1 PURPOSE OF THE REPORT

To provide Members of the Executive Board with an update on progress in implementing the Council’s Strategic Equality Plan during 2016-17.

2 EXECUTIVE SUMMARY

2.1 The Council is making positive progress in embedding equality across all departments. This is evidenced in the Strategic Equality Plan Annual Report [Appendix 1]:

- Equality Act 2010 general duty [pages 9-12] and;
- WCBC Corporate equality objectives [pages 24-34]

All departmental service plans identify the contributions they are making to the corporate equality objectives. Departments are continuing to develop more measurable targets and outcomes.

2.2 Equality Impact Assessments [EIAs] are being undertaken by all departments and have informed the reshaping services agenda. The corporate Equality Improvement Group [EIG] provides a support and monitoring function within departments. Local quality assurance criteria has been used to review a small sample of EIAs from across the council. There is evidence of good practice and compliance with our legal duties. Working with the EIG during 2017-18 we will continue to embed this across the Council.
2.3 The corporate approach to equality and diversity takes into account the capacity of departments across the Council under the reshaping services agenda. As a result while significant progress has been made, some areas of the work remain work in progress e.g. the development of measurable equality targets and outcomes. Further actions for 2017-18 are identified in the report at Section 4 below, and in the SEP Annual Report 2016-17 at page 20-21.

3 RECOMMENDATIONS

3.1 That the Executive Board approve progress on implementing the Council’s Strategic Equality Plan 2016-20 described in the Strategic Equality Plan 2012-16 Annual Report 2016-17 (Appendix 1).

3.2 That a further update report on implementing the Strategic Equality Plan [SEP] be brought to the Executive Board in 2018.

REASON FOR RECOMMENDATIONS

To ensure that the Council continues to meet its statutory duties under the Equality Act 2010 and associated regulations.

4 BACKGROUND INFORMATION

4.1 The Council has a legal duty to publish a Strategic Equality Plan (SEP), an action plan and progress reports. This is to comply with the Equality Act 2010 and the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, further details of which are available at Public Sector Equality Duty in Wales | Equality and Human Rights Commission.

An Annual Equality Report must be produced and published by 31 March each year covering the preceding financial year. The Councils report for the period 1 April 2016 to 31 March 2017 is available at Appendix 1. The report details progress in relation to the specific and general duties and the SEP action plan.

General duties under the Act

4.3 The Council must demonstrate its compliance with the legal duties through its commitment to:
   - Eliminating discrimination, harassment and victimisation;
   - Advancing equality of opportunity; and
   - Fostering good relations.

A range of activities have been taken forward in relation to each of the general duties and these are detailed in the Annual Report at page 9.

Further work is planned for 2017-18 including:
   - 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;
• Support and enable Syrian refugees to resettle in Wrexham as part of the Council’s humanitarian support for people in extreme need;
• Support the regional co-ordination of activities to tackle discrimination and foster good relations in relation to Prevent and Modern Slavery;
• Support improvements in the quality of Equality Monitoring across the council and in schools;
• Continuing to improve equality impact assessments; and
• Provide targeted equality training to Elected Members.

Equality Act 2010 (Wales) Regulations 2011

4.4 The Council also has specific duties arising from the Wales regulations. These relate to:
• Setting and publishing equality objectives;
• Impact assessments, monitoring and data analysis;
• Ensuring all published information is accessible;
• Employment practices; and
• Procurement practices.

4.5 Good progress continues to be made in relation to the specific duties and this is detailed in the Annual Report from page 13.

4.6 The Annual report highlights the further work needed during 2017-18 to embed equality monitoring across the council. Examples include:
• Improving the consistency of the SEP reporting format;
• Continuing to develop measurable SEP targets and outcomes; and
• Seeking opportunities to promote equality through the procurement process.

Equality Impact Assessments

4.7 The online EIA tool, Are we being fair? continues to be refined in the light of feedback from colleagues. Impact Assessments are now fully accessible to Elected Members and this, together with the mandatory inclusion of EIA information in Scrutiny and Executive Board report templates is leading to a more collaborative approach to EIAs.

Quality assurance

4.8 Feedback from the Wales Audit Office on ‘Governance when Determining Significant Service Changes’ [2016-17] is positive including the following in relation to the Public Sector Equality Duty:

‘The Council has comprehensive arrangements to promote and embed equality and diversity, supported by a Community Diversity team and championed by a chief officer and a member of the Executive Board. Despite the changes already taken to mainstream equality, diversity and the new Wellbeing of Future Generations Act, the Council is not complacent. It
recognises the need to continue refining and strengthening the approach, particularly as it introduces changes to the way the Council provides some services. For example, the Council’s latest annual review of its Strategic Equality Plan explains how the Council has fulfilled its public sector equality duty. The review also identifies opportunities to strengthen its approach to meeting the duty, such as continuing to improve the quality of Equality Impact Assessments and provide targeted equality training to all scrutiny committees.'

[WAO document 263A2017]

4.9 In December 2016 members of the internal Equality Improvement Group [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’. Overall, the quality of the council’s EIAs is continuing to improve:

- Evidence that EIAs are being routinely entered onto the online system;
- There is evidence that EIAs are being undertaken in a more timely way and are being appropriately delegated;
- A significant amount of consultation has taken place;
- All budget related decisions were subject to an EIA;
- The process for publishing EIAs as part of Executive Board and Committee reports is working well;
- EIA training for Lead Members and Scrutiny Committee Members has improved the focus on equality in meetings and pre-meetings; and
- Examples of good practice have been identified in all departments.

4.10 In addition the internal quality assurance procedure has identified a number of opportunities for continued improvement including:

- Improving the quality of EIA Screening as an integral and mandatory part of the EIA;
- Improving the quality of EIA Screening in relation to strategic reports; and
- Promote greater understanding of equality and diversity [issues and processes] as they relate to population needs, population changes and population churn and the need to undertake routine equality focused service monitoring.

These will continue to be progressed during 2017-18.

4.11 An equality impact assessment screening has been completed for this report FIN/EIA00057/2016 (Appendix 3). No issues were identified because this is an information report. Activities identified in this report are subject to their own EIA and are therefore reported separately.

Compliance

4.13 The guidance document identifies 7 key areas for consideration along with more detailed information about what compliance looks like. A local review has been undertaken by the Community Diversity Manager. A significant number of areas of good practice have been identified together with areas for further development. These are consistent with the findings of the internal quality assurance review and are detailed at Appendix 2 of this report.

**Welsh Language and Culture**

4.14 The Council’s Welsh Language Scheme was replaced on 30 March 2016 with Welsh Language Standards. These are being introduced as part of the Welsh Language (Wales) Measure 2011 with the purpose of setting a consistent level of service that Welsh speakers can expect to receive in Wales. These form an important part of the Councils equality and diversity work and are reported separately. Further details are available at: [http://www.wrexham.gov.uk/english/council/documents/welsh_language_scheme.htm](http://www.wrexham.gov.uk/english/council/documents/welsh_language_scheme.htm)

**Customer Services**

4.15 Customer Services have an essential role in ensuring equality of access to our services. Ongoing customer satisfaction reviews contribute to our understanding of accessibility issues and inform progress to ensure that services are accessible to all. An example of improvement in accessibility of Customer Services is the achievement of the “Louder than Words” Charter Mark (formerly RNID) which has improved the Councils provision of services to customers who are deaf or hard of hearing. The Customer Focus Strategy is due for review in 2018 and will come before Members. It will continue to ensure equality of access and service across all customer groups.

**Employment Equality Monitoring**

4.16 The Employment Equality Monitoring Report 2014-15 and 2015-16 have been prepared by the Human Resources Department. They include information on the various protected characteristics we are able to report on and other policies and practices that have made a positive contribution to the equalities agenda. The data relates to individuals directly employed by the Council. Good progress is being made in encouraging staff to complete equality monitoring forms but further work is needed. The reports are available at [http://www.wrexham.gov.uk/top_navigation/equality.htm](http://www.wrexham.gov.uk/top_navigation/equality.htm)

**Training and Awareness Raising**

4.17 To support the mainstreaming approach a range of training and awareness raising has been delivered by the Community Diversity team including:

- Transgender issues and policy development;
- Hate crime;
- Lead 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;

In addition to this diversity and equality are 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.

Further details are available in the Annual Report at page 18 (Appendix 1).

Community Engagement

4.18 Involvement is now one of the Council’s key planning principles (rather than a specific Council priority), in line with the implementation of the Well-being of Future Generations (Wales) Act. Therefore the Consultation and Engagement Strategy is currently under review to ensure that the Involvement aspect of the Act is fully reflected. The Performance, Improvement, Partnerships and Scrutiny team [PIPS] has developed a Consultation and Engagement Toolkit. The implementation of this will further improve consultation and engagement across the council; informing EIAs and making decision making more robust.

Conclusion

4.19 The corporate approach to the equality and diversity agenda enables the Council to meet its legal duties under the Equality Act 2010 and the associated Wales regulations, while recognising the need to co-ordinate a mainstream approach, with services taking the lead. Monitoring of the Strategic Equality Plan objectives within Service Plans and the online Equality Impact Assessment process provides evidence of our progress and reflects the positive equality and diversity work within all departments.

5. IMPLICATIONS

5.1 Policy Framework: The work described in this report supports the Council in its commitment to prioritise people who may be vulnerable to social exclusion.

5.2 Budget: The budget for the Community Diversity team is contained within the Finance Department base budget. There are no budget implications of this particular report.

5.3 Legal: The work described in this report helps the Council to meet its statutory duties under the Equality Act 2010 and associated regulations.

5.4 Staffing: There are no staffing implications from this report.

5.5 Equalities/Human Rights: Members are advised to consider the EIA Screening of the Equality Annual Report 2016-17 which is available at http://vmwinsqld/equalityisalive report number FIN/EIA00057/2016. A summary of the SEP Equality Impact Assessment is attached at Appendix 3.

5.6 Risks: no risks have been identified in relation to this report. The CIPFA Principles of Good Governance highlighted areas of positive practice and some areas for further development. These have been incorporated into the equality work for 2017-18. In addition the Wales Audit Office review of Governance when Determining Significant Service Changes in December 2016 gave positive feedback in the final report.
6 CONSULTATION

6.1 Heads of Department have been consulted in the preparation of the Annual Report. The Customers, Performance and Resources Scrutiny Committee were consulted in October 2017 and supported the approval of the Annual Performance Report 2016-17 by the Executive Board. The Executive Board report has been amended to reflect comments made by the Scrutiny Committee.

<table>
<thead>
<tr>
<th>BACKGROUND PAPERS</th>
<th>LOCATION</th>
<th>WEBSITE INFO.</th>
</tr>
</thead>
</table>
Wrexham County Borough Council
Strategic Equality Plan
Annual Report April 2016 – March 2017

Mae’r ddogfen yma ar gael yn y Gymraeg. Os ydych yn darllen y fersiwn ar lein, defnyddiwch y ddolen “Cymraeg” ar ochr dde’r bar uchaf. Os ydych yn darllen copi papur, defnyddiwch y manylion cyswllt sydd ar gael yn y copi o'r fersiwn Gymraeg os gwelwch yn dda.

This document is available in Welsh. If you are reading the online version, please use the “Cymraeg” link on the right hand side of the top bar. If you are reading a paper copy, please use the contact details below to obtain a Welsh version.

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
Finance Department
Wrexham County Borough Council
Guildhall
Wrexham
LL11 1AY
Telephone: 01978 292261
Email: onewrexham@wrexham.gov.uk
## Contents:

<table>
<thead>
<tr>
<th>Section</th>
<th>Page number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Foreword</strong></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>9</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 Engagement</td>
<td>13</td>
</tr>
<tr>
<td>6 Using information to meet the general duty</td>
<td>14</td>
</tr>
<tr>
<td>7 Wrexham Council employees</td>
<td>14</td>
</tr>
<tr>
<td>8 Equality Impact Assessments</td>
<td>15</td>
</tr>
<tr>
<td>9 Training and Awareness Raising</td>
<td>18</td>
</tr>
<tr>
<td>10 Procurement</td>
<td>20</td>
</tr>
<tr>
<td>11 Conclusion and key actions for 2016-17</td>
<td>20</td>
</tr>
<tr>
<td>12 Appendices</td>
<td></td>
</tr>
<tr>
<td>1. Equality objectives that underpin the Council Plan, the Wrexham PSB Plan and achievement of the Welsh Government national Well-being Goals.</td>
<td>22</td>
</tr>
<tr>
<td>2. Strategic Equality Action Plan action plan</td>
<td>24</td>
</tr>
<tr>
<td>3. Equality Information</td>
<td>35</td>
</tr>
<tr>
<td>4. Glossary of terms</td>
<td>43</td>
</tr>
</tbody>
</table>
Wrexham County Borough Council Strategic Equality Plan

Annual Report 2016-17

Foreword:

This is the first annual report for the Council’s Strategic Equality Plan (SEP) 2016-20: https://www.wrexham.gov.uk/assets/pdfs/equality/2016/strategic_equality_plan_2016_2020.pdf

It covers the period April 2016 to March 2017. 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 continues to be prioritising the most vulnerable in our communities. Our commitment to the Equality Impact Assessment process has enabled us to mitigate any negative impacts as far as we are able to. This approach is demonstrated by the many reshaping and improvement activities listed within this report.

A key focus for us during 2016-17 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 (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;
• Support and enable Syrian refugees to resettle in Wrexham as part of the Council’s humanitarian support for people in extreme need;
• Improve the regional co-ordination of activities to tackle discrimination and foster good relations in relation to Prevent counter terrorism and Modern Slavery;
• Improving the quality of Equality Monitoring;
• Continuing to improve equality impact assessments;
• Consult with the public and partners in order to develop a revised SEP (2016-20) for implementation from April 2016;
• Implement changes as a result of the annual EIA quality assurance audit;
• Review Licensing and Planning Committee report formats; and
• Provide targeted equality training to all Scrutiny Committees.

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 Paul Rogers

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] 2016-20 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. [https://www.wrexham.gov.uk/assets/pdfs/equality/2016/strategic_equality_plan_2016_2020.pdf](https://www.wrexham.gov.uk/assets/pdfs/equality/2016/strategic_equality_plan_2016_2020.pdf)

This report describes the progress we have made during 2016-17 to implement the SEP and any additional actions described in the previous annual report, and the processes we have put in place to help us.

Overall we have made good progress implementing our SEP Action Plan 2016-17; the Equality Act 2010 General Duty and the Equality Act 2010 (Wales) regulations 2011.

While good progress has been made there is much that remains to be done. In addition to the objectives already contained in the SEP 2016-20 we will also take forward the following in 2017-18:

- 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;
- Support and enable Syrian refugees to resettle in Wrexham as part of the Council’s humanitarian support for people in extreme need;
- Support the regional co-ordination of activities to tackle discrimination and foster good relations in relation to Prevent and Modern Slavery;
- Support improvements in the quality of Equality Monitoring across the council and in schools;
- Continuing to improve equality impact assessments; and
- Provide targeted equality training to Elected Members.

Further details are contained within the main report. If you would like to comment on it please contact us on:
Telephone: 01978 292261, 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

The Council’s Welsh Language Scheme was replaced on 30 March 2016 with Welsh Language Standards. These are being introduced as part of the Welsh Language (Wales) Measure 2011 with the purpose of setting a consistent level of service that Welsh speakers can expect to receive in Wales. These form an important part of the Council’s equality and diversity work and are reported separately. Further details are available at: http://www.wrexham.gov.uk/english/council/documents/welsh_language_scheme.htm

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) 2016-20:

The Council prepared its SEP during 2016 following engagement with a wide range of local and regional groups representing people with 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 these objectives is detailed within the SEP. http://www.wrexham.gov.uk/english/council/equality/equality.htm

The evidence for delivery against these objectives was located in the Council’s SEP (local and regional equality objectives) and in departmental Service Plans. The table at Appendix 1, page 22 demonstrates how the equality objectives underpin all the work of the Council Plan.

Wrexham Public Service Board:

Wrexham Public Services Board (PSB) is a statutory body established on 1st April 2016 as a result of the enactment of the Well Being of Future Generations (Wales) Act 2015. Representation at the PSB includes all public sector organisations working in Wrexham and the Wrexham Council for Voluntary Services http://www.wrexhampsb.org/about-us/

The purpose of the PSB is to improve the economic, social, environmental and cultural well-being of Wrexham County Borough. In pursuing this purpose the Board will contribute to seven national well-being goals, as set out in the Well-being of Future Generations (Wales) Act 2015:

- A prosperous Wales;
- A resilient Wales;
- A healthier Wales;
- A more equal Wales;
- A Wales of cohesive communities;
- A Wales of vibrant culture and thriving Welsh language; and
- A globally responsible Wales.

Initially the key tasks for the PSB are:

- To prepare and publish an assessment of the state of economic, social, environmental and cultural well-being of Wrexham county borough. This was completed by 31 March 2017. http://www.wrexhampsb.org/the-wrexham-we-want/
- To prepare and publish a Local Well-being Plan for Wrexham County Borough by 31 March 2018, setting out local objectives and the steps it proposes to take to meet them.

In developing and implementing the Wrexham Well-being Plan partners are also required to take account of the sustainable development principle by applying the following five ways of working:

1. Looking to the long term so that we do not compromise the ability of future generations to meet their own needs;
2. Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their well-being objectives;
3. Involving a diversity of the population in the decisions that affect them;
4. Working with others in a collaborative way to find shared sustainable solutions;
5. Understanding the root causes of issues to **prevent** them from occurring.

It is clear that together the Well-being goals and the 5 ways of working have the potential to significantly address local inequalities. It is therefore important that the Wrexham Well-being Plan reflects the equality issues identified in the Strategic Equality Plans of all the partners.

The approach taken by the council to equality monitoring means that over time we will be able to demonstrate our corporate contribution to the County Borough wide PSB plan The Wrexham We Want: [http://www.wrexhampsb.org/the-wrexham-we-want/](http://www.wrexhampsb.org/the-wrexham-we-want/)

The Council's overall work on equality is supported by the Welsh Language Standards [http://www.wrexham.gov.uk/english/council/documents/welsh_language_scheme.htm](http://www.wrexham.gov.uk/english/council/documents/welsh_language_scheme.htm) and the Customer Services Strategy which is detailed at [http://www.internal.wrexham.gov.uk/MinutesData/ExBoard/Reports/hccs5814.pdf](http://www.internal.wrexham.gov.uk/MinutesData/ExBoard/Reports/hccs5814.pdf)

**Equality leads, champions and networks**

The Lead Member for People – Youth Services and Anti-Poverty has the lead role in promoting and overseeing the Council’s work on equality and diversity. Strategic support in 2016-17 was provided by the Head of Finance. The Customers, Performance, Resources and Governance Scrutiny Committee received a monitoring update and report. The Council’s Executive Board formally approved the annual SEP update report.

The Community Diversity team provided dedicated support to mainstream equality and diversity across the Council including via the corporate Equality Improvement Group [EIG].

**Internal delivery and monitoring processes**

**Delivery processes:**

Delivery of the Strategic Equality Plan is achieved through our existing Council and departmental strategies and plans. The Council Plan is the Council’s key strategy. It sets out the six planning principles that will be considered in the planning and provision of all Council services:

- **Prevention** comes first
- Prioritise the most **vulnerable**
- Plan for the **long term**
- Consult and **involve** local people
- **Integrate** and **collaborate** services
- Services and information should be equally available in **Welsh** and English

The Plan also sets out three strategic well-being themes that the Council will work towards:

- **Economy** – supporting a sustainable, thriving and more equal economy
- **People** – supporting sustainable, active and self-reliant communities whilst safeguarding those at risk
- **Place** – supporting a sustainable and bio-diverse environment
These are underpinned by a fourth, corporate well-being theme of ‘Organisation – building an efficient and effective organisation that can best support local well-being’.

The well-being themes are described in detail in the Council Plan (2017-22) together with a high level summary of the actions and activities that the Council will undertake to improve local well-being, and the measures and targets that will be used to judge progress.

However, we know that the way that services are planned and delivered can impact differently on different groups of people. Because of this we monitor and consider the impact of services on people with different protected characteristics to promote fair and equitable outcomes. By linking our SEP to our existing Council and departmental strategies and 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:

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 needed most; prioritising the most vulnerable in our communities.

Progress in implementing the Strategic Equality Plan Action Plan 2016-17:

Actions to deliver the SEP are contained within departmental service plans. Information at Appendix 2 (page 23) highlights the progress made in relation to each of the corporate equality objectives.

Scrutiny:

Members of the Customers, Performance and Resources Scrutiny Committee considered this Annual Equality Report.

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 2016-17. These included:

Eliminate unlawful discrimination, harassment, and victimisation:

- There were 59 hate incident reports to Victim Support [April 2016 – August 2016]. North Wales Police recorded 125 hate crimes during 2016-17 [35 rural; 90 town centre]. This is an increase on the previous year; rural up by 9.4% and the town centre up by 5.9%. Racially motivated hate remains the most reported. There was a spike in reporting following the European referendum; reports then fell back to previous levels.
- The Community Diversity team continued to embed the National Framework for Tackling Hate Crime by providing training and promoting the e-learning module;
- The Community Cohesion Co-ordinator and Community Diversity team promoted Anti Hate Crime Week 2015 including the development of a North Wales Regional Communications Plan and Toolkit and implementing a grant funding scheme in Wrexham on behalf of the Police and Crime Commissioner:
• The Community Cohesion Co-ordinator and Community Diversity team continued to support the development of a North Wales regional approach to tackling Modern Slavery;
• The Community Diversity team have provided Prevent awareness raising training to Community Councillors;
• The Community Safety team continue to prioritise tackling anti-social behavior;
• The Performance Improvement and Partnerships team have provided dementia awareness training in and outside the team;
• A review by HMCR confirmed the council does have in place sufficient due diligence checks to limit risk in relation to its supply chains. This also confirms that the Finance Department is taking all reasonable steps to limit the risks within the existing supply chains of the possible exploitation of the labour force in the form of pay below the statutory minimum wage.
• Two Wrexham schools won awards at the Show Racism the Red Card (Wales) annual competition; 3 pupils won individual categories;
• Recognised White Ribbon Day to promote awareness of domestic abuse and sexual violence;
• Recognised the International Day Against Homophobia, Transphobia, and Biphobia (IDAHO†) promote greater awareness and support for sexual and gender diversity;
• The Youth Services team delivered Inspire workshops to promote mental wellbeing and remove stigma associated with mental health;
• The Healthy Schools Team continued to support schools to develop and implement their anti-bullying policies; and
• The Human Resources team commissioned a 24/7 employee support and advice service.

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

• The Community Diversity team continued to develop a range of guidance documents for staff in relation to Equality and Diversity e.g. equality monitoring guidance;
• Corporate and Customer Services and the Community Diversity team amended the Scrutiny Committee pre-meeting agenda format to better reflect equality and diversity considerations;
• The Community Diversity team contributed to the development of the Wrexham Wellbeing Needs Assessment in relation to community cohesion and meeting the needs of people with protected characteristics through consultation and engagement activities;
• Children and Adults Social Services Department have implemented the Welsh Language More than Just Words Framework;
• Children and Adults Social Services Department have supported the development of a regional Fostering service;
• Children and Adults Social Services Department have implemented an all-age Disability Service to improve access and support;
• Children and Adults Social Services Department have implemented the Social Services Wellbeing Act (Wales) to improve service access and service delivery;
• The Education Department has supported a reduction in the numbers of Year 11 leavers who are not in education, employment or training (NEET) in
Wrexham from 1.7% in 2015 to 1.4% in 2016 (Data Source: Careers Wales Destination Data);

- The Education Department has continued to support young people Not in Education, Employment or Training (NEETs). The figure for 2006 year 11 school leavers remains low at 18 (1.4%) out of a cohort of 1274 pupils.
- The Healthy Schools team continued to support schools to deliver the Healthy Schools Award including through the School Health Days;
- The Education Department delivered the Activ8 exercise referral scheme for young people with disabilities and the national exercise referral scheme (NERS) to promote health and wellbeing and recovery programmes;
- The Youth Services team delivered the Inspire Hospital Youth Work Project to provide support to young people experiencing significant mental health issues and also delivered workshops to promote mental wellbeing and reduce the stigma associated with mental health;
- The Education Department provided Outside In Counselling Services in all secondary schools and a small number of primary schools, alongside access to counselling services delivered at the Young Person’s Info Shop;
- The Education Department is a member of the Wrexham Adult Community Learning Partnership which prioritised a range of community based learning opportunities including digital literacy, literacy, numeracy and engagement activities to encourage adults back into learning;
- The Youth Service provided the Second Voice Advocacy Service for young people;
- The Youth Service provided information and support to young people through the Young People’s Info Workshop with approximately 14,000 visits made during 2016-17;
- The Senedd yr Ifanc continued to meet and implement a work programme that is linked in to democratic decision making;
- The Performance Improvement and Partnerships team have introduced a planning principle to ensure the Welsh language is promoted in all council services;
- The Environmental Services team Assisted Bin Collections Service has been reviewed using specialist software. ‘In cab’ technology has been introduced to ensure anyone registered for an assisted bin collection will not be missed;
- The Procurement team ensured all tender exercises over £1m in value include a standard clause in relation to community benefits which helps to improve the quality of life for people from diverse backgrounds by opening doors to career and skills development opportunities;
- The Procurement team worked collaboratively with the Economy team to encourage employers in Wrexham to sign the Employer Pledge which is a commitment to support skills development and support Wrexham people into employment;
- The Procurement team facilitated commissioning processes that actively involve people with protected characteristics in the commissioning and co-production of services;
- The Procurement team improved access to contents insurance for council tenants including those on low incomes and who do not have a bank account. 1661 tenants are part of the scheme;
- The Housing Options team published an action plan for assisting rough sleepers with emergency accommodation in periods of harsh weather. [HE]
• The Housing Department supported digital inclusion by providing IT training for tenants living in sheltered accommodation;
• The Housing Department provided targeted information to new housing applicants regarding changes to Housing Benefit regulations; to enable people to make better informed decisions;
• Surveyors and managers in the Housing Department received training from RNIB in relation to visual impairment and the design of kitchens, bathrooms and decoration. Void Kitchen design now takes into account Light Reflective Values and was approved by RNIB;
• The Housing and Economy team have worked with Gypsies and Travellers to identify accommodation needs in relation to permanent and transit accommodation;
• The Housing Department has improved access to information by:
  o Improving the availability of information in a range of formats including the Housing Hotline, digital and through drop-in surgeries in local communities;
  o Achieving the Tenants Approval seal to be jargon free;
  o Tenants training programme includes digital skills;
  o 8 events held in rural communities;
  o 23 consultations delivered through a variety of means including the Young Tenants Group; and
  o 23 making participation accessible activities; and
• A mental health practitioner provides support within the Housing Options Team to improve understanding and access to services.

Foster good relations between persons who share a protected characteristic and persons who do not:
• The Community Diversity team provided training on equality impact assessments and the needs of people with protected characteristics to:
  o Heads of Department;
  o Departmental management teams; and
  o Lead Members;
• The Community Diversity team working with the Equality Improvement Group to produce Spring and Autumn editions of the Equality Newsletter for staff;
• The council flew the Rainbow Flag to demonstrate support for Lesbian, Gay, Bisexual and Transgender [LGBT] History Month;
• The Education Department is a member of the Wrexham Adult Community Learning Partnership which prioritises English for Speakers of Other Languages (ESOL);
• The Performance Improvement and Partnerships team encouraged volunteering through the Together in Wrexham programme assessment criteria;
• The Tenancy Support team provided mediation support between tenants where necessary; and
• The Housing Department provided a forum, events and drop-ins to support tenant engagement and participation.
4. **Progress against the specific duties under the Equality Act 2010 (Wales) Regulations 2011**

Overall, departments believe 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 2017-18 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; and
- Providing on-going support, monitoring and evaluation through the Equality Improvement Group.

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 Consultation and Engagement Strategy 2013 – 2017 is in place to help us to improve our understanding of people’s needs, views and experiences, through consultation and engagement. It is a key mechanism for understanding our customers’ needs and informing our service developments.


Involvement is now one of the Council’s key planning policies (rather than a specific Council priority) in line with the implementation of the Well-being of Future Generations (Wales) Act. Therefore the Consultation and Engagement Strategy is under review. It will continue to ensure equality of access and service across all customer groups.

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 an electronic Engagement Hub which is owned by Wrexham Public Service Board [PSB]. Respondents views are analysed by protected characteristic and this information is included in each report. This provides a co-ordinated approach to consultation and engagement across all PSB partner organisations in Wrexham.

[http://yourvoicewrexham.net](http://yourvoicewrexham.net)

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 Islamic Cultural Association
- BAWSO
- North Wales Regional Public Sector Equality Network
- Wrexham VI Voices
- Wrexham Over 50’s Forum
- Wrexham Senedd Yr Ifanc (Young People’s Parliament)
- Schools Councils
- Portuguese community group
- Unique Transgender Group
- VIVA LGBT
- Trans Positivity Wrexham
- Tangnefedd (North East Wales Interfaith Forum)
- 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.

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 co-ordinated action with local community safety partners.

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.

Work to complete the latest Employment Equality Monitoring Report is underway. It will include 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.

Employment Equality Monitoring Reports can be found at: http://www.wrexham.gov.uk/top_navigation/equality.htm

8. Equality Impact Assessments (EIAs)

The online EIA process has been developed in collaboration with the Equality Improvement Group. This includes a combined screening and assessment tool. 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;
- EIA summary information is a mandatory part of all Scrutiny Committee and Executive Board reports; and
- EIAs can be accessed electronically by Elected Members.

We recognise that individuals and communities are under increased pressure because of caring responsibilities, the economic environment in the UK, changes to the Benefits system, and expected reductions in public, voluntary and community services. 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
- Pregnancy and Maternity

And in addition, to also consider:
- Poverty;
- Caring; and
- Welsh Language

as additional characteristics for the purposes of 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. This also supports our work to develop and deliver an effective Wellbeing of Future Generations Plan.

**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:

- 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 2017-18.

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 EIG has reviewed progress against the EHRC guidance:

<table>
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<tr>
<th>EHRC Guidance</th>
<th>WCBC Procedure – 2016-17 position</th>
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<tr>
<td>Identify relevant person, unit or team to support the authority’s work on equality (and)</td>
<td>Customers, Performance, Resources and Governance Scrutiny Committee</td>
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</table>
specifically EIAs)  
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. Executive Board annual report  
Feedback to the Senior Leadership Team and 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;  
- Review to be undertaken in December to inform annual Equality report, Service Planning and the Annual Governance Statement; and  
- EIG to consider and challenge assessments; overview report to be prepared for Heads of Department.

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.  
Executive Board / decision making boards report template amended to include Equality Impact Assessment summary and key issues.

Introduce a ‘critical friends’ panel of local senior-level experts to provide a robust challenge to officers regarding EIAs.  
Equality Improvement Group perform this function

Equality Impact Assessments – Compliance

The responsibility for carrying out EIAs rests with Executive 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 be 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 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.

Equality Impact Assessment of Budget Proposals 2017-18

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.

The Council has used the significant reshaping of services as a result of budget cuts across the public sector as an opportunity to reaffirm its commitment to prioritising vulnerable people. Therefore the 2017/18 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.

EIAs have been completed on all the budget proposals for 2017/18 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 by the Community Diversity team in relation to:

- Development of an e-learning module to promote awareness and understanding of Prevent;
- Scrutiny Committee Member training on approaches to scrutinising Equality Impact Assessments within Committee reports;
- Lead Member training on approaches to scrutinising Equality Impact Assessments within Committee reports;
- 1:1 Equality and Diversity awareness raising sessions with Heads of Services;
- Anti-hate crime training on the National Framework for Tackling Hate Crime to increase reporting rates and increase support to victims;
- Equality, Diversity and Community Cohesion training for School Governors;
- Prevent training for Town and Community Councils;
- Training for Education Psychology team in relation to the Transgender Guidance for Wrexham Schools;

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:

- Workforce Development (Corporate) have equality and diversity as the golden thread throughout all of their face to face training. Each presentation makes reference to the Equality Act 2010.
- eLearning modules include Equalities in the Workplace and the Equality Act 2010.
- All contracts with external training providers make reference to the Councils commitment to Equalities and the relevant policies and procedures.
- Workforce Development (Social Care) have revised their training programme in line with the Social Services and Well-being (Wales) Act 2014:
  - The core values within the Social Care Training programme and Code of Professional Practice are to respect the views and wishes, and promote the rights and interests of individuals. To establish trust and confidence of individuals and promote their well-being, voice and control.
- Promoting the Care Council for Wales Social Care Induction Framework which aims to embed a sound value base and promotes equality and diversity of individuals in receipt of services.
- Implementing the Care Council for Wales Code of Professional Practice for Social Care (reviewed in 2015) which sets the standard for social care staff ensuring they promote the rights, interests and wishes of individuals and carers, and ensure their actions promote equality, diversity and inclusion.
- All Social Care staff and managers who undertake Health and Social Care qualifications are required to demonstrate understanding of equalities issues.
- Welsh Language training continues to be available to Council employees and the wider social care sector.
- ‘Let’s Talk Welsh’ informal lunchtime sessions continue to be delivered to Social Services to enable staff to practice and improve their skills.
- The Social Care Workforce Development Programme (SCWDP) for 2017/18 continues to include training on equality matters such as best practice in dementia, safeguarding, person centered practice and outcome focused practice.
- We have invested in Community Care Inform and online social care learning resource with a vast range of training materials covering equality and cultural issues.

Individual staff performance monitoring is achieved through the Performance Review and Career Development (PRCD) process. Annual work related objectives are set for all members of staff and these are reviewed six monthly. Equality objectives are a mandatory section of the PRCD template. This will help us 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;
- Prevent; and
- Community Tension Monitoring.
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 modules covering these equality responsibilities has been developed for use by managers with peripatetic staff e.g. Street Scene.

To assist the EIA 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 training needs in relation to equality and diversity are collated by members of the EIG. 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’ (Supplier Qualification Information Database) model for public procurement introduced by the Welsh Government. 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.

11. Conclusion and key actions for 2017-18

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 equality duties.

Whilst 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 2016-20, during 2017-18 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;
• Support and enable Syrian refugees to resettle in Wrexham as part of the Council’s humanitarian support for people in extreme need;
• Support the regional co-ordination of activities to tackle discrimination and foster good relations in relation to Prevent and Modern Slavery;
• Support improvements in the quality of Equality Monitoring across the council and in schools;
• Continuing to improve equality impact assessments; and
• Provide targeted equality training to Elected Members.

Thank you for reading our Strategic Equality Plan Annual Report 2016-17.

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

Telephone: 01978 292261 Email: onewrexham@wrexham.gov.uk

12. Appendices

A. Equality objectives that underpin the Council Plan, the Wrexham PSB Plan and achievement of the Welsh Government national Well-being Goals.

B. Strategic Equality Action Plan

C. Equality Information

D. Glossary of terms
APPENDIX A

Equality objectives that underpin the Council Plan, the Wrexham PSB Plan and achievement of the Welsh Government national Well-being Goals.

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<tr>
<td>A prosperous Wales / Wrexham</td>
<td>Economy</td>
<td>• People want to live, work, learn and invest here</td>
<td>1. Reduce inequalities in employment and pay</td>
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<td>• Businesses can locate and grow here</td>
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<td>• People can prosper as individuals in their communities</td>
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<td>A healthier Wales / Wrexham</td>
<td>People</td>
<td>• All children and young people have positive aspirations, learn and achieve their potential</td>
<td>2. Reduce inequalities in health</td>
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<td>A Wales / Wrexham of cohesive communities</td>
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<td>• Children and young people are safeguarded</td>
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<td>A Wales / Wrexham of vibrant culture and thriving Welsh language</td>
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<td>• People feel, and are, safe and secure</td>
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<td>• All people are enabled to make healthy choices</td>
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<td>• All vulnerable older people are safe, have optimal health, independence and well-being</td>
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<td>• Welsh language and culture is promoted and supported</td>
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<td>A resilient Wales / Wrexham</td>
<td>Place</td>
<td>• Homes that meet people’s needs and aspirations</td>
<td>6. Reduce inequalities in access to information, services, buildings and the environment</td>
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<td>A globally responsible Wales / Wrexham</td>
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<td>• An environmentally responsible place</td>
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<td>• Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces</td>
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<td>• Well connected communities</td>
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<td>5 ways of working:</td>
<td>Organisation</td>
<td>• Engaged and satisfied customers</td>
<td>Promote equalities in terms of outcomes to be achieved</td>
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<td>Long term</td>
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<td>• Creating the conditions for success</td>
<td>Develop a more strategic approach to the collection and use</td>
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<td>Prevention</td>
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<td>Integration</td>
<td>Collaboration</td>
<td>Involvement</td>
<td>of equalities data</td>
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<td>Improve workforce monitoring across protected characteristics</td>
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<td>Review and enhance employment policies to address under-representation and any barriers to accessing employment</td>
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<td>Raise awareness of the requirements under the Equality Act 2010 in relation to procurement to ensure that contract monitoring is undertaken</td>
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Wrexham Strategic Equality Plan action plan 2016-20: Progress update 2016-17:

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. This will be addressed when we review the 2016-20 Strategic Equality Plan.

**Key:**

<table>
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<tr>
<th>CCS</th>
<th>Corporate and Customer Services Department</th>
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<tr>
<td>EDN</td>
<td>Education Department</td>
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<td>ASC</td>
<td>Adults Social Care (draft information in italics pending approval of the Annual Report by the Statutory Director of Social Services)</td>
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<td>CSC</td>
<td>Children’s Social Care (draft information in italics pending approval of the Annual Report by the Statutory Director of Social Services)</td>
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<td>FIN</td>
<td>Finance Department</td>
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<td>HE</td>
<td>Housing and Economy Department</td>
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<td>EP</td>
<td>Environment and Planning Department</td>
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<td>EIG</td>
<td>Officer led Equality Improvement Group</td>
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<td>Economy</td>
<td>Encouraging People to live, work, learn and invest here</td>
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<td><strong>Council Plan themes</strong></td>
<td><strong>Council Plan 2017 Wellbeing objectives</strong></td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Supporting people to have positive aspirations, learn and achieve their potential</td>
<td>Reduce inequalities in health</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td></td>
<td>o Number gaining an employment related qualification – 91 (2016/17) [HE]</td>
</tr>
<tr>
<td></td>
<td>• The Performance Improvement and Partnerships team continue to promote agile working to encourage flexible working across the council. [FIN]</td>
</tr>
<tr>
<td></td>
<td>• The Performance Improvement and Partnerships team encourages volunteering through the Together in Wrexham programme assessment criteria. [FIN]</td>
</tr>
<tr>
<td></td>
<td>• The Council Plan 2017-22 includes measures around volunteering in communities to increase the profile of these activities. [FIN]</td>
</tr>
<tr>
<td></td>
<td>• All tender exercises over £1m in value include a standard clause in relation to community benefits: ‘Training and employment opportunities – provide 52 weeks apprenticeships, work experience, training and / or employment for disadvantaged groups for every £1m spent’. [FIN]</td>
</tr>
<tr>
<td></td>
<td>• Employers in Wrexham are encouraged to sign the Employer Pledge which is a commitment to support skills development and supporting Wrexham people into employment. [FIN and HE]</td>
</tr>
<tr>
<td></td>
<td>• Colleague have been made aware of and have made use of mental health support via Occupational Health services. [EP]</td>
</tr>
<tr>
<td></td>
<td>• Disability Awareness training provided for Managers.[EP]</td>
</tr>
<tr>
<td></td>
<td>• Equipment provided for colleagues who needed assistance. [EP]</td>
</tr>
<tr>
<td></td>
<td>• Promoted the Social Services Wellbeing (Wales) Act to reduce service user dependency on services by:</td>
</tr>
<tr>
<td></td>
<td>➢ Promoting training and resources information available via the Care Council (Wales) Information Hub;</td>
</tr>
<tr>
<td></td>
<td>➢ Providing training to staff across social care and the wider council on Prevention, Assessing and Meeting the Needs of Individuals, Looked After and Accommodated Children, and Safeguarding [ASC and CSC]</td>
</tr>
<tr>
<td></td>
<td>➢ Improved transition from child to adult disability services through implementation of an all-age Disability Service [ASC and CSC];</td>
</tr>
<tr>
<td></td>
<td>➢ Implementation of a North Wales regional project to enable a diverse range of foster carers to be identified and recruited</td>
</tr>
</tbody>
</table>
| People | Supporting people to live active, independent lives within their community  
|        | Safeguarding those who are vulnerable  
|        | Working with partners to make Wrexham a safe place where people feel included  
|        | Enabling access to leisure and cultural activities  |

[CSC]:  
- Staff are encouraged to attend health promotion days provided by the Council including in relation to mental health [All Departments]  
- Customer Services Team conduct regular quality assurance checks and one to one interviews with staff to monitor performance but it used as a tool to review and maintain employees well-being.[CCS]  
- Staff are encouraged to attend events linked to the Council’s re-shaping agenda so that they have up to date and accurate information on any changes. These include Chief Exec roadshows and employee forums. [All Departments]  
- The Healthy Schools team continue to support schools to deliver the Healthy Schools Award including through the School Health Days;  
- The Education Department delivers the Activ8 exercise referral scheme for young people with disabilities and the national exercise referral scheme (NERS) to promote health and wellbeing and recovery programmes;  
- The Youth Services team deliver the Inspire Hospital Youth Work Project to provide support to young people experiencing significant mental health issues and also delivers workshops to promote mental wellbeing and reduce the stigma associated with mental health;  
- The Education Department provides Outside In Counselling Services in all secondary schools and a small number of primary schools, alongside access to counselling services delivered at the Young person’s Info Shop;  
- The Human Resources team take a lead role in promoting the Corporate Health standards including commissioning a 24/7 employee assistance programme [CCS]  
- The Performance Improvement and Partnerships team works collaboratively with the Human Resources team to support health promotion and work towards the Corporate Health Platinum Standard. [FIN and HR and all departments]  
- The Performance Improvement and Partnerships team promotes the Cycle To Work scheme which has resulted in 56 applications throughout 2016-17. [FIN]  
- A mental health practitioner provides support within the Housing Options
| Reduce inequalities in education | Team. [HE]  
| --- | ---  
| • Houses of a non-traditional design are being fitted with external wall cladding to improve fuel efficiency, help avoid fuel poverty and improve health and wellbeing. [HE]  
• The Housing Options team publish an action plan for assisting rough sleepers with emergency accommodation in periods of harsh weather. [HE]  
• The Housing Department has developed a plan for achieving the Welsh Housing Quality Standards including improving heating, lighting and fire alarm systems; delivery is ongoing. [HE]  
| Reduce inequalities in personal safety | The Customer Services Team worked with the Caia Park Partnership to successful pilot group training sessions for customers in need of additional support using on line services.[CCS]  
• The Education Department has continued to support young people Not in Education, Employment or Training (NEETs). The figure for 2006 year 11 school leavers remains low at 18 (1.4%) out of a cohort of 1274 pupils. Data for 18-24 year olds shows the figure is higher but it is difficult to be precise due to DWP data availability. The NEETs Strategic Group continues to monitor this. [EDN]  
• The Education Department is a member of the Wrexham Adult Community Learning Partnership which prioritises a range of community based learning opportunities including digital literacy, literacy, numeracy and engagement activities to encourage adults back into learning. [EDN]  
• The Education Department is a member of the Wrexham Adult Community Learning Partnership which prioritises English for Speakers of Other Languages (ESOL). [EDN]  
• The Education Department, works closely with GwE, the regional school improvement and effectiveness service to support and challenge schools in raising the achievement of pupils eligible for free school meals [EDN]  
• Staff within Contact Wrexham have received Dementia awareness training to assist in their support and services to customers. [CCS]  
• The Community Diversity team continued to embed the National Framework for Tackling Hate Crime by providing training and promoting the e-learning module. [FIN]  

| Reduce inequalities in representation and voice | • The Community Cohesion Co-ordinator and Community Diversity team promoted Anti Hate Crime Week 2015 including the development of a North Wales Regional Communications Plan and Toolkit and implemented a grant funding scheme in Wrexham on behalf of the Police and Crime Commissioner. [FIN]
• The Community Cohesion Co-ordinator and Community Diversity team continued to support the development of a North Wales regional approach to tackling Modern Slavery. [FIN]
• The Community Diversity team have provided Prevent awareness raising training to Community Councillors. [FIN]
• The Community Safety team continue to prioritise actions to tackle anti-social behavior. [FIN]
• The Youth Services team delivers Inspire workshops to promote mental wellbeing and remove stigma associated with mental health. [EDN]
• The Healthy Schools Team continue to support schools to develop and implement their anti-bullying policies. [EDN]
• The Tenancy Support team provide mediation support between tenants where necessary. [HE]
• The Housing Department provides bespoke Fire Safety Awareness training in schools. [HE] |
| • The Local Development Plan Community Involvement Scheme outlines the Council’s principles of community engagement and how it will respond to comments made [EP]
• An Equality Impact Assessment was carried out prior to the LDP Preferred Strategy being presented for public consultation (February 2017). Support quality improvements in Equality Impact Assessments. [EP]
• Improved and increased the provision of social care services in Welsh by:
  o Developing a baseline data set of employees with Welsh language skills;
  o Providing Welsh Languages awareness training for staff in the social care sector;
  o Providing Welsh Language training for social care staff;
  o Providing Welsh Language information packs for team |
| Place | Promoting good quality Homes and regeneration  
Taking pride in our environment  
Promoting Communities with sustainable, attractive settlements, neighbourhoods, buildings and settlements | Information  
- Launched a new consultation portal for the Local Development Plan to improve access to information, research and background papers, and consultation events. [EP]  
- Local Development Plan Consultation Portal is bilingual and also enables users to switch between Welsh to English pages and English to Welsh pages at any point in the portal [EP]  
- The signage in the town centre has been reviewed in line with the public realm strategy with the aim of consolidating signs where there are too many and duplicates, and changing signs to make wayfinding easier for tourists and residents. [HE]  
- The Youth Service provides information and support to young people through the Young People’s Info Workshop with approximately 14,000 visits made during 2016-17. Young people can also access community based information points and [www.youngwrexham.co.uk](http://www.youngwrexham.co.uk) for information, advice and guidance. [EDN]  
- Working collaboratively the Community Diversity team and Human managers [ASC and CSC];  
- Any child or young person making a complaint is offered the support of an advocacy services as a mandatory procedure. Any adult making a complaint that requires the support of an advocate can also have this arranged. [CCS]  
- Contact Wrexham facilitated Welfare Right information surgeries to support and advise customers regarding their financial circumstances. [CCS and ASC]  
- The Youth Service provides the Second Voice Advocacy Service for young people. [EDN]  
- The Senedd yr Ifanc continues to meet and has a work programme that is linked in to democratic decision making. [EDN]  
- The Community Diversity team and Community Safety team continue to prioritise tackling identity based hate and anti social behavior. [FIN and all departments]  
- The Performance Improvement and Partnerships team have provided dementia awareness training in and outside the team. [FIN] |
<table>
<thead>
<tr>
<th>Promoting Well connected communities</th>
<th>Resources team provide support to schools to dealing with change initiatives including on equality matters. [FIN and CCS]</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The Performance Improvement and Partnerships team have introduced a planning principle around Welsh language to ensure the language is promoted in all council services. [FIN]</td>
<td></td>
</tr>
<tr>
<td>• The Housing Department supported digital inclusion by providing IT training for tenants living in sheltered accommodation. [HE]</td>
<td></td>
</tr>
<tr>
<td>• The Housing Department provided targeted information to new housing applicants regarding changes to Housing Benefit regulations; to enable people to make better informed decisions. [HE]</td>
<td></td>
</tr>
<tr>
<td>• Adult Social Care and Housing Departments work collaboratively to improve access to information and advice for older people. [HE and ASC]</td>
<td></td>
</tr>
<tr>
<td>• The Housing Department has improved access to information by:</td>
<td></td>
</tr>
<tr>
<td>o Improving the availability of information in a range of formats including the Housing Hotline, digital and through drop-in surgeries in local communities;</td>
<td></td>
</tr>
<tr>
<td>o Achieving the Tenants Approval seal to be jargon free;</td>
<td></td>
</tr>
<tr>
<td>o Tenants training programme includes digital skills;</td>
<td></td>
</tr>
<tr>
<td>o 8 events held in rural communities;</td>
<td></td>
</tr>
<tr>
<td>o 23 consultations delivered through a variety of means including the Young Tenants Group;</td>
<td></td>
</tr>
<tr>
<td>o 23 making participation accessible activities. [HE]</td>
<td></td>
</tr>
</tbody>
</table>

**Access**

- The plans for new buildings need to be submitted and approved to ensure that advice contained in the Building Regulations (Approved Document M - Access to and use of buildings) is complied with. The 2016 update contains updated guidance on Visitable dwellings, Accessible and adaptable dwellings, Wheelchair user dwellings. [EP]
- Achieving the “Louder than Words” Charter Mark (formerly RNID) which has improved the Councils provision of services to customers who are Deaf, deaf, deafened or hard of hearing. [CCS]
- **Contact Wrexham** have a small number of staff with basic British Sign Language skills and are trained to support customers who access services in this manner. Work was undertaken to promote and increase
the number of staff trained to support deaf and hard of hearing customers through DAT (Deaf Awareness Training) as part of the Louder than Words Charter Mark.[CCS]

- **Contact Wrexham** offers visible and easy access to the Council on the high street, offering a user friendly service to meet service enquiries to the Council. The facility has been designed with the customer in mind and incorporates features to assist a wide range of customer needs. Work is ongoing to learn by experience and customer feedback to embrace change and introduce improvements promptly whenever possible.[CCS]

- Improved access to the bus timetable which is now available at Contact Wrexham. [CCS]

- Customer Services Team has led on introducing a revised set of Customer Care Standards (November 2015) and as a Council we are endeavouring to provide customers with more choice in the way that services can be accessed including:
  - providing a bi-lingual service where customers can contact us in Welsh or English;
  - publishing written information in plain language so that it is easy to understand, without any jargon or unnecessary abbreviations;
  - arranging translation and interpretation support for customers who do not speak English or Welsh;
  - improving access to the Council, its services and information by providing a dedicated Single Point of Access at Contact Wrexham. [CCS]

- The female-only toilets on Henblas Street were refurbished to now provide both male and female facilities and facilities for people with a disability. [HE]

- The Assisted Bin Collections Service has been reviewed using specialist software. ‘In cab’ technology has been introduced to ensure anyone registered for an assisted bin collection will not be missed. [EP]

- The Procurement team has improved access to contents insurance for council tenants including those on low incomes and who do not have a
Surveyors and managers received training from RNIB in relation to visual impairment and the design of kitchens, bathrooms and decoration. Void Kitchen design now takes into account Light Reflective Values and is approved by RNIB. [HE]

The Housing Department has developed and implemented a referral gateway to improve access to services for people who are homeless. [HE]

The Housing and Economy team have worked with Gypsies and Travellers to identify accommodation needs in relation to permanent and transit accommodation. [HE]

Engagement

- Public Consultation on the Local Development Plan Preferred Strategy public consultation held between 12/02/16 and 01/04/16 received 2255 representations from individual and local and national groups representing people with protected characteristics. Racist or otherwise offensive submissions have been challenged and refused.[EP]

- The Local Development Plan Consultation Portal has the facility to record Equality Monitoring information. This is used to inform future consultation activities [EP]

- During the Local Development Plan Preferred Strategy Consultation "Information Sessions" were held in local communities to enable Planning Officers to talk to residents and explain the process and provide help in completing forms to object or support the Strategy or sites contained in the Site Register. Hard copies of information provided in local libraries and offices. [EP]
<table>
<thead>
<tr>
<th>Organisation</th>
<th>Promote equalities in terms of outcomes to be achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Develop a more strategic approach to the collection and use of equalities data</td>
</tr>
<tr>
<td></td>
<td>Improve workforce monitoring across protected characteristics</td>
</tr>
<tr>
<td></td>
<td>Review and enhance employment policies to address under-representation and any barriers to accessing employment</td>
</tr>
<tr>
<td></td>
<td>Raise awareness of the requirements under the Equality Act 2010 in relation to procurement to ensure that contract monitoring is undertaken</td>
</tr>
</tbody>
</table>

- Implemented the Welsh language objectives defined in the Welsh Government 'More than Just Words' framework for Welsh language services in health, social services and social care 2016-19 including:
  - Development of a Welsh Language Skills Action Plan;
  - Initiatives to improve the Welsh Language skills of staff e.g. informal lunchtime sessions, awareness raising sessions, specific Welsh Language skills training [ASC and CSC];
  - Equality and diversity training and awareness is promoted through the performance review process. [All Departments]
  - Dedicated departmental equalities support officers promote and raise awareness with strategic and operational management teams and colleagues. [All Departments]
  - The corporate consultation toolkit has been revised to promote greater inclusion of people across all protected characteristic groups. [FIN]
  - Engagement on the Wrexham Public Service Board Wellbeing assessment of need included consultation with people from seldom heard groups. [FIN]
  - Analysis of corporate consultations is broken down by protected characteristic to inform engagement activities and ensure representative data is collected. [FIN]
  - All tender exercises over £1m in value include a standard clause in relation to community benefits: ‘Training and employment opportunities – provide 52 weeks apprenticeships, work experience, training and / or employment for disadvantaged groups for every £1m spent’. [FIN]
  - The Procurement team facilitates commissioning processes that actively involve people with protected characteristics in the commissioning and co-production of services. [FIN]
  - The Housing Department provides a forum, events and drop-ins to support tenant engagement and participation. [HE]
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. That leaves over 9,100 other customers, colleagues, neighbours and friends whose ethnic identity breaks down as below:

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

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

Translation and Interpretation requests 2016-17
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.

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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
Face to Face interpretation 2016-17

<table>
<thead>
<tr>
<th>Language</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bengali</td>
<td>2</td>
</tr>
<tr>
<td>BSL</td>
<td>1</td>
</tr>
<tr>
<td>Eritrean</td>
<td>1</td>
</tr>
<tr>
<td>French</td>
<td>2</td>
</tr>
<tr>
<td>Kurdish (Sorani)</td>
<td>2</td>
</tr>
<tr>
<td>Lingala</td>
<td>0</td>
</tr>
<tr>
<td>Pashto</td>
<td>11</td>
</tr>
<tr>
<td>Polish</td>
<td>36</td>
</tr>
<tr>
<td>Portuguese</td>
<td>2</td>
</tr>
<tr>
<td>Sinhalese</td>
<td>4</td>
</tr>
<tr>
<td>Turkish</td>
<td>1</td>
</tr>
<tr>
<td>Vietnamese</td>
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</tr>
<tr>
<td>Vietnamese</td>
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</tr>
<tr>
<td>Grand Total</td>
<td>65</td>
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</table>

Youth Information Shop

<table>
<thead>
<tr>
<th>GENDER</th>
<th>Male</th>
<th>5314</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Female</td>
<td>6563</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>11877</td>
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<table>
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<th>AGE</th>
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<tbody>
<tr>
<td>11-12</td>
<td>1197</td>
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</tr>
<tr>
<td>13-15</td>
<td>4341</td>
<td></td>
</tr>
<tr>
<td>16-19</td>
<td>4637</td>
<td></td>
</tr>
<tr>
<td>20-25</td>
<td>1294</td>
<td></td>
</tr>
<tr>
<td>Over 25</td>
<td>201</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONTACT TYPE</th>
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</tr>
</thead>
<tbody>
<tr>
<td>In person</td>
<td>11108</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td>338</td>
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</tr>
<tr>
<td>Information outreach</td>
<td>320</td>
<td></td>
</tr>
<tr>
<td>Email / website / letter</td>
<td>111</td>
<td></td>
</tr>
</tbody>
</table>
**Young Person’s Counselling Service**

Number of young people attending counselling by ethnic background

<table>
<thead>
<tr>
<th>Ethnic Background</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>197</td>
<td>308</td>
<td>505</td>
</tr>
<tr>
<td>Mixed Race</td>
<td>0</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Asian or Asian British</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Black or Black British</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Chinese or Chinese British</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Any other ethnic background</td>
<td>2</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>Not known</td>
<td>4</td>
<td>6</td>
<td>10</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>205</td>
<td>328</td>
<td>533</td>
</tr>
</tbody>
</table>

**School year**

<table>
<thead>
<tr>
<th>Year</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 6</td>
<td>21</td>
<td>10</td>
<td>31</td>
</tr>
<tr>
<td>Year 7</td>
<td>25</td>
<td>26</td>
<td>51</td>
</tr>
<tr>
<td>Year 8</td>
<td>39</td>
<td>54</td>
<td>93</td>
</tr>
<tr>
<td>Year 9</td>
<td>29</td>
<td>57</td>
<td>86</td>
</tr>
<tr>
<td>Year 10</td>
<td>27</td>
<td>63</td>
<td>90</td>
</tr>
<tr>
<td>Year 11</td>
<td>21</td>
<td>57</td>
<td>78</td>
</tr>
<tr>
<td>Year 12</td>
<td>6</td>
<td>16</td>
<td>22</td>
</tr>
<tr>
<td>Year 13</td>
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<td>17</td>
</tr>
<tr>
<td>Not known</td>
<td>33</td>
<td>32</td>
<td>65</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>205</td>
<td>328</td>
<td>533</td>
</tr>
</tbody>
</table>

**Sexual Orientation**

As reported by the young person

<table>
<thead>
<tr>
<th>Sexual Orientation</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heterosexual / straight</td>
<td>83</td>
<td>190</td>
<td>273</td>
</tr>
<tr>
<td>Gay / lesbian</td>
<td>1</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Bisexual</td>
<td>3</td>
<td>8</td>
<td>11</td>
</tr>
<tr>
<td>Other</td>
<td>125</td>
<td>134</td>
<td>259</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>2</td>
<td>8</td>
<td>10</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>214</td>
<td>344</td>
<td>558</td>
</tr>
</tbody>
</table>
**Disability**
Children and young people with a disability presenting for counselling:

<table>
<thead>
<tr>
<th></th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>

**Special Educational Needs [SEN]**

<table>
<thead>
<tr>
<th></th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>18</td>
<td>13</td>
<td>31</td>
</tr>
</tbody>
</table>

**Preferred language**
As reported by the young person

<table>
<thead>
<tr>
<th></th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>196</td>
<td>307</td>
<td>503</td>
</tr>
<tr>
<td>Welsh</td>
<td>2</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>10</td>
<td>13</td>
</tr>
<tr>
<td>Not known</td>
<td>4</td>
<td>8</td>
<td>12</td>
</tr>
<tr>
<td>Total</td>
<td>205</td>
<td>328</td>
<td>533</td>
</tr>
</tbody>
</table>

**Religion or belief**
As reported by the young person

<table>
<thead>
<tr>
<th></th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>62</td>
<td>76</td>
<td>138</td>
</tr>
<tr>
<td>Baha'i</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Buddhist</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Christian</td>
<td>63</td>
<td>134</td>
<td>197</td>
</tr>
<tr>
<td>Hindu</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Jain</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Jewish</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Muslim</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Sikh</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
### Schools

**Profile of School Governors by gender – June 2016**

**Primary School**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>224</td>
<td>38%</td>
</tr>
<tr>
<td>Female</td>
<td>370</td>
<td>62%</td>
</tr>
<tr>
<td>Total</td>
<td>594</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Secondary School**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>73</td>
<td>55%</td>
</tr>
<tr>
<td>Female</td>
<td>59</td>
<td>45%</td>
</tr>
<tr>
<td>Total</td>
<td>132</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>297</td>
<td>41%</td>
</tr>
<tr>
<td>Female</td>
<td>429</td>
<td>59%</td>
</tr>
<tr>
<td>Total</td>
<td>726</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Profile of School pupils by ethnic background – January 2017**

**Primary School**

<table>
<thead>
<tr>
<th>Key</th>
<th>Pupil No.</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>White British</td>
<td>11365</td>
<td>86.09</td>
</tr>
<tr>
<td>Any other white background (WOTH)</td>
<td>236</td>
<td>1.79</td>
</tr>
<tr>
<td>Information not obtained</td>
<td>328</td>
<td>2.48</td>
</tr>
<tr>
<td>Refused</td>
<td>26</td>
<td>0.20</td>
</tr>
<tr>
<td>BME</td>
<td>1246</td>
<td>9.44</td>
</tr>
<tr>
<td>Total</td>
<td>13201</td>
<td></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>5589</td>
<td>90.67</td>
</tr>
<tr>
<td>Any other white background (WOTH)</td>
<td>141</td>
<td>2.29</td>
</tr>
<tr>
<td>Information not obtained</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Refused</td>
<td>22</td>
<td>0.36</td>
</tr>
<tr>
<td>BME</td>
<td>412</td>
<td>6.68</td>
</tr>
<tr>
<td>Total</td>
<td>6164</td>
<td></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>269</td>
<td>89.97</td>
</tr>
<tr>
<td>Any other white background (WOTH)</td>
<td>8</td>
<td>2.68</td>
</tr>
<tr>
<td>Information not obtained</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Refused</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>BME</td>
<td>22</td>
<td>7.36</td>
</tr>
<tr>
<td>Total</td>
<td>299</td>
<td></td>
</tr>
</tbody>
</table>

**Equality Monitoring – Performance Data Academic Year 2015-16**

**Boys and Girls**

- **Foundation Phase** – In Wrexham at Foundation Phase, 89.8% of girls achieved the Foundation Phase Indicator (FPI) compared with 83.6% of boys in 2016. The gap in performance was 6.2%. In Wales, 91.2% of girls achieved the FPI compared with 83.0% of boys. The gap in performance in Wales between girls and boys was 8.2%.

- **Key Stage 2** - In Wrexham at Key Stage 2, 90.7% of girls achieved the Core Subject indicator (CSI) compared with 84.9% of boys in 2016. The gap in performance was 5.8%. In Wales, 91.3% of girls achieved the CSI compared with 86.1% of boys. The gap in performance in Wales between girls and boys was 5.2%.

- **Key Stage 3** – In Wrexham at Key Stage 3, 88.8% of girls achieved the Core Subject Indicator (CSI) compared with 79.9% of boys in 2016. The gap in performance was 8.9%. In Wales, 89.7% of girls achieved the CSI compared with 82.3% of boys. The gap in performance in Wales between girls and boys was 7.4%. 

40
Key Stage 4 – In Wrexham at Key Stage 4, 61.4% of girls achieved the Level 2 inclusive* (L2+) indicator compared with 49.5% of boys in 2016. The gap in performance was 11.9%. In Wales, 64.7% of girls achieved the L2+ indicator compared with 56.1% of boys. The gap in performance in Wales between boys and girls was 8.6%.

*The Level 2 plus threshold is a volume of qualifications at Level 2 equivalent to the volume of 5 GCSEs at grade A*-C, including English or Welsh first language and mathematics. (Data Source: All Wales Core Data Set)

The Education Department has continued to focus on improvements in the performance of pupils who are eligible for Free School Meals (FSM):

- **Foundation Phase** – In Wrexham, the percentage of FSM pupils achieving the FP Indicator increased from 69.2% in 2015 to 76.5% in 2016 (up by 7.3%). However, this is lower than the achievement of non-FSM pupils in Wrexham in the same indicator at 89.0% in 2016 (a difference of 12.5%). In Wales, 75.7% of FSM pupils achieved the FPI compared with 90% of non-FSM pupils (a difference of 14.3%).

- **Key Stage 2** – In Wrexham the percentage of FSM pupils achieving the CSI at Key Stage 2 decreased from 74.3% in 2015 to 68.9% in 2016 (down by 5.4%). This is lower than the achievement of non-FSM pupils in Wrexham in the same indicator which was 91.5% in 2016 (a difference of 22.6%). In Wales, 77.1% of FSM pupils achieved the CSI at Key Stage 2 compared with 91.4% of non-FSM pupils (a difference of 14.3%).

- **Key Stage 3** – In Wrexham the percentage of FSM pupils achieving the CSI at Key Stage 3 increased from 56.0% in 2015 to 65.7% in 2016 (up by 9.7%). However, this is lower than the achievement of non-FSM pupils in Wrexham in the same indicator which was 88.1% in 2016 (a difference of 22.4%). In Wales, 69.4% of FSM pupils achieved the CSI at Key Stage 3 compared with 89.8% of non-FSM pupils (a difference of 20.4%).

- **Key Stage 4** – In Wrexham the percentage of FSM pupils achieving the L2+ indicator at Key Stage 4 increased from 21.1% in 2015 to 23.6% in 2016 (up by 2.5%). However, this is lower than the achievement of non-FSM pupils in Wrexham in the same indicator which was 62.2% in 2016 (a difference of 38.6%). In Wales, 35.6% of FSM pupils achieved the L2+ indicator at Key Stage 4 compared with 66.8% of non-FSM pupils (a difference of 31.2%).

(Data Source: All Wales Core Data Set)

The Education Department has supported a reduction in the numbers of Year 11 leavers who are not in education, employment or training (NEET) in Wrexham from 1.7% in 2015 to 1.4% in 2016.

(Data Source: Careers Wales Destination Data)
Families First 2016-17

The total number of participants across all Families First projects was 11,537 people.

Of the 11,537 participants, 7,981 reported their gender. Of these:

- 3,524 were reported as male (44%)
- 4,457 were reported as female (56%)

Of the total participants, 7,249 reported their ethnic background:

- 345 (5%) were reported as from a Black or Minority Ethnic background
- 6,904 (95%) were reported as from a white British background

Of the total participants, 1,039 (9%) are service users reporting having a disability

Wrexham Hate Crime referrals

There were 59 hate incident reports to Victim Support [April 2016 – August 2016].

North Wales Police recorded 125 hate crimes during 2016-17 [35 rural; 90 town centre]. This is an increase on the previous year; rural up by 9.4% and the town centre up by 5.9%. Racially motivated hate remains the most reported.

Employee Data – see Employee Equality Monitoring report 2014-15

http://www.wrexham.gov.uk/top_navigation/equality.htm#keydocs
### 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>
<tr>
<td>Current position in relation to WCBC Equality arrangements</td>
<td>Areas for further development</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td><strong>A. Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law</strong></td>
<td><strong>Equality monitoring is still under developed. This is increasingly important if we are to effectively prioritise the most vulnerable / target our resources more effectively.</strong></td>
</tr>
<tr>
<td>• We proactively lead a culture of prioritising the vulnerable and this is demonstrated by our EIAs; corporate commitment to prioritising the most vulnerable; the frequency of equality matters on SMT and Executive Board agendas; corporate understanding of the risks associated with non-compliance with the requirements of the PSED</td>
<td>• Whilst EIAs are being done more routinely further work is needed to improve the quality.</td>
</tr>
<tr>
<td>• We have developed and shared guidance on why the equality agenda is important, our standard operating principles, our legal duties and the risks associated with non-compliance – for SMT, DMTs, Members and Staff</td>
<td></td>
</tr>
<tr>
<td>• We have published a wide range of practical guidance documents for colleagues to enable the corporate commitment to be implemented e.g. how to develop Equality Outcomes [SAM]</td>
<td></td>
</tr>
<tr>
<td>• The EIA process includes Scrutiny Committee and Executive Board report formats – this ensures compliance with undertaking EIAs and makes the EIAs visible to the public. This also reinforces our standard operating principles and values in relation to equality which we monitor via the EIG and the annual SEP update report</td>
<td></td>
</tr>
<tr>
<td>• We have developed guidance linking the corporate values to the equality operating principles for the purposes of individual PRDs to encourage commitment to the equality agenda / PSED</td>
<td></td>
</tr>
<tr>
<td>• All policies and procedures are subject to an EIA and this enables our equality principles to be mainstreamed across council business</td>
<td></td>
</tr>
<tr>
<td>• Through our procurement practice we build in the PSED into contract development and contract monitoring</td>
<td></td>
</tr>
</tbody>
</table>
### B. Ensuring openness and comprehensive stakeholder engagement

- The EIA process has been streamlined and the online tool is intuitive [this builds confidence and enables compliance]
- The Brown and the Gunning principles which underpin the corporate equality framework are routinely promoted through training, guidance documents, reports and meetings
- The EIA process includes Scrutiny Committee and Executive Board report formats – this ensures compliance with undertaking EIAs and makes the EIAs visible to the public. This also reinforces our standard operating principles and values in relation to equality which we monitor via the EIG and the annual SEP update report – both of which are published on the council website
- Training has been provided to Scrutiny and Executive Board Members to aid their understanding of the PSED, their responsibilities and how to ensure their decisions are fully informed in relation to equality
- Consultation with the public and stakeholders is a key element of the EIA process. Details of consultation is required in all Scrutiny and Executive Board reports and these are published
- Pro-active in engaging with stakeholder groups that represent people with protected characteristics and seldom heard groups e.g. SEP development report
- Working with PIPS we have produced guidelines for consultation and engagement
- The EIA process includes a post implementation review to clarify and address any unexpected outcomes or issues, and this is now incorporated into the Scrutiny Committee role
- We are working with colleagues on the Wellbeing of Future Generations Wellbeing Assessment / EIA
- The third sector is a key partner in helping the council to connect with communities, particularly seldom heard communities. There is also an expectation that the sector will respond to meet need, particularly where public services are no longer provided. It may be helpful to develop the third sector strategic plan in relation to future needs [Sustainability / Wellbeing Goals etc].

### C. Defining outcomes in terms of sustainable

- Equality is a mainstream element within the Council Plan and equality activities are evident within individual departmental plans
- Identifying the impact of council business on citizens is central to the EIA process
- Further work is needed to establish more robust outcome measures and equality monitoring.
### Economic, Social and Environmental Benefits

- The SEP action plan is in place and is monitored with an annual update report to Scrutiny Committee and Executive Board
- Poverty impacts are considered as part of the EIA
- The EIA is part of the options appraisal process and is built in to the corporate Project Toolkit
- Information gained through the EIA process enables services to ensure fair access for citizens [within capacity / resources]
- We are working with colleagues on the Wellbeing of Future Generations Wellbeing Assessment / EIA

### Determining the Interventions Necessary to Optimize the Achievement of the Intended Outcomes

- EIAs are inform the options appraisal process
- EIAs ensure the views and needs of people with protected characteristics and seldom heard groups [the most vulnerable] are represented in policy and service developments
- The EIA process provides a robust planning and control cycle in relation to equality [pre decision at Scrutiny, decision at Executive Board, post decision review at Scrutiny]
- Engagement and consultation is a key part of the EIA [Brown and Gunning principles]
- EIAs enable the council to understand differential impacts and any cumulative impacts of changes in our service.
- We have produced equality monitoring guidance. A better understanding of who our customers are and are not helps to inform service development / delivery.

### Developing the Entities Capacity, Including the Capability of Its Leadership and the Individuals Within It

- WCBC resources 2 officers in relation to the Equality and Diversity agenda
- Equality training is in place e.g. 3 e-learning modules; face to face training; guidance documents; attendance at meetings / workshops
- We have provided clarity about key responsibilities and duties in relation to the PSED [Lead Member, Elected Members, SLT, HODs etc]
F. Managing risks and performance through robust internal control and strong public financial management

- PRDs include equality considerations / training needs and this is supported by a guidance document [PRDs / Values / equality ]

- Lead senior officers and Lead Member for Equality
- Strong equality culture enabled by the procedures in place i.e. EIG group support individual departments / HODs
- Equality guidance documents include consideration of risk and mitigation
- WCBC has developed a mainstream ‘whole systems’ approach to equality in order to minimise risk [procurement, EIAs, decision making process, quality assurance process etc]
- The EIA process includes Scrutiny Committee and Executive Board report formats – this ensures compliance with undertaking EIAs and makes the EIAs visible to the public. This also reinforces our standard operating principles and values in relation to equality which we monitor via the EIG and the annual SEP update report – both of which are published on the council website
- The EIA process includes a post implementation review to clarify and address any unexpected outcomes or issues, and this is now incorporated into the Scrutiny Committee role – creating an effective challenge function
- Equality risks identified on the corporate risk register
- Equality risks and governance arrangements considered at WAGS group
- Equality is part of the internal audit review programme and 3 reviews have been undertaken since the new duties were introduced
- The equality work is presented to the Corporate Customers, Performance and Resources Scrutiny Committee as an independent quality control
- The online EIA tool enables appropriate equality data storage
- The EIA process enables us to more effectively target resources, which supports improved financial performance

- Equality monitoring is still under developed. This is increasingly important if we are to effectively prioritise the most vulnerable / target our resources more effectively.
<table>
<thead>
<tr>
<th>G. Implementing good practices in transparency, reporting and audit to deliver effective accountability</th>
</tr>
</thead>
<tbody>
<tr>
<td>• We promote the Gunning Principles in relation to EIA consultation – ensuring consultation information is easy to access / understand; timescales for responses are fair etc</td>
</tr>
<tr>
<td>• We promote accessibility – Top Ten Tips on holding Accessible Events</td>
</tr>
<tr>
<td>• We report annually on progress implementing the SEP – to SMT, Scrutiny Committee and to the Executive Board</td>
</tr>
<tr>
<td>• EIA quality assurance process and report ensures ownership by SMT / DMT</td>
</tr>
<tr>
<td>• The EIG are proactive in engaging their departments in the Equality agenda</td>
</tr>
<tr>
<td>• Through our procurement practice we build in the PSED into contract development and contract monitoring</td>
</tr>
<tr>
<td>• The corporate approach to equality is subject to internal Audit and recommendations are implemented</td>
</tr>
<tr>
<td>• WCBC has been subject to WAO reviews including on equality</td>
</tr>
<tr>
<td>• The corporate SEP and SEP action plan is published on the councils website and is available in a range of formats on request</td>
</tr>
<tr>
<td>• EIAs are published as part of Scrutiny Committee and Executive Board reports</td>
</tr>
<tr>
<td>• Corporate Governance Statement should include greater details for HODs regarding compliance in relation to the PSED. [This has now been implemented]</td>
</tr>
</tbody>
</table>
### Summary Of Strategic Equality Plan - Annual update report

Please note, this is a summary of the assessment. Refer to the full text.

**Department:** Finance  
**Reference:** FIN/EIA00057/2016  
**Responsible Officer:** Mark Owen  
**Job Title:** Head of Finance  
**Completed Date:** 28/07/2016 13:58:25

<table>
<thead>
<tr>
<th>Impact</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>This is an information report. Equality issues arising from activities described in the report are subject to an equality impact assessment which is recorded separately.</td>
</tr>
</tbody>
</table>