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, BSL 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
## 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>4</td>
</tr>
<tr>
<td>2 Introduction and background</td>
<td>5</td>
</tr>
<tr>
<td>3 Progress against the general duties under the Equality Act 2010</td>
<td>8</td>
</tr>
<tr>
<td>4 Progress against the specific duties under the Equality Act 2010 (Wales) regulations 2011</td>
<td>10</td>
</tr>
<tr>
<td>5 Collecting information and Engagement</td>
<td>10</td>
</tr>
<tr>
<td>6 Using information to meet the general duty</td>
<td>12</td>
</tr>
<tr>
<td>7 Wrexham Council employees</td>
<td>12</td>
</tr>
<tr>
<td>8 Equality Impact Assessments</td>
<td>13</td>
</tr>
<tr>
<td>9 Training and Awareness Raising</td>
<td>16</td>
</tr>
<tr>
<td>10 Procurement</td>
<td>18</td>
</tr>
<tr>
<td>11 Conclusion and key actions for 2014-15</td>
<td>18</td>
</tr>
<tr>
<td>12 Appendices</td>
<td></td>
</tr>
<tr>
<td>1. Strategic Equality Action Plan action plan</td>
<td>21</td>
</tr>
<tr>
<td>2. Equality Information</td>
<td>33</td>
</tr>
<tr>
<td>3. Glossary of terms</td>
<td>38</td>
</tr>
</tbody>
</table>
Wrexham County Borough Council Strategic Equality Plan

Annual Report 2013-14

Foreword:

This is the second annual report for the Council’s Strategic Equality Plan (SEP) 2012-16 http://www.wrexham.gov.uk/assets/pdfs/equality/stategic_equality_plan_2012-16.pdf; it covers the period April 2013 to March 2014. 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.

During this reporting period the Council began a programme of reshaping its many services due to the constraints imposed by the budget cuts to local government. This was 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 2013-14 was to:

• mainstream the equality agenda across the council;
• embed the 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.

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 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 Hugh Jones, JP, Lead Member for Communities, Partnerships and Collaboration
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/statategic_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 2013/14 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 2013-14; the Equality Act 2010 General Duty and the Equality Act 2010 (Wales) regulations 2011. Some examples include:
- Developing a Consultation and Engagement Strategy 2013-17;
- Developing a Consultation Toolkit;
- Developing and implementing a streamlined Equality Impact Assessment process including an electronic version;
- Developing a quality assurance process for Equality Impact Assessments;
- Developing a range of e-learning modules to embed equality training and awareness across the organisation;
- Continuing to improve employee equality monitoring data; and
- Standardising equality monitoring questionnaires for use by departments that provide services to the public.

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 2014/15:
- Improving the use of equality data to inform service developments;
- Improving engagement with the public on equality and other areas of council business;
- Improving the consistency of the SEP reporting format; and
- Continuing to develop measurable SEP targets and outcomes.
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

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.

Councils in Wales 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 the County Borough wide Single Integrated Plan http://www.wrexhamlsb.org/assets/pdf/lsb_plan_2013-2024.pdf

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

|------------------------|-----------------------|----------------------------------|-------------------------------|
| Making Wrexham a place with a strong, resilient and responsible economy. | Economy | People want to live, work, learn and invest here  
Businesses can locate and grow here  
People can prosper as individuals in their communities | 1. Reduce inequalities in employment and pay for gender and other protected characteristics and action plan as appropriate |
| Making Wrexham a place where people can live independently and are healthy and active.  
Making Wrexham a place that's safe and where everyone feels included. | People | 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 | 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  
8. Reduce inequalities in access to information, services, buildings and the environment |

Equality leads, champions and networks

The Lead Member for Communities, Partnerships and Collaboration takes 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 regular monitoring update and report.

The Community Diversity team provides dedicated support to mainstream equality and diversity across the Council including the operational management of the Equality Improvement Group [EIG]. This is the Council’s corporate equality group attended by equality representatives from all departments. The Group is chaired and championed 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.

During the autumn of 2013-14 we worked with departments to ensure that the streamlined equality objectives were explicitly identified within their service plans. From 2014-15 we will be able to identify the contributions of departments to each of the equality objectives [Table 1, above]. This approach is central to our determination to mainstream equality considerations into everything we do.

Monitoring:

This revised approach will enable 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. However, for some service areas the focus for 2014-15 will be to establish base line data rather than improvement targets.

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.

During 2014-15 we will embed this approach into our planning and monitoring systems. From 2015 onwards we will aim to evidence improvements in both equality monitoring and outcomes for people.
Progress in implementing the SEP Action Plan 2013-14:

The Action Plan to deliver the Council’s Strategic Equality Plan (SEP) is provided at Appendix 1, in the original format highlighting the progress made in relation to each of the objectives.

Scrutiny:

In November 2013 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 July 2014.

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 2013-14. These included:

Eliminate unlawful discrimination, harassment, and victimisation:

- There were 14 reports of hate crime reported to the Council during 2013-14, the majority were racially motivated;
- Training on hate crime was provided to Youth Workers, Housing Department staff, AVOW, CAB, Coleg Cambria, Wrexham Muslim Association, Glyndwr University student support team;
- A pilot project was developed in Bryn Alyn School on bullying via social media and sexting following requests from pupils. This included a performance by Cat’s Paw Theatre Company, Peer Education lessons and six lessons for Year 8 pupils. This is currently being rolled out to all secondary schools. The project won the High Sherif of Clwyd Community Service Award.
- There are now 30 Third Party Reporting Centres across the County Borough;
- Street Scene removed 8 instances of racially motivated graffiti the same day it was reported;
- Supported the development of a North Wales Regional approach to tackling Modern Slavery;
- Recognised White Ribbon Day to promote awareness of domestic abuse and sexual violence. Young people project carried out with Yale College students to raise awareness of Domestic Abuse;
- Domestic Abuse and Sexual Violence data now includes information on the number of 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;
- Multi-agency domestic abuse training includes sessions on Black and Minority Ethnic [BME] and Older People’s issues;
- Increased the support and guidance to schools to tackle bullying;
- Social Services has established a Safeguarding People Team (SPT) in order to strengthen Safeguarding arrangements;
- Social Services has also worked in partnership with Betsi Cadwaladr University Health Board (BCUHB) and North Wales Police to establish a pilot Multi-Agency
Safeguarding Hub (MASH) to co-ordinate the response to Police concerns regarding vulnerable children and adults; and

- Specialist Approved Mental Health Practitioner’s (AMHP’s) training has been provided to social workers across Community Mental Health and other social work teams. This is part of a drive to improve integrated Mental Health services.

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

- Improved the way we work with community groups in relation to waste service demands e.g. increased collections during Ramadan;
- Increased the accessibility of recycling services by increasing the use of pictorial signage in our promotional materials;
- Improved the timescales within which we deliver Disabled Facilities Grants;
- Taken forward an Access Audit pilot to inform the development of improved support for all schools in the County Borough;
- Provided HomeLink library services for people unable to visit the library;
- Provided a range of accessible resources within libraries e.g. Carers information collection, Polish audio book collection, UK Citizenship Test resources;
- Developed a new library borrowers category for homeless people;
- Significant progress has been made regarding Human Resources staff data capture within the council;
- Continued to review our policies including the Domestic Abuse and Sexual Violence policy which has been updated in line with Welsh Local Government Association guidance.
- The Country Parks team carried out access improvements at Bryn Kinalt Park where the path was steep and difficult to access. The new access gate makes it easier to access the site for disabled users.
- The Country Parks team worked closely with a range of disability groups to create a sensory play area at Alyn Waters Country Park. The park has different types of surfacing and textures and equipment that is more accessible to all users.
- The Country Parks team assisted the Acton Fishing Club to access the Tidy Towns grant. This was used to create an accessible platform to enable people with less mobility to access the fishing lake for fishing or educational activities.
- Enforcement Services revised the Blue Badge scheme to promote access for those people entitled to park in designated Disability Parking bays. We developed a public awareness campaign including a bi-lingual poster to reduce misuse or fraudulent use of Blue Badges.
- To ensure that there is evidence that the voice of the child or young person was heard and listened to during the assessment process Social Services have developed and introduced a new combined assessment document.
- Social Services improved the supply of information to Carers by increasing the range of media sources, under the logo ‘Carers Wrexham’. 96% of Carers surveyed said they felt ‘skilled, confident and knowledgeable when caring’ and 96% said they had ‘enough information’ about being a Carer.
- Social Services has developed a social impact assessment tool to support the wider analysis of the impact of any policy decision on the community and wider stakeholder groups or areas.
• Social Services has put in place an equality and Welsh language group to drive and monitor progress.

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

• The Community Tension Monitoring Group identified and responded to 25 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;
• Celebrated National Interfaith Week in partnership with Tangnefedd;
• 14,149 people participate in Adult Community Learning on library premises;
• 5,089 children participated in children’s literacy events in libraries;
• 2,680 hours of volunteering activity took place in Communities First areas;
• 31 literary events took place in the medium of Welsh in our libraries; and
• Cat’s Paw Theatre Company project in local High Schools delivered the drama production “Break the Silence on Sexual Violence” and a new production to tackle bullying; and
• Willow Group delivered “Changing Places” programme in schools to reduce child to parent violence.

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

The Action Plan to deliver the Council’s Strategic Equality Plan (SEP) is provided at Appendix 1, in the revised format, highlighting the progress made in relation to each of the actions.

Overall the SEP is felt by departments to be ‘on-track’. However, effective monitoring of the SEP has been limited because there has been a focus on processes and outputs rather than on outcomes. For 2014/15 this will be addressed in a number of ways:

• Feedback from the Customer Performance and Resources Scrutiny Committee explicitly requires an outcome focus from April 2014;
• Equality outcomes will be explicitly identified in departmental Service Plans and linked to both the Council Plan and the Single Integrated Plan;
• On-going support, monitoring and evaluation through the Equality Improvement Group; and
• Improved engagement with the public on equality issues including through a public event linked to the service planning cycle.

Progress in relation to Employee Equality Monitoring is described at section 7 of this report.

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 and as a result there may be insufficient data to enable robust analysis. Work is underway to address this including the development of a Consultation Toolkit to support colleagues undertaking consultation and engagement activities with the public. [http://www.internal.wrexham.gov.uk/wordpress/wp-content/uploads/2013/03/Consultation-Toolkit.pdf](http://www.internal.wrexham.gov.uk/wordpress/wp-content/uploads/2013/03/Consultation-Toolkit.pdf)

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 will be working with Local Services Board partners to develop an Engagement Hub. This will provide 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 people with protected characteristics. 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 Over 50’s Forum
- Wrexham Senedd Yr Ifanc (Young People’s Parliament)
• Schools Councils
• Portuguese community group
• Polish community group
• Unique Transgender Group
• 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 Network includes staff from all departments and key corporate areas of business e.g. equalities, health and safety, legal and finance. During 2013-14 the following policies were reviewed:

• Work Life Balance and flexible working Policy & Procedure 1 April
• Relocation Expenses Policy October 2013
• Annual Leave Policy May 2014
• Dignity at Work training launched September 2013
• Domestic Abuse Policy February 2014

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 an event in autumn 2014 to review progress and confirm the equality priorities for 2015-16. 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. This is compared to census data to identify under or over representation of groups with protected characteristics within specific service areas. This enables departments to agree actions and set targets which have been used to inform the Council’s Equality Objectives.

Analysis of satisfaction rates and complaints also 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 and the Council wants 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 2012/13 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 2012 to 31 March 2013.

http://www.wrexham.gov.uk/assets/pdfs/equality/hr/equalities_data_report.pdf

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 now available online and on paper. Key features include:

- EIA identification numbers which also reference the authoring department;
- Intuitive design 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.

Over 80 Equality Impact Assessments have been completed during the past 12 months.

Examples include:
• All budget proposals for 2014-15;
• Annual Leave Policy;
• Review of the Housing Allocations Policy;
• Potential closure of Plas Madoc Leisure Centre;
• Delivering Social Care Training in 2014/15;

During 2014-15 we will review the EIA template and made amendments as necessary.

Reshaping Services Group (equality):

To support the reshaping of council services as part of the budget saving process for 2013-14 we developed a time limited Reshaping Services Group to support officers undertaking budget related EIAs. The Group was reviewed in March 2014 and it was agreed that it would continue. The 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 will provide 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 2013-14 the Group provided support in relation to 15 draft proposals. Feedback from officers attending was positive. We will continue to develop this group to ensure its longer term sustainability.

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. This will be implemented during 2014-15.
Each year the EIG will review a selection of completed Equality Impact Assessments within their department against the criteria. Reviews will be undertaken in May so that the findings inform the council’s annual Equality report and in November to inform Service Planning and the Annual Governance Statement. As part of the process the EIG members will consider and challenge the assessments. An overview report will be prepared for Heads of Department outlining good practice and areas for improvement.

This local criteria and process will be reviewed in December 2014 with amendments being agreed for 2015 onwards.

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>
</table>
| Identify relevant person, unit or team to support the authority’s work on equality (and specifically EIAs) | Customers, Performance, Resources and Governance Scrutiny Committee  
Community Diversity Team  
Equality Improvement Group  
Departmental Senior Management Teams |
| Dedicated equality officer to coordinate and provide advice (or identified an existing staff member who already has responsibility for coordinating activity) | Community Diversity Manager / Officer |
| Introduce a standing agenda item for their board on EIAs and the duties more broadly | Customers, Performance, Resources and Governance Scrutiny Committee annual report  
Feedback to Departmental Senior Management Teams |
| 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 | Equality Improvement Group |
| 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 to be reviewed in December 2014, amendments agreed for 2015 onwards.

<table>
<thead>
<tr>
<th>EIA templates adapted to include a sign-off section</th>
<th>Online EIAs are electronically linked to their authority department.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure that relevant policies and EIAs are signed off by equality leads and a member of senior management,</td>
<td>Delegated authority from Heads of Department to officers completing individual EIAs.</td>
</tr>
<tr>
<td></td>
<td>Internal Assurance Statements.</td>
</tr>
<tr>
<td>Introduce a ‘critical friends’ panel of local senior-level experts to provide a robust challenge to officers regarding EIAs.</td>
<td>Reshaping Services Group performs some of this function but further work is needed to develop the group.</td>
</tr>
</tbody>
</table>

During 2014-15 we will undertake quality assurance reviews and provide feedback to departments to promote a culture of continuous improvement.

**Equality Impact Assessments – Compliance**

The responsibility for carrying out EIAs rests with 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 dependent 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 provide 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.

**Equality Impact Assessment of Budget Proposals 2014-15**

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.

All budget proposals undergo an initial equality screening assessment in addition to the PESTLE assessment (potential Physical, Economic, Social, Technological, Legal and Environmental implications). Where a potential negative equality impact is identified, full Equality Impact Assessments (EIA) are undertaken. As part of the EIA process Heads of Department have been asked to set out what they will do to minimise or mitigate a negative equality impact that could arise from implementing the proposal.

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 2014/15 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 2014-15 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 has also been provided in relation to:

- Equality Impact Assessments to improve understanding of the importance and relevance of impact assessments;
- Anti-hate crime training on the Council’s Third Party Reporting System to increase reporting and increase support to victims;
- Community tension monitoring training to increase co-ordinated support for communities and to address tensions before they deteriorate further;
- No Recourse to Public Funds (NRPF) training for staff in Social Services for Adults and Social Services for Children and Housing departments to increase understanding of the NRPF assessment process and achieve appropriate outcomes for people who may have no recourse to public funds; and
- Domestic Abuse and Sexual Violence awareness training including a presentation regarding issues faced by victims from BME communities.

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 91 attended in 2013/14. Further training is planned for 2014/15.
- A North Wales Dignity in Dementia Conference was supported by Wrexham Council in February 2014. This aimed to raise awareness and share best practice with regards to supporting people with dementia and their carers and families;
- 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.
- A More than Just Words - Welsh Language workshop was held in partnership with Flintshire Council. Delegates included managers and employees from the council’s
Social Care Department and independent providers from across the county. The aim of the training was to address the significance of the Welsh Government’s strategic framework for the Welsh language in social care; and

- The Adults and Children’s Social Care Training Plan for 2013/14 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. This is currently being trialled with Street Scene. Once finalised it will be amended for use with different staff groups e.g. Home Care and Housing Trades staff.

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. This is Wrexham data sheets may also be used in team meetings to support discussion about local diversity in relation to service provision. Over time this will further support the Equality Impact Assessment process.

Monitoring the level of take up of equality and diversity training by service area will provide a greater understanding of participation, levels of understanding and enable a further training needs assessment to be undertaken. During 2014-15 we will also develop a training resource to assist colleagues analyse equality data.
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?

The Council’s Procurement Code of Practice and Toolkit provides guidance on equality monitoring and the identification of relevant contract responsibilities. 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. Further work is needed to evaluate the effectiveness of this approach.

During 2014-15 we will seek opportunities to promote equality through the procurement process.

11. **Conclusion and key actions for 2014-15**

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 2014-15 we will also:

- Support the development of a County Borough wide Engagement Strategy to support implementation of the Single Integrated Plan;
- Develop an Engagement Hub to co-ordinate and support consultation engagement activities across the County Borough;
- Review EIA template and make amendments as necessary;
- Undertake further EIA Quality Assurance review in November 2014 to inform Service Planning process and Annual Governance Statement;
- Review EIA Quality Assurance criteria and amend as necessary;
- Work with 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;
- Continue to develop the membership of the Reshaping Services Group to ensure its sustainability;
- Develop the Reshaping Services Group to provide further feedback as EIAs are completed;
• Develop a local diversity ‘Train the Trainer’ pack for use by the 3rd sector;
• Develop a training resource to assist colleagues analyse equality data;
• Develop Elected Member workshops in conjunction with Member Services;
• Improve the consistency of the SEP reporting format;
• Continue to develop measurable SEP targets and outcomes; and
• Seek opportunities to promote equality through the procurement process.


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:

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 2014-15 by improving our community engagement on equality issues including holding a public event. We will also focus on developing measurable equality outcomes that can be included in future reports.

**Key:**

AED = Assets and Economic Development Department  
CWD = Community Wellbeing and Development Department  
CCS = Corporate and Customer Services  
ASC = 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 Department  
PIPS = Performance Improvement and Partnerships 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 2012-13</th>
</tr>
</thead>
</table>
| Economy             | People want to live, work, learn and invest here Businesses can locate and grow here People can prosper as individuals in their communities | 1. Reduce inequalities in employment and pay for gender and other protected characteristics and action plan as appropriate | • The Council is publishing employment equality monitoring information as at 31 March each year. The annual report includes the specified employment information for gender and pay. (CCS)  
• [http://www.wrexham.gov.uk/top_navigation/equality.htm](http://www.wrexham.gov.uk/top_navigation/equality.htm)  
• Published the actions the Council is taking to address any information gaps. Where the Council does not have sufficient information, an action plan has been developed to address data gaps. WCBC representative attended All Wales meeting October 2013 to ensure consistency of equalities data extraction and publication across the Councils of Wales. Clear definitions/parameters agreed. All methods of communications are undertaken to ensure that residents are informed of how we achieve this. (CCS)  
• Provided legal advice to departments on specific statutory requirements as requested (CCS)  
• Developed measures to assess increased in household income in 30% most deprived communities 2014/15 onwards (AED)  
• Reduced economic inactivity to 12.2% which is below Wales average of 13.7% (AED)  
• 162 jobs created against a target of 35. (AED)  
• Continued to maintain the County Borough road network and make improvements as resources/demand allows. (ENV)  
• Monitoring land as part of Local Development Plan process to inform future allocations including for business purposes. (CWD)  
• Buisnessline in Wrexham Library encouraged entrepreneurship and business start ups. 3,711 enquiries received (CWD)  
• Free IT access in libraries for job seekers (CWD)  
• Free IT access in libraries to online learning via The Open University (CWD)  
• Free accessible in libraries online resources such as e-books, e-audio and a large range of e-zines available to download for free through Zinio (CWD) from 2013/14. |
|                     |                                | 2. Reduce health inequalities | • Co-ordinated multi agency approach to tackling Anti Social Behaviour. Statutory nuisances abated within 3 months - 97.1% (PIPS, HPP)  
• Developed new approach to developing Cold Calling Control Zones. Seeking funding to continue scheme in 2014/15 (PIPS, HPP) |
### People

- 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.

### 3. Reduce unequal outcomes in education to maximise individual potential

- Working to improve the average premises risk assessment rating for under age sale of alcohol (PIPS, HPP).
- Developed and launched an enforcement strategy to address the supply and availability of illicit tobacco (PIPS, HPP).
- Launched the Best Bar None Scheme as part of the work towards the Purple Flag Award (PIPS, HPP).
- Co-ordinated the development of an alcohol Harm Reduction Strategy (PIPS).
- Reduced the average number of calendar days taken to deliver a Disabled Facilities Grant to 217 days [target 248 days] (HPP).
- Provided a Visiting Warden scheme - 130 clients signed up [target 149 clients] (HPP).
- Provided classes to enable people with protected characteristics to make healthy choices e.g. Active 50+ Card, Strength and Balance classes, GP Exercise Referral Scheme, young peoples 5x50 scheme, Dragon sports. (CWD)
- All schools participate in Healthy School Scheme with 23 schools have achieved mental health theme which includes work on anti-bullying. (CYP)

- Provided ICT support services to schools and manage any associated ICT infrastructure projects and systems on their behalf to ensure Wrexham has a modern ICT environment in education. (CCS)
- Specific groups of learners (e.g. those with additional learning needs, boys and girls, FSM pupils, EAL pupils, looked after children) made progress in line with their expected outcome [Scrutiny Committee report HLL/03/14] (LLL).
- More young people leave full-time education with a recognised qualification [Scrutiny Committee report HLL/03/14] (LLL).
- The number of young people leaving full time education without a recognised qualification reduced from 1.1% in 2012 to 0.5% in 2013. (LLL)
- More children and young people are supported into further education, employment and training (LLL).
- Sustained improvement in performance for Year 11 pupils who are NEET (not in education, employment or training) i.e. 3.2% in both 2012 and 2013 (LLL).
- More children and young people remain in full-time education. The percentage of Year 11 pupils remaining in full-time education increased to 84.3% in 2013 compared with 82.3% in 2012 (LLL).
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Books for Babies Scheme distributed to promote early years literacy (98% take up rate) (CWD)</td>
<td></td>
</tr>
<tr>
<td>Books for Babies 2 year old packs distributed to promote early years literacy (98% take up rate) (CWD)</td>
<td></td>
</tr>
<tr>
<td>Children’s Literary events to promote early years literacy - 371 sessions, 5,089 participants and 476 visits by schools to libraries reaching 14,824 pupils (CWD)</td>
<td></td>
</tr>
<tr>
<td>Family learning group established at Cefn Mawr library (CWD)</td>
<td></td>
</tr>
<tr>
<td>Homelink service – takes library service to people who are unable to access libraries, visits people in their own homes – 2,446 home visits (CWD)</td>
<td></td>
</tr>
<tr>
<td>Groups meet in libraries – reading groups, Knit and Natter and other craft groups – opportunity for social integration, 205 meetings with 1,584 people attending. (CWD)</td>
<td></td>
</tr>
<tr>
<td>Carers collection in every library – promoted by staff at the Carers Fair (ASC, CWD)</td>
<td></td>
</tr>
<tr>
<td>Health and wellbeing collection available in every library (ASC, PIPS, CWD)</td>
<td></td>
</tr>
<tr>
<td>Adult non-fiction library stock includes up to date books on careers, health, exercise, healthy diets, etc. (CWD)</td>
<td></td>
</tr>
<tr>
<td>Libraries contain Audio books as part of their Polish Collection, free access and support for readers groups including Age Concern, large print books (CWD)</td>
<td></td>
</tr>
<tr>
<td>Libraries provide a range of materials to support ‘Life in the UK’ citizenship tests (CWD)</td>
<td></td>
</tr>
<tr>
<td>Wrexham Library has a Synergy Magnifying Reader to assist readers with a visual impairment (CWD)</td>
<td></td>
</tr>
<tr>
<td>Free IT access in libraries for job seekers (CWD)</td>
<td></td>
</tr>
<tr>
<td>Free IT access in libraries to online learning via The Open University (CWD)</td>
<td></td>
</tr>
<tr>
<td>Free accessible in libraries online resources such as e-books, e-audio and a large range of e-zines available to download for free through Zinio (CWD) from 2013/14.</td>
<td></td>
</tr>
<tr>
<td>Wrexham libraries supported 82,056 adult computer users and 15,868 junior computer users(CWD)</td>
<td></td>
</tr>
<tr>
<td>Wrexham libraries developed a new borrower category for Homeless people, enabling them to join the library service with limited identification (CWD)</td>
<td></td>
</tr>
</tbody>
</table>
| 4. Reduce inequalities in personal safety | • Further guidance to help schools develop anti-bullying practices has been developed. (LLL)  
• Improvements are being made to the tracking and monitoring of incidences of bullying in schools (LLL).  
• All schools have been sent sample questionnaires and information on how to survey their own children on the issue of bullying as part of the department's anti-bullying campaign. (LLL)  
• Developed a pilot project in Bryn Alyn School on bullying via social media and sexting following requests from pupils. This included a performance by Cat’s Paw Theatre Company, Peer Education lessons and six lessons for Year 8 pupils. This is currently being rolled out to all secondary schools. The project won the High Sheriff of Clwyd Community Service Award. (CYP)  
• Info Shop workers attended training and conferences addressing issues around hate crime, housing, bullying etc. (CYP)  
• Info Shop undertaking research focusing on young people’s experiences of hate crime, hate incidents, reporting. (CYP)  
• During Youth Work week the Info Shop dedicated a whole day prevention work on Hate Crime, with relevant workers invited. These included the Diversity Officer, BAWSO and Victim Support with 27 young people attending. (CYP)  
• Info Shop attends Shelters LGBTQ Housing meetings and distributed promotional info to young people. (CYP)  
• Info Shop acts as a Third Party Hate Crime reporting centre. (CYP)  
• Info Shop developed Partnerships with Unique the transgender network for north Wales and Cheshire. (CYP)  
• A Safeguarding People Team (SPT) was established in January 2014. (ASC and CYP)  
• Social Services has worked with partners to develop a Multi-Agency Safeguarding Hub (MASH) to co-ordinate the response to Police concerns regarding vulnerable children and adults. (ASC and CYP)  
• Regional funding secured for an Anti Human Trafficking Co-ordinator (CWD)  
• Planned and delivered a NE Wales Anti Human Trafficking conference (CWD)  
• Maintained 30 Third Party Reporting Centres (CWD)  
• 16 hate incidents reported and responded to (CWD)  
• Hate crime reference group established (CWD) |
| 5. People are confident to report community tensions | • Emergency Plans have been amended to take into account the cultural and spiritual needs of people in Wrexham. (CWD)  
| 6. Promoting good relations within and between different communities | • 25 Community tensions reported and appropriate action taken (CWD)  
| | • 2,680 hours of volunteering took place in the 25 most deprived areas of Wrexham (HPP)  
| | • 627 people participated in community learning in the 25 most deprived areas of Wrexham (HPP)  
| | • 42 people attended community learning programmes delivered through the medium of Welsh (HPP)  
| | • 558 potential sites submitted across the Borough for inclusion in the LDP. Currently being screened prior to public consultation in 2015. (CWD)  
| | • Promoted national Refugee Week and developed a photographic record of local Refugees as a further awareness raising resource (CWD)  
| | • Promoted national Gypsy Roma Traveller History Month and held public event (CWD)  
| | • Developed a series of This is Wrexham data sheets (CWD, PIPS)  
| 7. Reduce inequalities in representation and voice | • Library services have developed a Welsh writing group with a local Welsh author as their tutor, and a Grwp Trafod reading group. (CWD)  
| | • Wrexham library hosts a weekly Stori a Chan session for toddlers and other libraries hold Welsh story sessions and have visits from their local Welsh playgroups. (CWD)  
| | • There were 31 literary events / reading groups for adults in the medium of Welsh with 241 participants and 99 events for children with 1,322 participants. (CWD)  
| | • 2013/14 2,356 adult Welsh books were issued and 11,693 junior Welsh books. (CWD)  
| | • The Council has reviewed and Equality Impacted and Assessed its Welsh Language Assessment procedure and forms. This was a joint project between the Human Resources department and the Welsh Language Lead Manager. A revised procedure and forms have been published and are being used. (CCS)  
| | • All electoral polling stations have been checked to ensure they comply with disability access requirements prior to every election. (CCS)  
| | • Registration Service feedback form includes equality monitoring information. |
- Reviewed and amended customer engagement policy (CCS)
- Increased public participation in consultation through development and implementation of a Consultation Strategy (PIPS)
- The Senior Governor Support Officer contributed to the ‘Representation of Voice’ document on behalf of the North Wales Regional Equality Group. (LLL)
- *Children and Young Peoples Services developed a new combined assessment document. This has had a positive effect on the quality of practice and ensured that the needs of the child / young person are kept at the forefront of decision-making, and that the services provided at appropriate to individual need.* (CYP)
- *The percentage of children seen by a social worker as part of the initial assessment in 2013/14 was 96.5% compared to 74.1% in the previous year. This is significantly above the 2012/13 Welsh average of 75.4%.* (CYP)
- *The Flintshire Wrexham Local Safeguarding Children Board research concerning children involved in the child protection process has been completed and will be used to inform service development and training from 2014.* (CYP)
- The Gypsy and Traveller Accommodation Needs Assessment has been completed. 27 new pitches (including social and private) are required (HPP, CWD).
- Guidance notes on Welsh language, designing out crime and affordable housing have been consulted on and amended during 2013/14. (CWD)
- Developed Reshaping Services Group to support Equality Impact Assessment process. Membership reflects all protected characteristics plus Carers, Poverty and Welsh Language (CWD)
- Wi – Fi has been installed at Llwy Library (CWD)
- Free IT access in Wrexham Library for job seekers (CWD)
- Produced a Consultation Toolkit including advice for consulting with seldom heard groups (PIPS)

<p>| Place | Homes that meet people’s needs and aspirations | 8. Reduce inequalities in access to information, services, buildings and the environment | • Reviewed and Equality Impacted and Assessed Welsh Language Assessment procedure and forms. Joint project between Human Resources and Welsh Language Lead Manager. Published revised for 2014 Head of Departments, HR are now using. (CCS) | • Connect magazine now available online with downloadable hard copies to ensure it is accessible to all. (CCS) |</p>
<table>
<thead>
<tr>
<th>Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces</th>
<th>Well connected communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Provided relevant legal advice when policies are being developed or reviewed and equalities are considered when advising client departments on matters such as procurement (CCS)</td>
<td>• Provided relevant legal advice when policies are being developed or reviewed and equalities are considered when advising client departments on matters such as procurement (CCS)</td>
</tr>
<tr>
<td>• Supported the IT systems which enable departments to record, monitor and analyse relevant equality data therefore informing their future decision making. (CCS)</td>
<td>• Supported the IT systems which enable departments to record, monitor and analyse relevant equality data therefore informing their future decision making. (CCS)</td>
</tr>
<tr>
<td>• Developed and manage the system which records and reports on EIAs undertaken across the organisation. (CCS, CWD)</td>
<td>• Developed and manage the system which records and reports on EIAs undertaken across the organisation. (CCS, CWD)</td>
</tr>
<tr>
<td>• Raised awareness of Equality and ensured it is discussed at departmental management and team meetings. (CCS)</td>
<td>• Raised awareness of Equality and ensured it is discussed at departmental management and team meetings. (CCS)</td>
</tr>
<tr>
<td>• Worked with Economic Development Department and 3rd party providers (eg BT) regarding the enhancement of electronic connectivity and the move to fibre provision across Wrexham. (CCS, AED)</td>
<td>• Worked with Economic Development Department and 3rd party providers (eg BT) regarding the enhancement of electronic connectivity and the move to fibre provision across Wrexham. (CCS, AED)</td>
</tr>
<tr>
<td>• Taken forward access audits to deliver a £150,000 Disability Discrimination Act programme dedicated to referrals from schools for specific adaptations (AED)</td>
<td>• Taken forward access audits to deliver a £150,000 Disability Discrimination Act programme dedicated to referrals from schools for specific adaptations (AED)</td>
</tr>
<tr>
<td>• Increased the accessibility of Public Rights of Way - 180 paths received work, 65 signposts/flags placed, 69 stiles installed or repaired, 28 Bridges and ditch crossings were replaced or repaired, 5 handrails and safety rails were installed or repaired, 11 paths were surfaced or surface cleared. (ENV)</td>
<td>• Increased the accessibility of Public Rights of Way - 180 paths received work, 65 signposts/flags placed, 69 stiles installed or repaired, 28 Bridges and ditch crossings were replaced or repaired, 5 handrails and safety rails were installed or repaired, 11 paths were surfaced or surface cleared. (ENV)</td>
</tr>
<tr>
<td>• Provided 5 guided walks over the summer of 2013 (ENV)</td>
<td>• Provided 5 guided walks over the summer of 2013 (ENV)</td>
</tr>
<tr>
<td>• Increased participation and use of the Borough’s Parks and open spaces: Bellevue Park –406,233, Ty Mawr – 62,141, Alyn Waters VC – 111,054, Nant Mill VC- 34,000, Total visitor numbers 613,958 for recorded sites (ENV)</td>
<td>• Increased participation and use of the Borough’s Parks and open spaces: Bellevue Park –406,233, Ty Mawr – 62,141, Alyn Waters VC – 111,054, Nant Mill VC- 34,000, Total visitor numbers 613,958 for recorded sites (ENV)</td>
</tr>
<tr>
<td>• Enabled 5071 children in School groups to visit the parks (ENV)</td>
<td>• Enabled 5071 children in School groups to visit the parks (ENV)</td>
</tr>
<tr>
<td>• Enabled 27,526 events to be held in parks (ENV)</td>
<td>• Enabled 27,526 events to be held in parks (ENV)</td>
</tr>
<tr>
<td>• Street Scene service maintained and contact for ‘Pride in Your Streets’ continues to be provided through Contact Wrexham as a single contact point for the public. (ENV)</td>
<td>• Street Scene service maintained and contact for ‘Pride in Your Streets’ continues to be provided through Contact Wrexham as a single contact point for the public. (ENV)</td>
</tr>
<tr>
<td>• New Customer Records Management developed to enable better customer feedback and information (ENV)</td>
<td>• New Customer Records Management developed to enable better customer feedback and information (ENV)</td>
</tr>
<tr>
<td>• WCBC achieved 52% Borough recycling (ENV)</td>
<td>• WCBC achieved 52% Borough recycling (ENV)</td>
</tr>
<tr>
<td>• Improved working with community groups for ‘other’ waste service demands i.e. during Ramadan (ENV)</td>
<td>• Improved working with community groups for ‘other’ waste service demands i.e. during Ramadan (ENV)</td>
</tr>
<tr>
<td>• 50% increase of Environmental Action Days held in a wider variety of communities (ENV)</td>
<td>• 50% increase of Environmental Action Days held in a wider variety of communities (ENV)</td>
</tr>
<tr>
<td>Event/Action</td>
<td>Details</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Events are more targeted to try to reach communities in different ways</td>
<td></td>
</tr>
<tr>
<td>Increase of use of pictorial signs to increase awareness of recycling (ENV)</td>
<td></td>
</tr>
<tr>
<td>Provided 104 new units of affordable housing (HPP)</td>
<td></td>
</tr>
<tr>
<td>32 empty council properties brought back into use (HPP)</td>
<td></td>
</tr>
<tr>
<td>81.6% of potentially homeless households where homelessness was prevented</td>
<td>for at least six months [target was 46.23%] (HPP)</td>
</tr>
<tr>
<td>521 homeless enquiries, 134 homeless applications. 98% of decisions made</td>
<td>within 33 working days [target 85%] (HPP)</td>
</tr>
<tr>
<td>732 properties installed with a new bathroom (HPP)</td>
<td></td>
</tr>
<tr>
<td>1082 properties installed with a new kitchen (HPP)</td>
<td></td>
</tr>
<tr>
<td>601 properties installed with a heating system (HPP)</td>
<td></td>
</tr>
<tr>
<td>632 properties receiving work to ensure they are in a good state of repair</td>
<td>(HPP)</td>
</tr>
<tr>
<td>The council is continuing to reduce the % in carbon emissions from public</td>
<td>sector housing across the County Borough since 2011/12 (public sector</td>
</tr>
<tr>
<td>sector housing). Phase 1 &amp; 2 are due to be completed by November 2014.</td>
<td>housing). Phase 1 &amp; 2 are due to be completed by November 2014. (HPP)</td>
</tr>
<tr>
<td>An energy awareness campaign is actively taking place for both council</td>
<td>employees and across a number of schools with energy audits being</td>
</tr>
<tr>
<td>employees and across a number of schools with energy audits being</td>
<td>undertaken. The results of the energy audits will form the basis for</td>
</tr>
<tr>
<td>undertaken. The results of the energy audits will form the basis for</td>
<td>future projects. (HPP)</td>
</tr>
<tr>
<td>a review of the biomass feasibility study is currently being assessed.</td>
<td></td>
</tr>
<tr>
<td>Officers are currently assessing the potential for the development of such</td>
<td>a large scale scheme. (HPP)</td>
</tr>
<tr>
<td>an access audits pilot (access to school buildings and access to the</td>
<td></td>
</tr>
<tr>
<td>curriculum) was carried out in March 2014 with a primary and a secondary</td>
<td>school. An evaluation of the pilot is currently being written and the</td>
</tr>
<tr>
<td>school. An evaluation of the pilot is currently being written and the</td>
<td>working group is due to re-convene in order to start tendering for a</td>
</tr>
<tr>
<td>working group is due to re-convene in order to start tendering for a</td>
<td>company to carry out this work on behalf of schools. (LLL)</td>
</tr>
<tr>
<td>company to carry out this work on behalf of schools. (LLL)</td>
<td></td>
</tr>
<tr>
<td>The Leaving Care Team and the Youth Service Info Shop are now co-located.</td>
<td>This change has been made to achieve more effective and efficient</td>
</tr>
<tr>
<td>The Leaving Care Team and the Youth Service Info Shop are now co-located.</td>
<td>use of existing services and resources and to provide young people aged</td>
</tr>
<tr>
<td>This change has been made to achieve more effective and efficient</td>
<td>between 16 and 24 with a single point of access to a range of services</td>
</tr>
<tr>
<td>use of existing services and resources and to provide young people aged</td>
<td>appropriate to assessed need to improve their quality of life. (CYP)</td>
</tr>
<tr>
<td>between 16 and 24 with a single point of access to a range of services</td>
<td></td>
</tr>
<tr>
<td>appropriate to assessed need to improve their quality of life. (CYP)</td>
<td></td>
</tr>
<tr>
<td>All planning applications are published on the web and advertised in the</td>
<td></td>
</tr>
</tbody>
</table>
Local Neighbours, Community Council and members are notified in order for communities and individuals to have the opportunity to comment. (CWD)

- 90% of all planning applications are checked to ensure that they are accessible to all persons including those with a disability. (CWD)
- Consultation and Engagement Plans are being developed to enable public consultation on the draft Local Development Plan. (CWD)
- Wi-Fi has been installed at Llay Library (CWD)
- Free IT access in Wrexham Library for job seekers (CWD)
- Free IT access at Wrexham Library for online learning via the Open University (CWD)
- Wrexham Library has developed a new borrowers category for homeless people enabling them to join library service with limited identification requirements. (CWD)

<table>
<thead>
<tr>
<th>9. The organisation needs to promote equalities in terms of outcomes to be achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Organisation</strong></td>
</tr>
<tr>
<td>Engaged and satisfied customers</td>
</tr>
<tr>
<td>Creating the conditions for success</td>
</tr>
<tr>
<td><strong>Ensured all budget proposals included an Equality Impact Assessment (FIN).</strong></td>
</tr>
<tr>
<td><strong>Supported the development of Equality Impact Assessment quality assurance criteria (FIN).</strong></td>
</tr>
<tr>
<td><strong>Reviewed and implemented revised Workforce and Recruitment and Selection form in October 2013 following new Welsh Government guidance. (CCS)</strong></td>
</tr>
<tr>
<td><strong>Launched employee equality monitoring forms to all schools in the Wrexham area. Extensive communication to the schools and to rest of workforce to ensure that our data is improving year on year. (CCS)</strong></td>
</tr>
<tr>
<td><strong>Introduced new Human Resources department data management system to record workforce diversity data. (CCS)</strong></td>
</tr>
<tr>
<td><strong>Implemented procedures to ensure that new applicant data are gathered and recorded, that employees have an opportunity to review, update or amend their personal data and that provisions of Data Protection Act are being met. (CCS)</strong></td>
</tr>
<tr>
<td><strong>Reviewed and equality impact assess a range of relevant HR policies (CCS)</strong></td>
</tr>
<tr>
<td><strong>Maintain “Positive About Disabled People” (Two Ticks) accreditation (CCS)</strong></td>
</tr>
<tr>
<td><strong>All HR polices have an equalities section. The following polices have been approved by executive board and have reference to reasonable adjustments for protected characteristics were appropriate: Pay Policy Statement;</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>---</td>
</tr>
</tbody>
</table>
| 10. Develop a more strategic approach to the collection and use of equalities data | • The standard equality monitoring form was successfully incorporated into Town Centre and tourism surveys in 13/14. (AED)  
• Workforce Strategy and Development Team have established a Social Services Equality and Welsh Language group to drive and monitor progress. (ASC amd CYP)  
• Equality data collection, monitoring and analysis is undertaken routinely and informs service development (ASC and CYP)  
• Social Services Equality and Welsh Language group has completed the first year of the recommendations from the Welsh Government “More that Just Words” strategic framework, the Welsh Language Action Plan for the remaining 2 years is in place and the group continues to oversee its implementation. (ASC and CYP)  
• Between February and March 2014 Wrexham Libraries undertook a Young People’s Library Survey of visitors aged 16 or younger. 87% gave a 9/10 out of 10 for overall satisfaction. 57% of respondents were female; 43% were male. Accessibility was rated 9.5 out of 10. (CWD)  
• Paper and on-line EIA tools developed including a screening tool (CWD, EIG)  
• This is Wrexham data sheets developed for every protected characteristic plus Carers, Poverty and Welsh Language (CWD, PIPS)  
• Reshaping Services Group developed to support EIA process (CWD)  
• Quality Assurance process for EIAs agreed. (CWD, EIG) |   |   |
| 11. Improve workforce monitoring across protected characteristics | • Revised Workforce and Recruitment and Selection form launched in January 2013 to gather data on all protected characteristics. (CCS)  
• Introduced new Human Resources data management system to record workforce diversity data. (CCS)  
• Implemented procedures to ensure that new applicant data are gathered and recorded, that employees have an opportunity to review, update or amend their personal data and that provisions of Data Protection Act are being met. |   |   |
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>12. Review and enhance employment policies to address under-representation and any barriers to accessing employment</td>
<td>Reviewed and equality impact assess a range of relevant HR policies listed below. Maintain &quot;Positive About Disabled People&quot; (Two Ticks) accreditation. (CCS)</td>
</tr>
<tr>
<td>13. Raise awareness of the requirements under the Equality Act 2010 in relation to procurement to ensure that contract monitoring is undertaken</td>
<td>The Community Development team is leading on the Community Benefits outcomes particularly for the Visible and Vibrant Places programme across the Council. This covers several departments including Housing. The training and learning manager is working with contractors to find employment and training opportunities for disadvantaged groups from deprived areas as part of their contracts Assets and Economic Development Department will report on this through the 2014/15 Council Plan. (AED)</td>
</tr>
<tr>
<td></td>
<td>The Councils equality objectives are now aligned to and delivered through departmental service plans (CWD, EIG, PIPS)</td>
</tr>
<tr>
<td></td>
<td>Local and regional equality objectives, Cohesion objectives and WLGA peer review recommendations streamlined into a single set of objectives (CWD, PIPS, EIG)</td>
</tr>
<tr>
<td></td>
<td>Process agreed to identify departmental contributions to the SEP within Service Plans (CWD, EIG, PIPS)</td>
</tr>
<tr>
<td>14. Encourage discussion on equality issues at team meetings for all service areas</td>
<td>Workshop held to develop the 2014/15 Service Plan which ensured that equalities issues were incorporated as a key element of the Departmental Plan. (CCS)</td>
</tr>
<tr>
<td>15. Public, voluntary and community sector staff understand who our communities</td>
<td>Community development staff in AED working with 25 most deprived communities (AED)</td>
</tr>
<tr>
<td></td>
<td>A Social Care Workforce Development Plan is in place. (ASC and CYP)</td>
</tr>
</tbody>
</table>
|   | All Social Care staff and managers who undertake qualifications are
are and what they need

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 approximately 91 attended in 2013/14 and we have more training planned for 2014/15

✓ A North Wales Dignity in Dementia Conference was supported by Wrexham Council in February 2014, aimed to raise awareness and share best practice with regards to supporting people with dementia and their carers / families

✓ Wrexham & Flintshire have a Dignity Champions Network. Membership includes Independent Dom & Res providers, LA, 3rd sector, Service Users, NEWCIS, Community Health Council, Contracts. They meet every 2 – 3 months to discuss Dignity in Care. They have had guest speakers from the ambulance service, hospital discharge and other representatives. They share concerns and examples of good practice.

✓ A More than Just Words - Welsh Language workshop in partnership with Flintshire Council was organised and attended by managers and employees from the council’s Social Care Department and independent providers from across the county. The aim of the training was to address the significance of the Welsh Government’s strategic framework for the Welsh language in social care with reference to: Why there is a need to develop the services available to Welsh-speaking service users, what social care providers need to know about the strategic framework and the wider context of the Welsh language in contemporary Wales and how to plan services with a view to implementing the principle of the Active Offer

✓ The Adults and Children’s Social Care Training Plan for 2013/14 includes training on equality matters e.g. Dementia, Safeguarding and Adult Protection training contains equality and diversity awareness and also other training events such as Adult Safeguarding, cross reference equality

• E-learning modules developed (CWD):
  ✓ Equality Act 2010
  ✓ Equality in the Workplace
|   |   | ✓ Equality Impact Assessments
✓ Tackling Hate Crime
✓ Community Tension Monitoring
✓ Promoting Good Relations |
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
More than 1 in 10 people in Wrexham are carers. Some of them children. 3% of local people provide more than 50 hours of unpaid care a week.

### Translation and Interpretation requests 2012/13 and 2013/14

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>2013/14</th>
<th>Language</th>
<th>2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Telephone interpretation</td>
<td>Document translation</td>
<td>Total</td>
</tr>
<tr>
<td>Arabic</td>
<td>2</td>
<td>2</td>
<td>Arabic</td>
</tr>
<tr>
<td>Bengali</td>
<td>2</td>
<td>2</td>
<td>Bengali</td>
</tr>
<tr>
<td>Chinese (simplified)</td>
<td>2</td>
<td>2</td>
<td>Chinese (simplified)</td>
</tr>
<tr>
<td>Chinese (traditional)</td>
<td>3</td>
<td>3</td>
<td>Chinese (traditional)</td>
</tr>
<tr>
<td>Cantonese</td>
<td>2</td>
<td>2</td>
<td>Cantonese</td>
</tr>
<tr>
<td>Czech</td>
<td>1</td>
<td>2</td>
<td>Czech</td>
</tr>
<tr>
<td>Farsi (Persian)</td>
<td>3</td>
<td>1</td>
<td>Farsi (Persian)</td>
</tr>
<tr>
<td>French</td>
<td>0</td>
<td>0</td>
<td>French</td>
</tr>
<tr>
<td>German</td>
<td>0</td>
<td>0</td>
<td>German</td>
</tr>
<tr>
<td>Japanese</td>
<td>3</td>
<td>3</td>
<td>Japanese</td>
</tr>
<tr>
<td>Kurdish (Bahdini)</td>
<td>0</td>
<td>0</td>
<td>Kurdish (Bahdini)</td>
</tr>
<tr>
<td>Kurdish (Sorani)</td>
<td>0</td>
<td>0</td>
<td>Kurdish (Sorani)</td>
</tr>
<tr>
<td>Lithuanian</td>
<td>0</td>
<td>0</td>
<td>Lithuanian</td>
</tr>
<tr>
<td>Mandarin</td>
<td>6</td>
<td>6</td>
<td>Mandarin</td>
</tr>
<tr>
<td>Pashto</td>
<td>0</td>
<td>0</td>
<td>Pashto</td>
</tr>
<tr>
<td>Polish</td>
<td>80</td>
<td>44</td>
<td>Polish</td>
</tr>
<tr>
<td>Portuguese</td>
<td>24</td>
<td>18</td>
<td>Portuguese</td>
</tr>
<tr>
<td>Russian</td>
<td>0</td>
<td>0</td>
<td>Russian</td>
</tr>
<tr>
<td>Spanish</td>
<td>0</td>
<td>0</td>
<td>Spanish</td>
</tr>
</tbody>
</table>
### Schools

**Profile of School Governors by gender – January 2013**

#### Primary schools

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>248</td>
<td>39</td>
</tr>
<tr>
<td>Female</td>
<td>393</td>
<td>61</td>
</tr>
<tr>
<td>Total</td>
<td>641</td>
<td></td>
</tr>
</tbody>
</table>

#### Secondary schools

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>93</td>
<td>60</td>
</tr>
<tr>
<td>Female</td>
<td>61</td>
<td>40</td>
</tr>
<tr>
<td>Total</td>
<td>154</td>
<td></td>
</tr>
</tbody>
</table>

#### Total Primary and Secondary Schools

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>341</td>
<td>43</td>
</tr>
<tr>
<td>Female</td>
<td>454</td>
<td>57</td>
</tr>
<tr>
<td>Total</td>
<td>795</td>
<td></td>
</tr>
</tbody>
</table>

**Profile of school pupils by ethnic background – January 2014**

#### PRIMARY SCHOOLS

<table>
<thead>
<tr>
<th>Ethnic background</th>
<th>Pupil No.</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key</td>
<td></td>
<td></td>
</tr>
<tr>
<td>White British</td>
<td>11123</td>
<td>88.01</td>
</tr>
<tr>
<td>Any other white background (WOTH)</td>
<td>196</td>
<td>1.55</td>
</tr>
<tr>
<td>Information not obtained</td>
<td>374</td>
<td>2.96</td>
</tr>
<tr>
<td>Refused &amp; Blanks</td>
<td>27</td>
<td>0.21</td>
</tr>
<tr>
<td>BME</td>
<td>918</td>
<td>7.26</td>
</tr>
<tr>
<td>Total</td>
<td>12638</td>
<td>100</td>
</tr>
</tbody>
</table>
### Secondary Schools

<table>
<thead>
<tr>
<th>Ethnic Background</th>
<th>Pupil No.</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>White British</td>
<td>5871</td>
<td>91.81</td>
</tr>
<tr>
<td>Any other white background (WOTH)</td>
<td>143</td>
<td>2.24</td>
</tr>
<tr>
<td>Information not obtained</td>
<td>2</td>
<td>0.03</td>
</tr>
<tr>
<td>Refused &amp; Blanks</td>
<td>37</td>
<td>0.58</td>
</tr>
<tr>
<td>BME</td>
<td>342</td>
<td>5.35</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6395</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

### SPECIAL SCHOOLS

<table>
<thead>
<tr>
<th>Ethnic Background</th>
<th>Pupil No.</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>White British</td>
<td>264</td>
<td>92.96</td>
</tr>
<tr>
<td>Any other white background (WOTH)</td>
<td>8</td>
<td>2.82</td>
</tr>
<tr>
<td>Information not obtained</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Refused &amp; Blanks</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>BME</td>
<td>12</td>
<td>4.23</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>284</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

---

**Youth Information Shop**

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

1. Gender by Number and %

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>6145</td>
<td>43.4%</td>
</tr>
<tr>
<td>Female</td>
<td>7998</td>
<td>56.6%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>14143</strong></td>
<td></td>
</tr>
</tbody>
</table>

2. Age Breakdown by %

<table>
<thead>
<tr>
<th>Age</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>11-12</td>
<td>5.4</td>
</tr>
<tr>
<td>13-15</td>
<td>33.3</td>
</tr>
<tr>
<td>16-19</td>
<td>50.2</td>
</tr>
<tr>
<td>20-25</td>
<td>7.3</td>
</tr>
<tr>
<td>Over 25</td>
<td>2.6</td>
</tr>
<tr>
<td>Parent / Carer</td>
<td>0.8</td>
</tr>
<tr>
<td>Adult representing a young person</td>
<td>0.4</td>
</tr>
</tbody>
</table>
3. Disability by Number

<table>
<thead>
<tr>
<th>Disability</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered disabled</td>
<td>74</td>
</tr>
<tr>
<td>Not disabled</td>
<td>2</td>
</tr>
<tr>
<td>Unknown</td>
<td>14067</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>14143</strong></td>
</tr>
</tbody>
</table>

4. Race and Ethnicity

<table>
<thead>
<tr>
<th>Race and Ethnicity</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>370</td>
</tr>
<tr>
<td>White</td>
<td>13703</td>
</tr>
<tr>
<td>Asian</td>
<td>28</td>
</tr>
<tr>
<td>Mixed</td>
<td>42</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>14143</strong></td>
</tr>
</tbody>
</table>

**Hate Crime**

The following is a breakdown of the type/number of hate crimes reported to the Council’s Third Party Reporting Project in 2013/14. 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>14</td>
</tr>
<tr>
<td>Sexual Orientation</td>
<td>2</td>
</tr>
<tr>
<td>Disability</td>
<td>0</td>
</tr>
<tr>
<td>Gender</td>
<td>0</td>
</tr>
<tr>
<td>Faith</td>
<td>0</td>
</tr>
<tr>
<td>Not Disclosed</td>
<td>0</td>
</tr>
</tbody>
</table>

| Total Number of Hate Crime Reports (2013/14) | 16 |

During 2014-15 we will be focusing on implementing the Welsh Government National Framework for tackling Hate Crime.

**Employee data** – see Employee Equality Monitoring report 2011-12

http://www.wrexham.gov.uk/top_navigation/equality.htm#keydocs
APPENDIX 3

Glossary of terms

ASC - Adult Social Care Department
AED - Assets and Economic Development Department
BME - Black Minority Ethnic
CAADA - Co-ordinated Action Against Domestic Abuse
CAHMS - Child and Adolescent Mental Health Services
CCS - Corporate and Customer Services Department
CWD - Community Wellbeing and Development Department
CYP – Children and Young People
DA & SV - Domestic Abuse and Sexual Violence
EIA - Equality Impact Assessment
EnvD - Environment Department
Estyn – Estyn is the education and training inspectorate for Wales
HPPD - Housing and Public Protection Department
LGBT - Lesbian, Gay, Bisexual, Transgender
LLD - Lifelong Learning Department
MARAC - Multi Agency Risk Assessment Conference
SEP - Strategic Equality Plan
Single Integrated Plan -
WLGA- Welsh Local Government Association