, to also consider:

- Poverty;
- Caring; and
- Welsh Language

as additional characteristics for the purposes Equality Impact Assessments.

By taking a wider view of the protected characteristics we will encourage a more holistic approach to the needs of all communities in designing or delivering our services.

**Reshaping Services Equality Group:**

To support the reshaping of council services as part of the budget saving process for 2014-15 we continued to work with the Reshaping Services Equality Group. This group provides support to officers undertaking EIAs and encourages closer links between departments and individuals and communities with protected characteristics.
Membership of the group includes internal colleagues and members of the public that can comment on draft proposals from the perspective of a particular protected characteristic; there is a delegate for each characteristic plus Carers, Welsh Language and Poverty. The group meets monthly and provides support and feedback to officers at the screening stage of their EIA. The intention is to:

- ensure key issues are identified for relevant protected characteristics;
- identify any potential multiple discrimination that could occur;
- identify potential mitigating actions; and
- suggest local consultation channels where appropriate.

The group does not have an official mandate and officers attend on a voluntary basis.

During 2014-15 the Group provided support in relation to 11 draft proposals. Feedback from officers attending was positive.

It was agreed by the Group that the title of the Group would change to Equality Reference Group. It was felt that this title better reflects its activities:

- Continuing to provide feedback on draft proposals;
- Assisting in the development of the Strategic Equality Plan 2016-20; and
- From April 2016, providing feedback on the implementation of the Strategic Equality Plan 2016-20.

Equality Impact Assessment - quality assurance:

As part of the internal quality assurance process members of the Equality Improvement Group [EIG] have developed internal quality assessment criteria for Equality Impact Assessments.

Members of the EIG reviewed a sample of departmental Equality Impact Assessments [EIAs] against criteria previously agreed by the Group. The basis for the assessment criteria is the legal duty to demonstrate ‘due regard’. Significant progress has been made over the last 12 months:

- 102 EIAs completed in the online EIA system 1 April 2014 – 31 March 2015;
- All budget related decisions were subject to an EIA;
- Examples of good practice have been identified in all departments;
- Welsh language, Carers and Poverty have been included in the EIA tool to assist in identifying multiple impacts.

In relation to ‘due regard’ a number of strategic and operational issues were identified. Steps to address these will be taken forward corporately and by departments during 2015-16.

Final amendments to the EIA template will be made as necessary.

The Equality and Human Rights Committee [EHRC] guidance on EIAs states that public organisations should have internal systems to ensure EIAs are happening, are of a sufficient quality and that such mechanisms are proportionate to the public authority’s size and resources, and are supported at senior levels.
The officer led Equality Improvement Group has reviewed progress against the EHRC guidance:

<table>
<thead>
<tr>
<th>EHRC Guidance</th>
<th>WCBC Procedure – current position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify relevant person, unit or team to support the authority’s work on equality (and specifically EIAs)</td>
<td>Customers, Performance, Resources and Governance Scrutiny Committee Community Diversity Team Equality Improvement Group Departmental Senior Management Teams</td>
</tr>
<tr>
<td>Dedicated equality officer to coordinate and provide advice (or identified an existing staff member who already has responsibility for coordinating activity)</td>
<td>Community Diversity Manager / Officer</td>
</tr>
<tr>
<td>Introduce a standing agenda item for their board on EIAs and the duties more broadly</td>
<td>Executive Board Customers, Performance, Resources and Governance Scrutiny Committee annual report Feedback to Departmental Senior Management Teams</td>
</tr>
<tr>
<td>Convene an internal working group, chaired by a member of the senior management team, with representation from each department or directorate to monitor organisation-wide progress on EIAs and wider duties performance</td>
<td>Equality Improvement Group</td>
</tr>
</tbody>
</table>
| Carry out spot checks on a sample of EIAs in order to test the quality of the assessments | A Quality Assurance procedure has been developed with guidance from the EIG and Internal Audit:  
  - EIG members to undertake assessments twice a year;  
  - Reviews to be undertaken in May [to inform annual Equality report] and November [to inform Service Planning and Annual Governance Statement];  
  - EIG to consider and challenge assessments; overview report to be prepared for Heads of Department; and  
  - Criteria and process reviewed in December 2014, amendments agreed for 2015 onwards. |
| EIA templates adapted to include a sign-off section | Online EIAs are electronically linked to their authoring department. |
| Ensure that relevant policies and EIAs are signed off by equality leads and a member of senior management, | Delegated authority from Heads of Department to officers completing individual EIAs. Internal Assurance Statements. |
| Introduce a ‘critical friends’ panel of local senior-level experts to provide a robust | Reshaping Services Group performs some of this function but further work is needed |
the challenge to officers regarding EIAs. to develop the group.

Equality Impact Assessments – Compliance

The responsibility for carrying out EIAs rests with Strategic Directors and Heads of Department and they should put in place systems to ensure that this is done. As they are a key element of the governance framework, the Council’s Equality arrangements will be subject to regular, but not necessarily annual, audits which will provide independent assurance on the effectiveness of the controls put in place by the Head of Department. Such audits may include compliance checks on EIAs, but this will depend on an Internal Audit assessment of risk at the commencement of the audit. The results of the audit will be reported to the relevant Head of Department, Senior Management Team and the Audit Committee.

The Internal Audit Section provides guidance to assist the council and Heads of Department in ensuring that there are effective internal controls in place in relation to equality and diversity. During 2014-15 Internal Audit reviewed the council’s framework for equality and diversity, and made the following recommendations:

- The Head of Lifelong Learning should be encouraged to continue to work with schools to ensure that they have effective Statutory Equality Plans in place and to remind them of the risks of failure to comply with Equality legislation.
- Any concerns escalated to Senior Management Team or to Members should be responded to adequately.
- The statutory Annual Equality Report should require Executive Board approval.

These will be implemented during 2015-16.

Equality Impact Assessment of Budget Proposals 2015-16

The Council is keen to ensure that equality and diversity is built into the budget setting process in order to minimise any detrimental impact on front line services, vulnerable people and people with protected characteristics.

Due to the significant reshaping of services as a result of budget cuts across the public sector the Council has reaffirmed its commitment to prioritising the vulnerable. Therefore the 2015/16 budget was opened up to public consultation through online and hard copy surveys. Information gained from this process informed budget proposals and helped the Council listen to our citizens in order to more effectively target resources.

Equality Impact Assessments have been completed on all the budget proposals for 2015/16 and are published on the council’s website.

9. Training and Awareness Raising

It is acknowledged that further work is needed to ensure all members of council staff understand their responsibilities in relation to the Public Sector Equality Duty.

Specific training and awareness raising has also been provided in relation to:
• Equality Impact Assessments to improve understanding of the importance and relevance of impact assessments;
• Targeted equality training for Legal Services team;
• Targeted equality training for School Governors;
• All Member Equality and Diversity awareness raising workshop;
• Anti-hate crime training on the National Framework for Tackling Hate Crime to increase reporting rates and increase support to victims;
• Co-ordination of awareness raising activities during Anti Hate Crime Week 2014;
• Anti Bullying Conference focusing on LGBT* bullying and hate incidents;
• Roma Gypsies cultural awareness raising training;
• All Wales Modern Slavery conference;
• Community tension monitoring training to increase co-ordinated support for communities and to address tensions before they deteriorate further;

Training has been provided to the 3rd sector in relation to:
• The diversity of Wrexham;
• The importance of equality and diversity within 3rd sector organisations; and
• The benefits of diversity to 3rd sector organisations.

A Train the Trainer pack has been developed for the 3rd sector for delivery by AVOW staff [Association of Voluntary Organisations in Wrexham].

In addition to this training, diversity and equality is included within the:
• Corporate induction for all new employees;
• Induction workshops for all new Elected Members; and
• Annual equality awareness raising for all Elected Members within the annual Member Development programme.

Adults and Children’s Social Care Departments have revised their training programme:

• All Social Care staff and managers who undertake qualifications are required to demonstrate understanding of equalities issues;
• The half day workshop, developed for registered managers Promoting Equality and Dignity in Practice / Managing Services’ continues to be delivered.
• The course Promoting Equality and Dignity in Care; is accessed by social care staff and approximately 117 attended in 2014/15.
• Wrexham and Flintshire have a Dignity Champions Network. They meet every 2 – 3 months to discuss Dignity in Care, share concerns and examples of good practice.
• More than Just Words - Welsh Language workshops have been run with the focus on the “active offer” and actions that organisations can take to improve capacity to provide Welsh Language services. Delegates included managers and employees from the Council’s Social Services Department and independent providers from across the County.
• Social Services has set up a pilot with Coleg Cambria to run some specific Welsh Language skills training aimed at direct care staff. These will be delivered in 2015/16.
• ‘Let’s Talk Welsh’ informal lunchtime sessions have been developed for Social Services to enable staff to practise and improve their skills. These sessions will be implemented in 2015/16. The aim of the sessions is to support the implementation of
the ‘More than Just Words’ Strategic Framework and to improve the capacity to provide services through the medium of Welsh.

- The Adults and Children’s Social Care Training Plan for 2015/16 includes training on equality matters e.g. Dementia, Safeguarding and Adult Protection training contains equality and diversity awareness. Other training events such as Adult Safeguarding, cross reference equality.

Individual staff performance monitoring is achieved through the Performance Review and Career Development (PCRD) process. Annual work related objectives are set for all members of staff and these are reviewed six monthly. A requirement to include equality objectives is included in the PCRD template to progress our corporate equality objectives and to identify training needs. Further monitoring and analysis is needed to evaluate the effectiveness of this approach.

Although equality and diversity training and awareness sessions have made a positive contribution towards ensuring that the Council meets its statutory duties, we recognise that further work is needed to promote greater understanding of the duties across all staff groups. To support this mainstreaming approach a number of e-learning packages have been developed:

- Equality Act 2010;
- Equality in the workplace;
- Equality Impact Assessments;
- Tackling Hate Crime;
- Community Tension Monitoring; and
- Promoting Good Relations.

These have been designed to reflect the council’s statutory equality duties and are available to all staff that have access to a computer. Separately a PowerPoint training module covering equality responsibilities has been developed for use by managers with peripatetic staff e.g. Street Scene. During 2015-16 we will provide equality training reports to Heads of Department to encourage the mainstreaming of equality training through the individual staff Performance Review and Career Development process.

To assist the Equality Impact Assessment process we have developed a series of ‘This is Wrexham’ data sheets in collaboration with the EIG and the Performance Improvement and Partnerships team [PIPs]. There is one sheet for each protected characteristic plus Carers, Welsh Language and Poverty because these are corporate priorities. In addition, a Census Analysis sheet has been prepared to assist departments in analysing service user data in relation to each of the protected groups.

Departmental teams have been encouraged to use the “This is Wrexham” data sheets to support a discussion about local diversity in relation to their service provision. Over time this monthly Diversity Challenge will further support the Equality Impact Assessment process.

Departmental training needs in relation to equality and diversity are collated by members of the Equality Improvement Group. This informs the work of the Community Diversity team.
10. **Procurement**

Details of how equality is embedded into the procurement process are set out in the SEP. In brief, the Council has adopted the ‘SQuID’ model for public procurement introduced by the Welsh Government (Supplier Qualification Information Database). This approach aims to deliver a number of benefits related to promoting equality and diversity by asking a number of key questions:

1. Have any of the following circumstances applied to your organisation in the last three years - A finding of unlawful discrimination by an Employment Tribunal, an Employment Appeal Tribunal or any other court or tribunal (or comparable proceedings). If yes, provide a summary of the findings or judgement and explain what action you have taken to prevent similar circumstances from recurring.
2. If you use sub contractor(s), what processes do you have in place to check whether any of the above circumstances apply to them?
3. Do your staff with management responsibilities receive equalities training?
4. Do your staff with service delivery responsibilities receive equalities training?

Guidance on equality is provided by the Council’s Procurement Team with best practice information being made available to officers via the Welsh Government’s Procurement Route Planner. In addition, contract specifications and contracts contain specific equality clauses relating to the Council’s equality objectives and legal duties as relevant and proportionate to the contract.

During 2015-16 we will consult on the draft Top Ten Equality Tips for Procurement and seek opportunities to promote equality through the procurement process.

11. **Conclusion and key actions for 2015-16**

This report outlines the progress made so far in implementing the Council’s Strategic Equality Plan (SEP) and in meeting both its specific and general equalities duties.

While good progress has been made there is much that remains to be done. In addition to the objectives already contained in the SEP during 2015-16 we will also:

- Continue to prioritise and enable equality of opportunity through the reshaping of council services;
- Continue to support and enable departments to meet the corporate equality objectives;
- Support the integration of equality and diversity into the Wrexham Well-being of Future Generations Plan;
- Consult with the public and partners in order to develop a revised Strategic Equality Plan (2016-20) for implementation from April 2016;
- Implement changes as a result of the annual Equality Impact Assessment quality assurance audit;
- Implement changes as a result of Internal Audit findings including presenting all statutory equality reports to the Executive Board;
• Revise the terms of reference for the Reshaping Services Equality Group to form an Equality Reference Group;
• Continue to support departments and Elected Members to maintain a focus on the needs of vulnerable people as they continue to reshape services;
• Improve the co-ordination of activities to tackle discrimination and foster good relations through the Local Services Board sub group Partnership Delivery Board 3: people are safe and included;
• Consult on and finalise the draft Top Ten Equality Tips for Procurement;
• Revise and implement the Anti Bullying Guidance for schools, young people and parents / Carers;
• Develop and implement Transgender guidance for schools, young people and parents / Carers; and
• Provide equality-training reports to Heads of Department in relation to the equality e-learning modules.


Your views and suggestions for our annual report are welcome. Please contact us on:

Telephone: 01978 298736                                Email: onewrexham@wrexham.gov.uk

12. Appendices

1. Strategic Equality Action Plan

2. Equality Information

3. Glossary of terms
Wrexham Strategic Equality Plan action plan 2012-16: Progress update 2014-15:

We feel we have made good progress against each of the equality objectives. The table below gives some examples of how we have achieved this. However, we recognise that this self assessment is limited because it does not include a robust assessment by Wrexham people. We will address this during 2015-16 when we develop a revised Strategic Equality Plan for 2016-20.

**Key:**

- **AED** Assets and Economic Development Department
- **CWD** Community Wellbeing and Development Department
- **CCS** Corporate and Customer Services
- **LLL** Lifelong Learning
- **AASC** Adults Social Care (draft information in italics pending approval of the Annual Report by the Statutory Director of Social Services)
- **CYP** Children and young Peoples Service (draft information in italics pending approval of the Annual Report by the Statutory Director of Social Services)
- **FIN** Finance Department
- **HPP** Housing and Public Protection Department
- **ENV** Environment Team
- **EIG** Officer led Equality Improvement Group
<table>
<thead>
<tr>
<th>Council Plan themes</th>
<th>Council Plan priority outcomes</th>
<th>Equality Objectives</th>
<th>Examples of departmental contributions to the SEP action plan during 2014-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economy</td>
<td>People want to live, work, learn and invest here</td>
<td>1. Reduce inequalities in employment and pay for gender and other protected characteristics and action plan as appropriate</td>
<td>• Community Development have developed an ‘Employer Pledge’ to encourage local employers to maximise training opportunities for young people and adults (AED); • Business Support has supported over 125 local businesses to improve their equality and diversity strategies (AED); • Communities First have provided targeted support for Portuguese speakers through community based English as An Additional Language courses (AED); and • Assets team have embedded a Community Benefits clause in construction contracts to ensure wider social and economic issues are taken into account when tendering contracts (AED).</td>
</tr>
<tr>
<td></td>
<td>Businesses can locate and grow here</td>
<td>2. Reduce health inequalities</td>
<td>• Staff mental health day organised to continue to reinforce the messages and information provided at the Health and Well Being Day (CCS); • Developed and delivered a staff Weight management programme (CCS); • A two month long ‘No Smoking Day’ social media campaign (CCS); • Two events run in Queens Square and Caia Park utilising the Stop Smoking Wales Mobile Unit and in partnership with pharmacy (CCS); • “The Girls with Dreams and Quit for Them” campaign aimed to raise the aspirations of 11 to 14 year old girls in order to reduce the prevalence of smoking (CCS); • Participation in development of an evidence base to be presented to Health Minister with recommendation that a comprehensive national approach is taken to illicit tobacco (HPP); • Enforcement activity has resulted in recovery of 35kg of illicit tobacco (HPP); • 16 Private properties received EWI via VVP (energy efficiency) (HPP); and • Communities First have delivered the Add to Your Life scheme which focuses on health improvement for older people (AED).</td>
</tr>
<tr>
<td></td>
<td>People can prosper as individuals in their communities</td>
<td>3. Reduce unequal outcomes in education to maximise individual potential</td>
<td>• Community Development have provided school workshops and an outreach programme including holiday workshops and an art club for children and young people in Communities First areas to encourage continued education and training (AED); • The percentage of young people leaving Year 11 who were not in education, employment or training (NEET) reduced further from 3.2% in 2013 to 1.8% in 2014 and lower than the Wales average of 3.1% (LLL);</td>
</tr>
<tr>
<td></td>
<td>All children and young people have positive aspirations, learn and achieve their potential</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Children and young people are safeguarded People feel, and are, safe and secure</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>All people are enabled to make healthy</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### People choices

All vulnerable older people are safe, have optimal health, independence and well-being

Welsh language and culture is promoted and supported

- The percentage of Year 11 pupils remaining in full-time education increased in 2014 to 84.8%. Previous performance in Wrexham: 83.7% in 2011; 82.3% in 2012; 84.3% in 2013. All Wales comparisons are 85.1% in 2011; 84.6% in 2012; 86.4% in 2013; 85.2% in 2014 (LLL);
- There was sustained performance in relation to the percentage of pupils leaving Year 11 without a recognised qualification at 0.5% in 2014 and 0.5% in 2013 (LLL);
- Early Years Librarians work with people for whom English is a second language people to help develop language skills for both the children and parents or carers (CWD);
- Early Years Librarians have provided outreach support to migrant families to encourage integration and family learning (CWD);
- Every Year 4 child in Wrexham is encouraged to become a member of the library to encourage reading and learning (CWD); and
- IT taster sessions, universal job match, and Job Centre IT sessions have been provided to support employment skills (CWD).

### 4. Reduce inequalities in personal safety

- Work together to agree a protocol for Domestic Homicide Reviews. (DHRs) (CCS);
- Continue to deliver the target hardening service. This is a service that allows vulnerable victims of crime to feel safe in their home through the fitting of equipment to better secure their home and property (CCS);
- Developed a single point of access - Referral Gateway for Supporting People service (HPP);
- Best Bar None scheme awards event (HPP);
- LGBT+ hate crime conference held. Key issues identified. Action plan developed and implemented including revised anti bullying guidance for schools, parents and pupils (CWD);
- 3 days multi agency training provided regarding hate crime (CWD);
- Supported the development of a regional approach to tackling Modern Slavery (CWD);
- Supported the implementation of the Welsh Government National Framework to tackle hate crime;
- Revised Anti Bullying Guidance for pupils, parents and schools (CWD and LLL); and
- Developed Transgender guidance for pupils, parents and schools (CWD).
5. People are confident to report community tensions

- Community Tension Monitoring process reviewed. Strategic and Operational plan now part of Local Service Board, Partnership Delivery Board 3 Plan (CWD).

6. Promoting good relations within and between different communities

- Community Development have provided activities for people aged 50+ to encourage social inclusion (AED);
- Revised Anti Bullying Guidance for pupils, parents and schools (CWD and LLL);
- Developed Transgender guidance for pupils, parents and schools (CWD);
- Developed Community Cohesion Risk Assessment tool (CWD);
- Worked closely with the Wrexham Mosque to manage waste food collections during Ramadan (ENV); and
- Co-ordinated a touring Gypsy and Traveller exhibition across 3 Wrexham libraries (CWD).

7. Reduce inequalities in representation and voice

- Increase the number of people following the Council using social media Facebook likes – 23,857, Twitter followers – 38,722 (CCS);
- The LSB has recognised that partners need to improve the way they work together when consulting and engaging with residents, and also share their knowledge and learning from consultation and engagement activities (CCS);
- In June 2014 the LSB Executive agreed approved plans for partners to work together to develop an Engagement Strategy and begin work on the commissioning of the Engagement Hub both of which will support partnership consultation and engagement (CCS);
- Key Council meetings (Council, Executive Board) are now being webcast allowing a far wider range of people to follow the debates and decisions of their elected representatives (CCS);
- ‘Louder than Words’ independent external assessment conducted by action for hearing loss (CCS);
- 96% of customers feel it is easy to access Council Services (CCS);
- Developed a single point of access - Referral Gateway for Supporting People service (HPP);
- Initiated Reshaping Services Equality Group to assist colleagues undertaking EIAs (CWD);
- LGBT* hate crime conference held. Key issues identified. Very positive feedback and request for more support to schools. Action plan developed and implemented including revised anti bullying guidance for schools, parents and pupils (CWD);
<table>
<thead>
<tr>
<th>Place</th>
<th>Homes that meet people’s needs and aspirations</th>
<th>Place</th>
<th>8. Reduce inequalities in access to information, services, buildings and the environment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>An environmentally responsible place</td>
<td></td>
<td>Developed a single point of access - Referral Gateway for Supporting People service (HPP);</td>
</tr>
<tr>
<td></td>
<td>Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces</td>
<td></td>
<td>Empty Property &amp; Private Sector Improvement Loans grant funding drawn down. Money allocated for empty properties &amp; private sector improvements (HPP);</td>
</tr>
<tr>
<td></td>
<td>Well connected communities</td>
<td></td>
<td>Two Group Repair Schemes are on site - 106 properties improved to date (HPP);</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Re-configuring services for Rough Sleepers in collaboration with Housing Options (HPP);</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Reconfigure Older Persons’ Support services (HPP);</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Delivery of Capital programme in order to achieve the Welsh Housing Quality Standard. £39 million spend for 2014/2015 (HPP);</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Review of Council’s Allocation Policy (HPP);</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Adopt &amp; deliver the Tenant &amp; Leaseholder Participation Strategy (HPP);</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Affordable Housing Project. 57 units delivered to date (HPP);</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Completed Housing Needs Assessment for the County Borough including Accommodation Needs Assessment for Gypsies and Travellers and Stopping Place Needs Assessment (HPP);</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Deliver loan support schemes to improve the condition of properties within the private sector (HPP);</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Digital Marketing team have developed improved equality monitoring in relation to social media (AED);</td>
</tr>
</tbody>
</table>

- Equality training provided to AVOW (Association of Voluntary Organisations in Wrexham) members. Train the Trainer pack developed and forwarded to AVOW (CWD);
- This is Wrexham Data Sheets provided for WCBC staff to support Equality Impact Assessment process (CWD);
- Local Development Plan consultation plan initiated – this is a rolling programme across the development process (CWD); AND
- *Introduced the Quality of Life questionnaire to encourage feedback from service users – 98.4% thought they were treated with dignity and respect; 94.7% said their quality of life had improved as a result of the services provided; 95% said they were satisfied with the services provided (ASC)*;
- *Developed a Welsh Language action plan to promote Welsh language in all aspects of the service including those services that are delivered by external providers (ASC, CYP).*
| Organisation | Engaged and satisfied customers  
Creating the conditions for success |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>9. The organisation needs to promote equalities in terms of outcomes to be achieved</td>
<td></td>
</tr>
</tbody>
</table>
|   | EIA review completed. Areas of good practice identified and promoted (CWD, EIG);  
Revised online EIA tool developed and implemented. EIA review completed. Areas of good practice identified and promoted. Areas for further development identified and action plan developed for implementation 2015-16 (CWD, EIG); and  
Light touch audit of corporate equality framework with recommendations for improvement (FIN). |
| 10. Develop a more strategic approach to the collection and use of equalities data |
|   | Departmental service plans now include departmental equality objectives to enable improved monitoring. Data provided in Scrutiny Committee Report July 2014 (CWD, EIG). |
| 11. Improve workforce monitoring across protected characteristics |
|   | See HR report at:  
http://www.wrexham.gov.uk/top_navigation/equality.htm#keydocs |
| 12. Review and enhance employment policies to address |
|   | Pay and Reward Policy (CCS);  
Pay Policy Statement (CCS);  
Annual leave Policy (CCS); |
| under-representation and any barriers to accessing employment | • Share Paternity Leave (CCS);  
• Dignity at work & Grievance Polices (CCS);  
• Managing Performance (CCS);  
• Probationary Period Policy (CCS). |
|---|---|
| 13. Raise awareness of the requirements under the Equality Act 2010 in relation to procurement to ensure that contract monitoring is undertaken | • Developed draft Top Ten Tips for embedding equality in procurement practice. To be taken forward in 2015-16 (CWD);  
• Developed draft guidance for embedding equality in procurement practice. To be taken forward in 2015-16 (CWD). |
| 14. Encourage discussion on equality issues at team meetings for all service areas | • One to one meetings with Heads of Department regarding mainstreaming equality (CWD);  
• Attendance at all departmental management meetings to promote equality awareness (CWD);  
• Ongoing support to departments in relation to equality (CWD, EIG);  
• Promoted equality e-learning modules to all staff (FIN); |
| 15. Public, voluntary and community sector staff understand who our communities are and what they need | • This is Wrexham census analysis sheet prepared to assist departments review access to key services by people with protected characteristics (CWD);  
• Community Diversity training provided to 3rd sector (CWD);  
• Community Diversity Train the Trainer pack developed for use by the 3rd sector (CWD);  
• Ongoing Equality Impact Assessment support to departments (CWD). |
Equality information:

We have used the Census 2011 to help us have a better understanding of the local population. We use this information to help us understand how well our services are meeting the needs of the whole population.

‘This is Wrexham’ data sheets are now available to staff for all protected characteristics plus Welsh Language and Culture, Carers, and Poverty because these are corporate priorities.

Race and Ethnicity:

93.1% of Wrexham County Borough’s people are White: Welsh / British\(^1\). That leaves over 9,100 other customers, colleagues, neighbours and friends whose ethnic identity breaks down as below:

![Ethnicity and Wrexham - 2011 Census](image)

Disability

1 in 5 people in Wrexham have their day to day activities limited by ill health. That’s 27,905 people\(^2\). The census does not collect specific information on numbers of people with a disability, but relevant information can be taken from disability benefits information\(^3\).

---

\(^1\) Office for National Statistics © Crown Copyright 2012. Respondents classifying themselves as White: English / Welsh / Scottish / Northern Irish / British
\(^2\) Office for National Statistics © Crown Copyright 2012. Respondents classifying themselves as having their day to day activities limited either a little or a lot by a long term health problem or disability.
\(^3\) Data taken from Nomisweb on the 25 September 2013. Source is DWP benefits claimants – working age client group
**Translation and Interpretation requests 2013/14 and 2014/15**

We recognise the importance of providing information and services in customers own language. We also work with our partner to help people access English and Welsh language courses.

<table>
<thead>
<tr>
<th>Language</th>
<th>2014/15</th>
<th></th>
<th></th>
<th>Language</th>
<th>2013/14</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Telephone interpretation</td>
<td>Document translation</td>
<td>Total</td>
<td></td>
<td>Telephone interpretation</td>
<td>Document translation</td>
<td>Total</td>
</tr>
<tr>
<td>Arabic</td>
<td>Arabic</td>
<td>2</td>
<td>2</td>
<td>Arabic</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Bengali</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>Bengali</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Chinese (simplified)</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>Chinese simplified</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Chinese (traditional)</td>
<td>7</td>
<td>7</td>
<td>7</td>
<td>Chinese traditional</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Cantonese</td>
<td>Cantonese</td>
<td>2</td>
<td>2</td>
<td>Cantonese</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Czech</td>
<td>Czech</td>
<td>1</td>
<td>2</td>
<td>Czech</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Farsi (Persian)</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>Farsi (Persian)</td>
<td>3</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>French</td>
<td>French</td>
<td></td>
<td>0</td>
<td>French</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>German</td>
<td>German</td>
<td></td>
<td>0</td>
<td>German</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Japanese</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>Japanese</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Kurdish (Bahdini)</td>
<td>Kurdish (Bahdini)</td>
<td></td>
<td>0</td>
<td>Kurdish (Bahdini)</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Kurdish (Sorani)</td>
<td>Kurdish (Sorani)</td>
<td></td>
<td>0</td>
<td>Kurdish (Sorani)</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Lithuanian</td>
<td>Lithuanian</td>
<td></td>
<td>0</td>
<td>Lithuanian</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Mandarin</td>
<td>Mandarin</td>
<td>6</td>
<td>6</td>
<td>Mandarin</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Pashto</td>
<td>78</td>
<td>78</td>
<td>78</td>
<td>Pashto</td>
<td>80</td>
<td>44</td>
<td>124</td>
</tr>
<tr>
<td>Polish</td>
<td>57</td>
<td>20</td>
<td>77</td>
<td>Polish</td>
<td>80</td>
<td>44</td>
<td>124</td>
</tr>
<tr>
<td>Portuguese</td>
<td>18</td>
<td>12</td>
<td>30</td>
<td>Portuguese</td>
<td>24</td>
<td>18</td>
<td>42</td>
</tr>
<tr>
<td>Russian</td>
<td>Russian</td>
<td></td>
<td>0</td>
<td>Russian</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Spanish</td>
<td>Spanish</td>
<td></td>
<td>0</td>
<td>Spanish</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Slovak</td>
<td>Slovak</td>
<td>2</td>
<td>2</td>
<td>Slovak</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Tamil</td>
<td>Tamil</td>
<td></td>
<td></td>
<td>Tamil</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Disability Benefit Claims within Wrexham**

6,070 local people are claiming ESA/incapacity benefit
1,290 local people are claiming Disability benefit
1,560 local people are claiming Carer’s benefit
<table>
<thead>
<tr>
<th>Language</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tigrinya</td>
<td>2</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Turkish</td>
<td>2</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Urdu</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Albanian</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Bulgarian</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Romanian</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Grand Total</td>
<td>157</td>
<td>56</td>
<td>213</td>
</tr>
</tbody>
</table>

**Schools**

Profile of School Governors by gender – July 2015

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>248</td>
<td>38%</td>
</tr>
<tr>
<td>Female</td>
<td>411</td>
<td>62%</td>
</tr>
<tr>
<td>Total</td>
<td>659</td>
<td>100%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>89</td>
<td>57%</td>
</tr>
<tr>
<td>Female</td>
<td>66</td>
<td>43%</td>
</tr>
<tr>
<td>Total</td>
<td>155</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Total Primary & Secondary Schools**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>337</td>
<td>41%</td>
</tr>
<tr>
<td>Female</td>
<td>477</td>
<td>59%</td>
</tr>
<tr>
<td>Total</td>
<td>814</td>
<td>100%</td>
</tr>
</tbody>
</table>

Profile of school pupils by ethnic background – January 2015

**Primary school**

<table>
<thead>
<tr>
<th>Key</th>
<th>Pupil No.</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>White British</td>
<td>11316</td>
<td>87.7</td>
</tr>
<tr>
<td>Any other white background (WOTH)</td>
<td>229</td>
<td>1.8</td>
</tr>
<tr>
<td>Information not obtained</td>
<td>23</td>
<td>0.2</td>
</tr>
<tr>
<td>Refused &amp; Blanks</td>
<td>273</td>
<td>2.1</td>
</tr>
<tr>
<td>BME</td>
<td>1062</td>
<td>8.2</td>
</tr>
<tr>
<td>Total</td>
<td>12903</td>
<td>100.00</td>
</tr>
</tbody>
</table>

**Secondary School**
<table>
<thead>
<tr>
<th>Key</th>
<th>Pupil No.</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>White British</td>
<td>5804</td>
<td>91.7</td>
</tr>
<tr>
<td>Any other white background (WOTH)</td>
<td>145</td>
<td>2.3</td>
</tr>
<tr>
<td>Information not obtained</td>
<td>1</td>
<td>0.0</td>
</tr>
<tr>
<td>Refused &amp; Blanks</td>
<td>35</td>
<td>0.6</td>
</tr>
<tr>
<td>BME</td>
<td>345</td>
<td>5.5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6330</strong></td>
<td><strong>100.00</strong></td>
</tr>
</tbody>
</table>

**Special School**

<table>
<thead>
<tr>
<th>Key</th>
<th>Pupil No.</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>White British</td>
<td>289</td>
<td>93.2</td>
</tr>
<tr>
<td>Any other white background (WOTH)</td>
<td>7</td>
<td>2.3</td>
</tr>
<tr>
<td>Information not obtained</td>
<td>0</td>
<td>0.0</td>
</tr>
<tr>
<td>Refused &amp; Blanks</td>
<td>0</td>
<td>0.0</td>
</tr>
<tr>
<td>BME</td>
<td>14</td>
<td>4.5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>310</strong></td>
<td><strong>100.00</strong></td>
</tr>
</tbody>
</table>

**Youth Information Shop**

This information is used to help us develop our information services for young people.

1. **Information**

| Male                                             | 5354      | 44.6% |
| Female                                           | 6658      | 55.4% |
| **Total**                                        | **12012** |       |

2. **Age Breakdown by %**

<table>
<thead>
<tr>
<th>Age</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>11-12</td>
<td>4.1</td>
</tr>
<tr>
<td>13-15</td>
<td>36.3</td>
</tr>
<tr>
<td>16-19</td>
<td>47.7</td>
</tr>
<tr>
<td>20-25</td>
<td>6.8</td>
</tr>
<tr>
<td>Over 25</td>
<td>2.1</td>
</tr>
<tr>
<td>Parent / Carer</td>
<td>1.2</td>
</tr>
<tr>
<td>Adult rep. young person</td>
<td>1.8</td>
</tr>
</tbody>
</table>

3. **Enquiry Breakdown by %**

| Family, Health, Clinic, Out of Hours | 39.6 |
| All Other                            | 60.4 |

(N.B. Clinic and Out of Hours alone accounted for 20.3 % of enquiries)
4. Breakdown of ‘All Other’ from section 3 by %

<table>
<thead>
<tr>
<th>Service</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet</td>
<td>5.6</td>
</tr>
<tr>
<td>Supporting a Friend</td>
<td>4.7</td>
</tr>
<tr>
<td>Money</td>
<td>4.0</td>
</tr>
<tr>
<td>Employment &amp; Training</td>
<td>2.3</td>
</tr>
<tr>
<td>Housing</td>
<td>2.1</td>
</tr>
<tr>
<td>Education</td>
<td>1.3</td>
</tr>
<tr>
<td>Law &amp; Rights</td>
<td>1.2</td>
</tr>
<tr>
<td>EHC - Referral</td>
<td>1.3</td>
</tr>
<tr>
<td>STI Testing - Referral</td>
<td>1.1</td>
</tr>
<tr>
<td>Advocacy</td>
<td>14.5</td>
</tr>
<tr>
<td>Counselling</td>
<td>19.1</td>
</tr>
<tr>
<td>EHCC - Referral</td>
<td>1.3</td>
</tr>
<tr>
<td>STI Testing - Referral</td>
<td>1.1</td>
</tr>
<tr>
<td>Total</td>
<td>60.4</td>
</tr>
</tbody>
</table>

5. Clinic Total Registered by Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Registered</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>3740</td>
<td>37.8%</td>
</tr>
<tr>
<td>Female</td>
<td>6146</td>
<td>62.2%</td>
</tr>
<tr>
<td>Total</td>
<td>9886</td>
<td></td>
</tr>
</tbody>
</table>

6. Clinic- (In and Out of hours)

Gender Summary

<table>
<thead>
<tr>
<th>Gender</th>
<th>Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>2246</td>
</tr>
<tr>
<td>Male</td>
<td>945</td>
</tr>
<tr>
<td>Total</td>
<td>3191</td>
</tr>
</tbody>
</table>

Attendance Type Summary

<table>
<thead>
<tr>
<th>Type</th>
<th>Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>First visit this financial year</td>
<td>807</td>
</tr>
<tr>
<td>New client</td>
<td>755</td>
</tr>
<tr>
<td>Repeat visit</td>
<td>1629</td>
</tr>
<tr>
<td>Total</td>
<td>3191</td>
</tr>
</tbody>
</table>

Age Group summary

<table>
<thead>
<tr>
<th>Age</th>
<th>Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>108</td>
</tr>
<tr>
<td>14</td>
<td>251</td>
</tr>
<tr>
<td>15</td>
<td>463</td>
</tr>
<tr>
<td>16</td>
<td>647</td>
</tr>
<tr>
<td>17</td>
<td>502</td>
</tr>
<tr>
<td>18</td>
<td>386</td>
</tr>
</tbody>
</table>
Wrexham Hate Crime referrals to Victim Support
1 May 2014 - 28 February 2015

The following is a breakdown of the type/number of hate crimes reported to the National Third Party Reporting Project led by Victim Support. This data is used to help us target training and support.

<table>
<thead>
<tr>
<th>Hate Motivation</th>
<th>Number of Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Race</td>
<td>36</td>
</tr>
<tr>
<td>Sexual Orientation</td>
<td>7</td>
</tr>
<tr>
<td>Disability</td>
<td>1</td>
</tr>
<tr>
<td>Gender</td>
<td>1</td>
</tr>
<tr>
<td>Faith</td>
<td>0</td>
</tr>
<tr>
<td>Not Disclosed</td>
<td>1</td>
</tr>
<tr>
<td>Total Number of Hate Crime Reports (May 2014 – February 2015)</td>
<td>46</td>
</tr>
</tbody>
</table>

**Employee data** – see Employee Equality Monitoring report 2013-14
http://www.wrexham.gov.uk/top_navigation/equality.htm#keydocs

APPENDIX 3

**Glossary of terms**
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BME</td>
<td>Black Minority Ethnic</td>
</tr>
<tr>
<td>CAADA</td>
<td>Co-ordinated Action Against Domestic Abuse</td>
</tr>
<tr>
<td>CAHMS</td>
<td>Child and Adolescent Mental Health Services</td>
</tr>
<tr>
<td>DA+SV</td>
<td>Domestic Abuse and Sexual Violence</td>
</tr>
<tr>
<td>EHRC</td>
<td>Equality and Human Rights Commission</td>
</tr>
<tr>
<td>EIA</td>
<td>Equality Impact Assessment</td>
</tr>
<tr>
<td>ESTYN</td>
<td>The education and training inspectorate for Wales</td>
</tr>
<tr>
<td>LGBT*</td>
<td>Lesbian, Gay, Bisexual and Transgender*</td>
</tr>
<tr>
<td>MARAC</td>
<td>Multi Agency Risk Assessment Conference</td>
</tr>
<tr>
<td>SEP</td>
<td>Strategic Equality Plan</td>
</tr>
<tr>
<td>SIP</td>
<td>Single Integrated Plan</td>
</tr>
<tr>
<td>WLGA</td>
<td>Welsh Local Government Association</td>
</tr>
</tbody>
</table>