

# **Strategic Equality Plan (2016-2020)**

## **Annual Report**

**April 2019 – March 2020**



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.

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.

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## Foreword:

This is the fourth and final annual report for the Council's Strategic Equality Plan (SEP) 2016-20\_

It covers the period 1 April 2019 to 31 March 2020. 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.

Our key focus for 2019-2020 remained 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 (2018-2019) and have:

- Continued to mainstream the equality agenda across the Council;

Continued to embed the corporate equality objectives within departmental service plans;

- Continued to support and enable departments to meet the corporate equality objectives;
- Continued to support and enable Syrian refugees to resettle in Wrexham as part of the Council's humanitarian support for people in extreme need;
- Continued to support the regional and national co-ordination of activities to tackle discrimination and foster good relations in relation to Prevent and Modern Slavery;
- Continued to support the work of the North Wales Hate Crime tactical group;
- Continued to support improvements in the quality of equality monitoring and analysis;
- Continued to improve the quality of Equality Impact Assessments;
- Continued to share knowledge of equality and diversity across the organisation;
- Continued to support staff to fulfil their responsibilities in relation to the public sector equality duties;

- Developed a survey to establish a baseline in terms of Members' understanding and use of the EIA toolkit which will inform further Member training during the life of the new Strategic Equality Plan 2020-2024;
- Continued to develop the equality training plan via e-learning and face-to-face sessions, however more work will be taken forward to further develop this package of training for staff and councillors as part the new SEP 2020-2024;
- Continued to deliver services that meet the needs of our customers.

Our Council Plan and Well-being Plan set out the objectives we are working to as a Council, and as a partner on Wrexham Public Services Board. This strategic equality planning process enables us to consider and address the different impacts our priorities and work has on different people and communities. I am pleased to say that progress has continued to be made this year due to the collective commitment and hard work of all Council departments. However, it is important to recognise and tackle on-going areas for improvement if we are to properly address inequality.

Recent events have amplified and exacerbated existing inequalities including for those with protected characteristics and socioeconomically disadvantaged groups. Equality and human rights must be central to our thinking and planning now more than ever.

**Councillor John Pritchard**

**Lead Member for People – Youth Services and Anti-Poverty**

## 1. Executive Summary:

- 1.1 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.
- 1.2 We must also ensure that we have the proper processes in place to promote equality and monitor the equality impact of our work.
- 1.3 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 Member for People – Youth Services and Anti-Poverty, who has the remit of overseeing our work on equality and diversity, Chief Officers and representatives from the Equality Improvement Group to help guide the implementation of our Plan and to ensure that we develop a culture of continuous improvement.
- 1.4 This report describes the progress we have made during 2019-2020 to implement the SEP, any additional actions described in the previous annual report and the processes we have put in place to help us.
- 1.5 Overall, we have made good progress in 2019-2020 implementing our Strategic Equality Plan actions; 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.
- 1.6 Our key focus for 2019-2020 remained 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.
- 1.7 In addition to the objectives within the Strategic Equality Plan 2016-2020, we have implemented the commitments made in the previous Annual Report (2019-2020) and have:
  - Continued to mainstream the equality agenda across the Council;
  - Continued to embed the corporate equality objectives within departmental service plans;
  - Continued to support and enable departments to meet the corporate equality objectives;

- Continued to support and enable Syrian refugees to resettle in Wrexham as part of the Council's humanitarian support for people in extreme need;
  - Continued to support the regional and national co-ordination of activities to tackle discrimination and foster good relations in relation to Prevent and Modern Slavery;
  - Continued to support the work of the North Wales Hate Crime tactical group;
  - Continued to support improvements in the quality of equality monitoring and analysis;
  - Continued to improve the quality of Equality Impact Assessments;
  - Continued to share knowledge of equality and diversity across the organisation;
  - Continued to support staff to fulfil their responsibilities in relation to the public sector equality duties;
  - Developed a survey to establish a baseline in terms of Members' understanding and use of the EIA toolkit which will inform further Member training during the life of the new Strategic Equality Plan 2020-2024;
  - Continued to develop the equality training plan via e-learning and face-to-face sessions, however more work will be taken forward to further develop this package of training for staff and councillors as part the new SEP 2020-2024;
  - Continued to deliver services that meet the needs of our customers.
- 1.8 A new Strategic Equality Plan for 2020-2024 has been developed and contains the objectives and associated actions for the next four years, that have been agreed through a process of needs assessment and consultation. Strategic Equality Plan 2020-2024
- 1.9 Further details are contained within this report and associated appendices. If you would like to comment on it please contact us on: Telephone: 01978 292271, Email: [telluswhatyouthink@wrexham.gov.uk](mailto:telluswhatyouthink@wrexham.gov.uk)

## 2. Introduction and background:

- 2.1 Equality means: 'An equal society 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]
- 2.2 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; and
  - Pregnancy and Maternity
- 2.3 The Council's Welsh Language Scheme was replaced on 30 March 2016 with Welsh Language Standards. These were 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: [Welsh language standards](#). Details of activity during 19-20 are summarised in section 3.3 of the SEP annual report.
- 2.4 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.

- 2.5 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.
- 2.6 Welsh Government intend to use their power to commence Sections 1 to 3 of the 2010 Act in Wales - the socio-economic duty. The duty requires key public bodies, when taking strategic decisions, to have due regard to the need to reduce the inequalities of outcome that result from socio-economic disadvantage. The Council already includes Poverty within its Equality Impact Assessment tool, process and associated guidance. Whilst Poverty and Socio Economic Disadvantage are not the exactly the same thing the existing inclusion of poverty as a consideration in decision making means that the Council is well placed to respond to the introduction of the duty that will take place in March 2021.
- 2.7 The landscape within which we are all operating has shifted considerably over the past few months. Although the basis of this report is detail progress made during the 2019-2020 financial year and the majority of information in this report relates to the pre-Covid-19 period, it is important to highlight that the current Covid-19 pandemic has further amplified and exacerbated existing inequalities in Wales, including for those with protected characteristics and socioeconomically disadvantaged groups.
- 2.8 The Council is working with our PSB partners to develop recovery work to tackle the impacts of Covid-19. A fundamental stream of this work is reducing inequality. In addition, all recovery actions will be thoroughly equality impact assessed to ensure disproportionate negative impacts are identified so that appropriate mitigation action can be taken.
- 2.9 Wrexham County Borough Council stands firmly against racism and discrimination. The recent events surrounding the Black Lives Matter movement have clearly demonstrated the need for us all to do more, to proactively tackle the inequalities and barriers that exist which prevent Black and minority ethnic people from always having equal life chances and experiences and in identifying and challenging racism in all its forms. The needs assessment for our Strategic Equality Plan 2020-2024 took account of many data sources national, regional and local including

the EHRC Is Wales Fairer report which includes data regarding inequality faced across a number of life areas, by Black, Asian and Minority Ethnic people. The data in this needs assessment and the subsequent consultation has informed the Strategic Equality Plan objectives for 2020-2024. Furthermore, the disproportionate impact of Covid-19 on Black, Asian and Minority Ethnic people is well documented. This will be an important consideration in the Council's recovery planning.

### 3. Wrexham Council Strategic Equality Plan (SEP) 2016-20:

- 3.1 The Council prepared its current 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: [Wrexham Council's Strategic Equality Plan 2016-2020](#)
- 3.2 Actions to deliver the SEP objectives 2016-2020 are contained within departmental service plans. **Appendix 1a** demonstrates how the equality objectives underpin all the work of the current Council Plan. Information at **Appendix 1b** highlights the progress made in relation to each of the corporate equality objectives.
- 3.3 The Council's overall work on equality is supported by the [Welsh Language Standards](#). Examples of improvements that have been made over the 2019-2020 include:
- In February we implemented a new process for assessing Welsh language requirements for new and vacant posts with an emphasis on frontline customer focused roles. Managers must now assess if they have adequate Welsh speaking members of staff in order to provide a truly bilingual frontline service and if that is not the case, the vacancy must be advertised as Welsh essential in the first instance.
  - On completion of the vacancy management form, the Welsh language Coordinator receives notification of the vacancy being 'Welsh Essential' or 'Welsh not required' and spot checks have identified that managers are carrying out the assessments correctly. This had already resulted in several recent vacancies being advertised as 'Welsh Essential'
  - The Contact Centre continue to successfully recruit Welsh speaking staff which enables us to provide a full customer service in Welsh on our published telephone numbers and reception areas. There are also a number of non-Welsh speakers in this team who are now attending Welsh language courses and this has created an environment where speaking Welsh is encouraged on a daily basis.
  - **Diwrnod Hawliau'r Gymraeg / Welsh Language rights day - 06/12/2019** is a new initiative launched by the commissioner's 'Hybu' (Promotion) team to raise awareness of Welsh language services and residents rights to access them. On this day, all local authorities in Wales are encouraged to promote the availability of Welsh language services and we chose to promote our Welsh language Registrars service. Please follow the link to Wrexham Council news article: [Use your welsh language rights with us](#) [Defnyddiwch eich hawliau cymraeg gyda ni](#)

- On 28/02 the first ever WCBC Eisteddfod was held at the memorial hall Bodhyfryd to celebrate St David's Day with staff. Ian Bancroft, Cllr Mark Pritchard, The Mayor Rob Walsh and Ian Roberts were in attendance to judge the competitions which included: Limerick; Photography; Cake Decorating and Bara Brith Bake off.
  - Our partners Menter Iaith Fflint a Wrecsam then held a bilingual quiz. The event was a huge success and demonstrates that there is a real interest in Welsh language and culture within our workforce.
  - In the run up to the event the Welsh Language Coordinator formed a staff choir to perform at the Eisteddfod. 33 members of staff from across the council joined the choir and rehearsed in their own time every Friday lunchtime at the memorial hall. Most members are not Welsh speakers yet with the help from other members were able to quickly learn the national anthem and Calon Lân. The Choir are very keen to continue rehearsing and eventually competing but due to the current restrictions on mass gatherings this is on hold for the time being.
- 3.4 The Council's overall work on equality is also supported the Customer Services Strategy which is detailed at: Report to Executive Board Strategies for Engaged and Satisfied Customers May 2014
- 3.5 Wrexham Public Services Board (PSB) is the statutory partnership responsible for improving the well-being of Wrexham. It is made up from all public sector bodies working in Wrexham and the Association for Voluntary Organisations in Wrexham.  
[Information about Wrexham's Public Service Board](#)
- 3.6 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.
- 3.7 The PSB published a Local Well-being Plan for Wrexham County Borough in May 2018 setting out local objectives and the steps it proposes to take to meet them.

- 3.8 Programme boards have been established to make progress against the key priorities of:
- A Healthy Start for All
  - Lifelong Learning
  - Good Health for Older People
  - Building Community Resilience
- 3.9 In developing and implementing the Wrexham well-being Plan, the programme boards also work towards sustainable development by using the following **5 ways of working**:
- Looking to the **long term** so that we do not compromise the ability of future generations to meet their own needs;
  - Taking an **integrated** approach so that public bodies look at all the well-being goals in deciding on their well-being objectives;
  - Involving a diversity of the population in the decisions that affect them;
  - Working with others in a **collaborative** way to find shared sustainable solutions;
  - Understanding the root causes of issues to **prevent** them from occurring.
- 3.10 It is clear that together the Well-being goals and the 5 Ways of Working have the potential to significantly address local inequality. The development of the Wrexham Well-being Plan ensured that equality was fully considered and the Wellbeing Plan reflects the equality issues identified in the Strategic Equality Plans of all the partners.
- 3.11 The current well-being plan has four cross cutting themes of: Poverty, Cohesion, Climate Change and Welsh Language. This will help guide the PSB to consider equality in all of the work to deliver on the Well-being Plan, and ensure equality is a guiding principle of the PSB as a partnership.
- 3.12 The PSB has published an Annual Report for 2018-19 which is available here:
- [Wrexham Public Service Board Annual Report 2018-19](#)
- 3.13 The annual PSB report for 2019-2020 will be published in 2020.
- 3.14 Wrexham PSB is currently working with Flintshire PSB to produce a plan to bring organisations, stakeholders and the community together to put strong foundations in place for a recovery from the Coronavirus pandemic. Each of the actions that are worked on in partnership will need to build resilience and reduce inequality.

## 4. Equality leads, champions and networks

- 4.1 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 2019-20 was provided by the Head of Service for PIPS. The Council's Executive Board are responsible for formally approving the annual SEP update report.
- 4.2 Progress in implementing the current Council's Strategic Equality Plan (2016-2020) during 2018-19 was originally listed on the Customers, Performance, Resources and Governance Scrutiny Committee's forward work programme, as it had been for previous years. Each Committee's work programme was reviewed during 2019 and Chief Officers were asked to consider current items on each forward work programme.
- 4.3 As a result of the review, the SEP Annual Report was removed from the Customers, Performance, Resources and Governance Scrutiny Committee's forward work programme. The report is submitted to Executive Board where there is an opportunity for Members to review the report and refer for scrutiny any areas of concern or where the value of scrutiny is identified.
- 4.4 Members agreed with this approach and it was decided that only the objectives of the new 'Strategic Equality Plan 2020-24' would be submitted to the Customers, Performance, Resources and Governance Scrutiny Committee, not the SEP Annual Report.
- 4.5 The role of Scrutiny was to consider the new SEP objectives and the results of the consultation before they were finalised and included in the new Strategic Equality Plan (2020-24) which was agreed in March 2020.
- 4.6 Due to the Covid 19 outbreak in 2020 the Customers, Performance, Resources and Governance Scrutiny Committee's forward work programme was amended. A number of committee meetings had to be cancelled and the remaining meetings for the current year are focussed on Covid specific topics.
- 4.7 Future scrutiny arrangements for the Strategic Equality Plan will be reviewed in light of the SEP now being embedded within the Council Plan.
- 4.8 The Performance, Improvement and Partnerships Team provided support to mainstream equality and diversity across the Council, with the assistance of the Equality Improvement Group [EIG].

## 5. Internal delivery and monitoring processes

- 5.1 **Delivery** of the Strategic Equality Plan is achieved through our existing Council and departmental strategies and plans. The Council Plan is the Council's overarching strategy. It sets out the seven 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 services
  - Collaborate services
  - Services and information should be equally available in Welsh and English
- 5.2 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
- 5.3 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.'
- 5.4 The well-being themes are described in detail in the current [Council Plan](#) 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.
- 5.5 A new Council Plan covering the period 2020-2023 is currently being drafted and consulted upon ready for implementation in November 2020. The objectives within the new Strategic Equality Plan (2020-2024) will form part of the new Council Plan.
- 5.6 The approach to equality in Wrexham has been one of mainstreaming across everything that we do. We know that the way that services are planned and delivered can impact differently on different groups of people, therefore we monitor and consider the impact of services on people with different protected characteristics to promote fair and equitable outcomes. By mainstreaming equality considerations across Council and departmental strategies, plans and service proposals we can identify where discrimination could potentially occur in the delivery of our services and take steps to mitigate it.

- 5.7 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. Equality information can be found at **Appendix 1c**. Improving equality monitoring across our workforce and services including schools remains a key area of development for the 2020-2024 Strategic Equality Plan.

## 6. Progress against the general duty under the Equality Act 2010

- 6.1 A range of activities were taken forward in relation to each of the general duties during 2019-2020. These included (but is not limited to), for example:

### **Eliminating unlawful discrimination, harassment, and victimisation:**

- The number of recorded hate crimes is decreasing. There were 230 reported hate crimes in Wrexham during the period 2018-19. This decreased to 180 hate crime reports in 2019-20. The Regional Tactical Hate Crime Group, introduced in 2018, continues to meet. The group have considered data at a North Wales and Wrexham town/ rural level;
- A Hate Crime Awareness Week event was held at Ty Pawb;
- The regional Community Cohesion Team is now in place. Work includes the development of a Community Tension Monitoring Process which has been rolled out and promoted locally. The process involves a multi-agency approach where significant community tensions are identified including tensions related to Brexit and more recently at the end of 2019/20 the team have been recording and monitoring community tensions in relation to the covid-19 pandemic.
- The Community Safety Partnership have agreed 4 new priority areas to be taken forward for 2020-23 which are: Creating Safer Neighbourhoods, Reducing the Harmful Impact of alcohol and substance misuse, Protecting Vulnerable People and People Feeling Safe.
- Following the release of new Home Office guidance and associated training on self-assessing the Prevent Duty, a Prevent Self-Assessment has been completed for the local authority;
- The recommendations identified as part of the Prevent Self-Assessment will be taken forward by the CSP, with the local authority as project lead.
- Prevent has been considered at CONTEST – regional level. There is ongoing discussion with Flintshire about the development of a joint Wrexham/Flintshire risk assessment and action-plan. This joint working has been impacted by the COVID-19 pandemic, and will be revisited as soon as possible.
- Prevent policy for primary and secondary schools has been updated to ensure compliance with current legislation and will be disseminated throughout the Wrexham County.

- The Corporate Safeguarding Action Plan has been updated to reflect emerging issues like 'County Lines' (gangs), Female Genital Mutilation (FGM), Modern Day Slavery (MDS) and PREVENT (Counter Terrorism)...and our responsibilities in helping to combat these problems.
- The Council have committed to specific actions in relation to Modern Slavery, which have been informed by the Regional Modern Slavery Group action plan. The actions are incorporated within the Council's Corporate Safeguarding Group action plan;
- The impact of Covid-19 has seen an increase in safeguarding concerns within Wrexham County Borough. These include increased concerns about incidences of exploitation (e.g. Modern Day Slavery and County Lines) and domestic abuse. Moving forward the council have committed to developing our safeguarding practice to respond to new national policies and procedures, and implement our corporate safeguarding action plan to improve awareness of victims of exploitation.
- Bawso continue to provide specialist support to victims and Black & Ethnic minority groups in Wrexham around issues relating to domestic abuse, genital mutilation and human trafficking;
- The regional Violence Against Women, Domestic Abuse & Sexual Violence (VAWDASV) Team is now fully staffed with a Regional Advisor, and business support and two officers who specialise in training & development, and engagement and communication.
- The Council continues to develop support for asylum seekers and refugees as part of the Home Office resettlement programme.

## **Advance equality of opportunity**

(between persons who share a relevant protected characteristic and persons who do not):

- Children's Services (Childcare Team / Families First and the Family Information Service) provides funding via Welsh Government grants for disabled children to access respite and childcare to meet their needs – this involves the purchase of equipment, funding for extra staff members to work one to one with the child, training for staff in disabilities and conditions. This respite and childcare helps to relieve tensions and stress within the family and supports positive wellbeing for the parents, the disabled children and other siblings.
- The Communities for Work programme continues to assist people into work. - During the 19-20 period, 182 people were assisted into work, a further 108 people were supported to undertake vocational or accredited qualifications and a further 25 people were supported to access volunteering or under 216 hours of paid employment.
- We've been working closely with our with the newly commissioned third sector Shared Lives provider. Shared Lives' is a scheme that pairs people with dementia and other health issues with carers who have similar interests and hobbies – so they can continue to enjoy a full and rewarding life. This can be anything...from gardening to fishing to going to watch the football.

- Sanitary products are freely available to all girls in primary and secondary schools thanks to the Welsh Government grant to support the period dignity agenda. Part of the grant is for community use and this is being supported by the Wrexham Foodbank to provide sanitary products for girls and young women in the community.
- A training module 'Meeting the Needs of Vulnerable Learners' has been developed for school governors and has been delivered receiving good feedback. The session looks at who vulnerable learners are and the barriers to learning, evidence based interventions available to support learners and what schools can do to monitor and evaluate the impact of provisions to support learner achievement and wellbeing. Information has been circulated to all governing bodies and the module has now been added to our standard training offer which also includes Wellbeing, SEN/ALN and Safeguarding in this category.
- Inclusion projects are being provided across Play & Youth Services to assist families facing barriers to opportunities in accessing provision and opportunities to play in their own community. A number of referrals into the Play and Youth team have become more complex with families experiencing extra-ordinary barriers to play. The Play Sufficiency Assessment 2019 recommends the development of a system to greater support these families in respect of their play requirements with a view to developing a tool for professionals working with families. Strong relationships have been developed with partner agencies to progress this priority.
- An updated Council website has been developed, with the aim of improving the clarity of information provided to staff and customers and the ease with which customers can access services.
- Wrexham County Borough Council is committed to working towards improving its rights of way network. We have taken a strategic look at what we have and how it could be improved for people living, working and visiting Wrexham. The Rights of Way Improvement Plan (ROWIP) process, as required by the Welsh Government, sets out how we will do this. The Rights of way improvement plan was published in 2019 and is available on the Council website [Rights of Way Improvement Plan](#). There is an ongoing programme to replace styles with gates where possible subject to landowner agreement and funding.

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

- The Regional Community Cohesion Team have undertaken a programme of activity during 2019-2020 that includes activity that aims to foster good relations between those who share a protected characteristic and those who do not. Examples include:
- **Monthly Online Regional Community Cohesion Forum** - Delivery of a monthly online forum with a view of sharing key information, hearing from community groups, key partners and sharing opportunities for collaborations. The Forum is attended by representatives for BAME, LGBTQ, disability, religious groups, refugees & asylum seeker support and groups who support wider social denervation

- **Sub forum meeting** - chair sub forum meetings with Syrian refugee and Asylum seeker support and LGBT, Youth and Religion meeting with Glyndwr University
- **Monthly Community Cohesion Newsletter** - focused on sharing good news stories in relation to community cohesion and sharing information – please find attached recent copies
- **Community Cohesion Training and Awareness Session** - delivery of online training and awareness session with key partners, themes include – Covid-19 Conversations, Modern Day Slavery, Hate Crime, Illegal Money Lending, LGBTQ awareness, Autism Awareness
- **Community Cohesion Community Coffee Morning/ Cultural Meet ups** – online coffee morning with a focus on engaging with EU nationals and BAME communities for informal discussion
- **Community Cohesion Small Grants** – a selection of small grants were awarded during 2019-20 to projects that aim to enhance the cohesion between communities. One such grant provided funding for the PIPS Service and Education Department to work together to implement the 'Getting on Together – Challenging extremism' programme which was delivered to teaching staff in a selection of Primary schools across the county, with a further session to be planned for 2020 following lifting of Covid-19 restrictions.
- **Covid-19 Community Cohesion grants** – small grant awarded to minority community group in relation to Covid-19, project funded – food parcels, internet access, information and PPE
- **Sharing Stories** – A project was developed that will aim bring different communities and groups together to share stories.
- **Celebrating Cohesive Communities** – A Workshop is planned for 9th Sept to encourage group and organisations to work together with a view of strengthening and creating more cohesive communities and subsequent small grant to support the initiative.
- **Calendar of events** – ongoing calendar of events linked to the Community Cohesion Calendar including awareness raising days such as Hate Crime Awareness Week, Anti-Slavery Day, LGBT History month and many more.

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

- 7.1 Details of progress against each of the specific requirements under the Wales Regulations, including Employee Equality Monitoring, are provided in this report.
- 7.2 Effective monitoring of the SEP has been limited because there continues to be a focus on processes and outputs rather than on outcomes. The approach to performance monitoring has been reviewed during the production of the new Strategic Equality Plan 2020-2024 which was consulted on and was agreed in March 2020. A new set of outcome focussed objectives, actions and performance measures were established and the actions from the plan will be incorporated in to the new Council Plan due to be agreed in 2020. This will further improve the robustness of the performance monitoring of the Strategic Equality Plan.

## 8. Engagement

- 8.1 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:
- 8.2 In 2018, the Council adopted its new 'Involvement Strategy'; the vision of which is that all people have the information they need to influence the planning and delivery of services. They are engaged and consulted with on decisions which affect them, and where possible we work together to design and deliver services.

### Wrexham Council's Involvement Strategy

- 8.3 Involvement is one of the Council's key planning in line with the implementation of the Well-being of Future Generations (Wales) Act. Therefore, the new Involvement Strategy will focus on three areas of involvement: Consultation, Engagement and Co-production and 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 County Borough Council is a member, including:
- Top Ten Tips Equality Impact Assessments and Due Regard;
  - Top Ten Tips for Equality Monitoring;
  - Top Ten Tips for Accessible Events.
- 8.4 The Council has made significant progress in improving consultation and engagement with the public in recent years, and have been commended by Wales Audit Office for work in this area. We have an online consultation and engagement hub – 'Your Voice Wrexham' – shared with Public Services Board partners, have increased the number of consultations conducted and numbers of responses, and have increased our interaction with the public through social media and other online platforms. [Link to Your Voice Wrexham online engagement hub for consultation with the public](#)

- 8.5 The Council circulates opportunities for engagement as widely as possible, and where appropriate, will try to engage particular groups through existing and established fora/networks.
- 8.6 We also recognise that engagement with our workforce is important. The Human Resources & Organisation Development Team in the Corporate and Customer Services Department uses various groups, e.g. Virtual policy group, employee forum, Senior Leadership Team, Senior Managers group, when feedback is required for workforce policy development/changes. We also consult with the recognised Trade Unions who are representing the wider workforce.
- 8.7 Wrexham County Borough Council are an active member of the North Wales Public Sector Equality Network (NWPSSEN). The partnership working undertaken by the group in North Wales has previously been noted by Welsh Government as good practice. NWPSSEN is an informal network of partners working together to advance equality. Public sector representation includes: North Wales Local Authorities, Betsi Cadwaladr University Health Board, North Wales Police and Police Authority, North Wales Fire and Rescue Service, Welsh Ambulance Service NHS Trust and Snowdonia National Parks Authority. There is also frequent attendance from the Equality and Human Rights Commission and Welsh Government. NWPSSEN maintain awareness of priorities identified by the Equality and Human Rights Commission, facilitate engagement with a range of individuals including those representing people with protected characteristics and produce a range of good practice guides to inform public sector organisations across North Wales.
- 8.8 Within the Strategic Equality Plan 2020-2024 we have identified the following objective: Involving all and ensuring that we use information about those who use our services, including those with protected characteristics, to make good decisions. Our focus for 2020-2024 for this objective:
- We will review our Involvement Strategy and Action Plan to ensure that it reflects our Strategic Equality Objectives.
  - We will review and continue to improve the Equality Impact Assessment process, taking account of emerging Socio Economic Duty guidance and continue to work with services via the Equalities Improvement Group to improve the use and quality of our assessments.
  - We will continue to raise the profile of the Involvement Strategy and the Consultation and Engagement Toolkit with services, supporting them to analyse data in the context of protected characteristics and make use of this in their Equality Impact Assessments.
  - We will use the findings of the survey of elected members' understanding of Equality Impact Assessments carried out in 2020 to design and deliver appropriate training and support.
  - We will review the equality profile of respondents to corporate consultations and identify gaps in representation to help us develop means of providing appropriate involvement opportunities for those with protected characteristics.
  - We will work to develop more contact with groups and individuals who have protected characteristics. We will establish a directory of contacts and support services, and will make use of this when undertaking Equality Impact Assessments and involvement and co-production work.

## 9. Using information to meet the general duty

- 9.1 Departments are encouraged to use service data to understand the profile of their customers and potential customers. Census data may also be used to identify under or over representation of groups with protected characteristics within specific service areas. This supports departments to be able to agree actions and set targets.
- 9.2 A range of data sources are used by the Council. These include Office for National Statistics, Office for National Statistics Neighbourhood Statistics, NOMIS, Infobase Cymru, Stats Wales, regional and national research and reports.
- 9.3 Some communities with protected characteristics have relatively small populations and therefore statistical analysis can be very difficult. However, where key differences in responses are indicated by particular groups, these are highlighted in findings and presented to decision-makers. The Council may also use national and regional research in order to better understand the issues in relation to these groups of people.
- 9.4 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 collected, reviewed and addressed through co-ordinated action with local community safety partners.
- 9.5 Information gained through Equality Impact Assessments is used to inform service developments. Further work is needed to share this information across departments and this will be taken forward through the SEP actions for 2020-2024.

## 10. Wrexham Council Employees

- 10.1 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.
- 10.2 Employment Equality Monitoring Reports are published annually and show comparisons over 3 years. The reports are available on the Council web pages at:

### Employment Equality Monitoring Reports

The current publication, now includes the gender pay gap and is published in open format, which was a requirement of Welsh Government. The report provides 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 equality agenda. The data relates to individuals directly employed by the Council.

10.3 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.

10.4 A priority identified within our Strategic Equality Plan is the need to improve our workforce equality monitoring in order to better target actions to promote workforce diversity. To address this area for improvement an action to improve the way we capture this data was included within the Organisational Development and Workforce Strategy and supporting action plan. We have expanded our HR system's self-service functionality and provided screens for employees to self-report and make changes to their equality monitoring data via our 'My View' system. This aims to improve the quantity and quality of workforce monitoring information held which can then enable improved analysis and targeting of actions. This year as a result of the work with Welsh Government to publish 'open' spreadsheets on equality data we are enabling easier access and making data more accessible.

10.5 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.

- 10.6 These reports monitor the workforce and potential workforce and this information is used to review the effectiveness of our employment policies and practices and to consider whether there has been any potential lack of fairness or even discrimination. Data which indicates there may be potential for lack of fairness or discrimination in the application of a policy or practice is investigated in more depth and if necessary, remedial action is taken to remove it by reviewing the relevant policy or practice. We review all our policies periodically and carry out Equality Impact Assessments where this is relevant.
- 10.7 We use employment monitoring information and our workforce planning process to help us identify any key equality issues with services which may require specific action; whether our workforce reflects the local community; to measure progress year on year; to identify possible steps to further advance equality or foster good relations and when undertaking Equality Impact Assessments. We have taken steps to improve data capture on equality monitoring for our workforce and applicants for roles, whilst accepting that we have to respect that not all employees or applicants wish to provide this personal or sensitive information. We believe that it is important to provide the opportunity to be counted if they wish. In January this year, we implemented a new web based recruitment system, which removed the paper application form (which is only used for accessible reasons) and the online system provides an explanation as to why equality monitoring data is important to us and how it is collected and will be used, providing reassurances around the Data Protection Act and confidentiality. Applicants are required to complete our equality monitoring form as part of e-recruitment as that section is mandatory, although most fields allow staff to state: "prefer not to say". This will improve our data collection and ability to monitor.

## 11. Equality Impact Assessments (EIAs)

- 11.1 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.

- The Council's approach to Equality Impact Assessments is to include groups of people which are specifically listed as having 'protected characteristics':
  - Age;
  - Disability;
  - Gender reassignment;
  - Race;
  - Religion and Belief;
  - Sex;
  - Sexual orientation;
  - Marriage and Civil Partnership; and
  - Pregnancy and Maternity

11.2 In addition, 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 within our local EIA system we also consider as additional characteristics for the purposes of Equality Impact Assessments:

- Poverty;
- Caring; and
- Welsh Language

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

11.4 To assist the EIA process a series of 'This is Wrexham' data sheets have previously been developed 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. 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.

11.5 Corporate consultations request equality information from respondents and are analysed by protected characteristics groups to ensure that any specific data / opinions from these groups are reported to decision makers and included in Equality Impact Assessments.

## 12. Quality Assurance Process:

- 12.1 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 [EIAs].
- 12.2 Members of the EIG review a sample of departmental EIAs on an annual basis against criteria previously agreed by the group. The basis for the assessment criteria is the legal duty to demonstrate 'due regard'. The findings of the EIA quality assurance review has indicated that overall the position in relation to undertaking EIAs has remained fairly static during the 2019-20 period.
- 12.3 Work to further improve the quality of Equality Impact Assessments has been identified within the new Strategic Equality Plan for 2020-2024 within the objective 'Involving all and ensuring that we use information about those who use our services, including those with protected characteristics, to make good decisions.' To do this we have committed that 'we will review and continue to improve the Equality Impact Assessment process, taking account of emerging Socio Economic Duty guidance and continue to work with services via the Equalities Improvement Group to improve the use and quality of our assessments.'
- 12.4 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. Progress against the EHRC guidance is outlined below:

EHRC Guidance	WCBC Procedure: 2019-2020 position
Identify relevant person, unit or team to support the authority's work on equality (and specifically EIAs)	Customers, Performance, Resources and Governance Scrutiny Committee (reviewing draft 2020-24 SEP) Performance, Improvement and Partnerships 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)	PIPs Manager (Corporate), Senior Performance, Improvement and Partnerships Officer.
Introduce a standing agenda item for their board on EIAs and the duties more broadly	Customers, Performance, Resources and Governance Scrutiny Committee.  Executive Board annual report  Feedback to the Senior Leadership Team and to Departmental Senior Management teams

EHRC Guidance	WCBC Procedure: 2019-2020 position
<p>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.</p>	<p>Equality Improvement Group</p> <p>Senior Leadership Team</p>
<p>Carry out spot checks on a sample of EIAs in order to test the quality of the assessments.</p>	<p>A Quality Assurance procedure has been developed with guidance from the EIG and Internal Audit:</p> <p>EIG members to undertake assessments once a year;</p> <p>Review to be undertaken in order to inform Annual Equality Report, Service Planning and the Annual Governance Statement; and</p> <p>EIG to consider and challenge a selection of assessments; overview report to be prepared for Senior Leadership Team to take forward recommendations.</p>
<p>EIA templates adapted to include a sign-off section</p>	<p>Online EIAs are electronically linked to the authoring department.</p>
<p>Ensure that relevant policies and EIAs are signed off by equality leads and a member of senior management,</p>	<p>Delegated authority from Chief Officers to officers completing individual EIAs.</p> <p>Internal Assurance Statements. Chief Officer's control.</p> <p>Executive Board / decision making boards</p>
<p>Introduce a 'critical friends' panel of local senior-level experts to provide a robust challenge to officers regarding EIAs.</p>	<p>Equality Improvement Group.</p> <p>The SEP 2020-24 includes an objective 'Involving all and ensuring that we use information about those who use our services, including those with protected characteristics, to make good decisions.' Through the actions associated with this objective we will consider ways that we can further increase the understanding of potential impacts for protected groups through engagement with stakeholders.</p>

## 13. Compliance

- 13.1 The responsibility for carrying out EIAs rests with Chief Officers 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 Chief Officer. 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 Chief Officer, Senior Leadership Team and the Audit Committee. The Internal Audit Section provides guidance to assist the Council and Chief Officers in ensuring that there are effective internal controls in place in relation to equality and diversity.

## 14. Equality Impact Assessment of Budget Proposals 2019-2020

- 14.1 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.
- 14.2 The 2019-20 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.
- 14.3 EIAs were completed on all the budget proposals for 2019-2020 and are published on the Council's website.

## 15. Training and Awareness Raising

- 15.1 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.
- 15.2 During 2019 - 20 specific training and awareness raising has continued:
- Staff both internally and externally have undertaken training and awareness sessions on Modern Slavery, Prevent, Trafficked Children and County Lines. Specific Safeguarding sessions have been delivered to licensed Taxi – Drivers (toolbox talks);
  - Hate crime training has been delivered to staff across the Council and externally with partners; An e-Learning module has been developed. Internal staff and social care sector staff are able to complete;
  - A training module 'Meeting the Needs of Vulnerable Learners' has been developed for school governors and has been delivered receiving good feedback. The session looks at who vulnerable learners are and the barriers to learning, evidence based interventions available to support learners and what schools can do to monitor and evaluate the impact of provisions to support learner achievement and wellbeing. Information has been circulated to all governing

bodies and the module has now been added to our standard training offer which also includes Wellbeing, SEN/ALN and Safeguarding in this category.

- The Cat's Paw Theatre Company continues to visit schools across Wrexham to deliver awareness raising sessions in relation to sexual consent and healthy relationships;
- Workforce Development have commissioned deaf awareness sessions and Makaton sessions for staff;
- Funding obtained resulted the commissioning of the Dementia bus. (16 days) with a total of 980 people attending from Health Police, Fire service, WCBC staff, carers in homes and domiciliary care support and family members
- Workforce Development have developed and delivered Autism Training.
- Building on the success of the virtual reality dementia tour bus, a virtual reality autism tour bus was commissioned to deliver 'lived' experience sessions targeted at families, schools, health and social care staff and members of the public. Over 24 days a total of 507 people attended the autism bus.
- Dementia eLearning module developed and accessible to all sectors. To date 80 people have completed the module;
- All staff have access to the mandatory eLearning module - Violence Against Women, Domestic Abuse & Sexual Violence.
- In collaboration with BCUHB an event was organised for both Health and Local Authority staff re. ' Domestic abuse of older people – 'The hidden Problem.'
- BAWSO also delivered a one day event 'Harmful Traditional Practices among BAME Groups (Raising Awareness of Modern Slavery, FGM, Honour Based Violence and Forced Marriage). This was organised by WCBC and BCUHB for Health and Local Authority staff.

15.3 In addition to this training, diversity and equality is included within the:

- Induction workshops for all new elected members;
- Member development programme

15.4 Furthermore, the Adult and Children Social Care Department's training programme includes:

- E-learning modules Equality in the Workplace and the Equality Act 2010;
- Staff, both internal and external, have attended regional training organised by the NW Safeguarding Board regarding the new Wales Safeguarding Policy and Procedures;
- The core values within the Social Care Training programme are underpinned by the Code of Professional Practice for Social Care Workers (Social Care Wales), including COPP 1 "to respect the views and wishes and promote the rights and interests of individuals and carers"

and COPP5 “act with integrity and uphold trust and confidence in the Social Care Professions” promoting well-being, voice and control;

- The Codes of Professional Practice apply to both registered and other social care workers and sets clear standards of the conduct and practice expected. In relation to equality, specifically COPP1.4 “working in ways that respect their dignity, privacy, preferences culture, language and rights” and COPP5.5 Must not “discriminate unlawfully or unjustifiably against individuals, carers, colleagues or other people” or COPP5.6 “condone any unlawful or unjustifiable discrimination by individuals, carers, colleagues or other people”;
- All formal qualifications for Social Care and Social Workers require a demonstration of Anti discriminatory/anti oppressive practice, as well as a recognition of Wales specific issues; including languages, culture, geography and institutions;
- Promotion of the Social Care Wales All Wales Induction Framework which aims to embed a sound value base and promotes equality and diversity of individuals in receipt of services. The Workforce Development Team have delivered a number of briefing sessions, developed a guidance document for managers and undertaken face to face meetings with managers, to promote and support the implementation of inductions, which embed the principles and values of the All Wales induction Framework;
- Welsh Language training has continued and is available to Council employees and the wider social care sector. There is also an eLearning module on Welsh Language Awareness available which is mandatory for our staff to complete.
- People Handling courses have been developed and commissioned to promote person centered practice- ‘Advanced Manual Handling - Moving with dignity’ was targeted at Occupational Therapists and Moving & Handling Key Trainers in Domiciliary Care
- In support of the advanced training above, a one day event was organised to promote collaborative working. Attendees were from Health, Provider Services, adjoining Local Authorities and our own staff.
- Trained Facilitators from provider agencies are accredited to deliver the Best Practice in Dementia Care Programme and have continued to take their staff through this accredited 6 month programme improving practice and the quality of care provided.

15.5 The following equality and diversity related e-learning packages are available to staff:

- Equality Act 2010;
- Equality in the workplace;
- Equality Impact Assessments;
- Tackling Hate Crime;

- Prevent Duty;
- Community Tension Monitoring.

15.6 The following modules are due for review during the 2020-2021 period:

- Equality Act 2010;
- Equality in the workplace;
- Equality Impact Assessments;

15.7 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

15.8 All staff are required to complete the mandatory E-learning modules Equality in the Workplace and the Equality Act 2010. If appropriate they are also required to complete the Equality Impact Assessment e-learning module.

15.9 Departmental training needs in relation to equality and diversity are collated by members of the EIG. Further work to develop the equality training plan for staff and councillors is identified within the Strategic Equality Plan 2020-2024.

15.10 Finally, where training needs are identified through the year through feedback or observation, collaboration between the Performance, Improvement and Partnerships Team and Workforce Development Team takes place to ensure that where appropriate provision is sourced.

## 16. Procurement

16.1 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 including:

- 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.
- If you use sub-contractor(s), what processes do you have in place to check whether any of the above circumstances apply to them?

- Do your staff with management responsibilities receive equality training?
  - Do your staff with service delivery responsibilities receive equality training?
- 16.2 Guidance on equality is available from the Council's Commissioning Procurement and Contract Management Unit with best practice information being made available in accordance with that developed 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. The Commissioning Procurement and Contract Management Strategy promotes commissioning processes that actively involve people with protected characteristics in the commissioning and co-production of services.
- 16.3 The WG Ethical Code is a key principle of the Council's new Commissioning Procurement and Contract Management Strategy 2018-2021. It is adopted to ensure the Council adopts practices that help to eradicate unlawful and unethical employment practices and to ensure all workers at every stage of the supply chain are treated fairly.

## 17. Conclusion and future action

- 17.1 This report outlines the progress made this year in implementing the Council's Strategic Equality Plan (SEP) and in meeting both its specific and general equality duties.
- 17.2 Whilst progress has been made, there is much that remains to be done.
- 17.3 The new Strategic Equality Plan for 2020-2024 sets out the objectives that have been agreed for the next four years through a process of needs assessment and consultation.
- 17.4 The process to review and agree revised strategic equality objectives began in 2019. The new objectives in the 2020-2024 SEP took effect from April 2020.
- 17.5 An area for development identified for the 2016-2020 was the quality of performance information due to a more output focussed system of reporting. A new more robust performance monitoring framework has been established and whilst we will report annually on progress against our responsibilities against the Equality Duty. The SEP objectives are also now embedded into our Council Plan (2020-23) and will be reporting on our progress against these as part of our twice yearly Council Plan reporting. This will increase both the prominence of the Council's Strategic Equality objectives and also the effectiveness of monitoring, challenge and responsive action.

### **Thank you for reading our Equality Annual Report 2019-2020.**

Your views and suggestions for our annual report are welcome. Please contact us on:  
Telephone: 01978 292271 Email: [telluswhatyouthink@wrexham.gov.uk](mailto:telluswhatyouthink@wrexham.gov.uk)

## 18. Appendices

- 1a. Equality objectives that underpin the current Council Plan, the Wrexham PSB Plan and achievement of the Welsh Government national Well-being Goals
- 1b. Strategic Equality Action Plan 2016-20: Progress update 2019-20
- 1c. Equality Monitoring Information 2019-20
- 1d. Glossary of terms

## Appendix 1a: Equality objectives, council plan and wellbeing goals cross referenced

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

Welsh Government Wellbeing Goals / Wrexham PSB Plan	Council Plan - themes	Council Plan - priority outcomes	Equality Objectives
A prosperous Wales / Wrexham	<b>Economy</b>	<p>People want to live, work, learn and invest here</p> <p>Businesses can locate and grow here</p> <p>People can prosper as individuals in their communities</p>	Reduce inequalities in employment and pay
<p>A healthier Wales / Wrexham</p> <p>A Wales / Wrexham of cohesive communities</p> <p>A Wales / Wrexham of vibrant culture and thriving Welsh language</p>	<b>People</b>	<p>All children and young people have positive aspirations, learn and achieve their potential</p> <p>Children and young people are safeguarded</p> <p>People feel, and are, safe and secure</p> <p>All people are enabled to make healthy choices</p> <p>All vulnerable older people are safe, have optimal health, independence and well-being</p> <p>Welsh language and culture is promoted and supported</p>	<p>Reduce inequalities in health</p> <p>Reduce inequalities in education</p> <p>Reduce inequalities in personal safety</p> <p>Reduce inequalities in representation and voice</p>

Welsh Government Wellbeing Goals / Wrexham PSB Plan	Council Plan - themes	Council Plan - priority outcomes	Equality Objectives
A prosperous Wales / Wrexham	<b>Economy</b>	<p>People want to live, work, learn and invest here</p> <p>Businesses can locate and grow here</p> <p>People can prosper as individuals in their communities</p>	Reduce inequalities in employment and pay
<p>A healthier Wales / Wrexham</p> <p>A Wales / Wrexham of cohesive communities</p> <p>A Wales / Wrexham of vibrant culture and thriving Welsh language</p>	<b>People</b>	<p>All children and young people have positive aspirations, learn and achieve their potential</p> <p>Children and young people are safeguarded</p> <p>People feel, and are, safe and secure</p> <p>All people are enabled to make healthy choices</p> <p>All vulnerable older people are safe, have optimal health, independence and well-being</p> <p>Welsh language and culture is promoted and supported</p>	<p>Reduce inequalities in health</p> <p>Reduce inequalities in education</p> <p>Reduce inequalities in personal safety</p> <p>Reduce inequalities in representation and voice</p>

Welsh Government Wellbeing Goals / Wrexham PSB Plan	Council Plan - themes	Council Plan - priority outcomes	Equality Objectives
<p>A resilient Wales / Wrexham</p> <p>A globally responsible Wales / Wrexham</p>	<p><b>Place</b></p>	<p>Homes that meet people's needs and aspirations</p> <p>An environmentally responsible place</p> <p>Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces</p> <p>Well-connected communities</p>	<p>Reduce inequalities in access to information, services, buildings and the environment</p>
<p><b>5 ways of working:</b></p> <p>Long term</p> <p>Prevention</p> <p>Integration</p> <p>Collaboration</p> <p>Involvement</p>	<p><b>Organisation</b></p>	<p>Engaged and satisfied customers</p> <p>Creating the conditions for success</p>	<p>Promote equality in terms of outcomes to be achieved</p> <p>Develop a more strategic approach to the collection and use of equality data</p> <p>Improve workforce monitoring across protected characteristics</p> <p>Review and enhance employment policies to address under-representation and any barriers to accessing employment</p> <p>Raise awareness of the requirements under the Equality Act 2010 in relation to procurement to ensure that contract monitoring is undertaken</p>

## **Appendix 1b: Wrexham Strategic Equality Plan action plan 2016-20. Progress update 2019-2020**

Wrexham's Equality Objectives are outlined in the current Strategic Equality Plan (2016-2020). The 2016-2020 objectives are as follows:

- Reduce inequalities in employment and pay
- Reduce inequalities in health
- Reduce inequalities in education
- Reduce inequalities in personal safety
- Reduce inequalities in representation and voice
- Reduce inequalities in access to information, services, buildings and the environment

This document gives some examples of how the Council has contributed to each equality objective. We recognise that this self-assessment is limited as it is focussed largely on outputs. The new SEP 2020-2024 has been developed with an outcome focussed approach with performance monitoring embedded within the Council Plan twice yearly reporting framework. In addition to this Wrexham County Borough Council actively participates in any engagement activities coordinated by the North Wales Public Sector Equality Network in order to gain valuable feedback on how well local public sector organisations are discharging their Equality duty. This feedback is then incorporated into future needs assessment activity to inform action planning.

Within each equality objective a number of specific needs have been identified and actions to address these have been developed. Delivery against the objectives is driven through the SEP action plan, key departmental strategies and plans and service business plans. The key mechanisms for delivery are outlined within the SEP and **Appendix 1**.

Here are some examples of the actions we have undertaken during the fourth year of our current Strategic Equality Plan 2016-2020.

## 1: Reduce inequalities in employment and pay

North Wales Public Sector Equality Network research and consultation concluded the need to:

- Identify and address inequality within recruitment, retention, training and promotion processes; and
- Identify and address any pay gaps between people with different protected characteristics.

### What we said we would do:

- To make a positive difference to inequality in employment and pay we will:
- Implement and deliver on the Economic Prosperity Strategy, the Anti-Poverty Strategy and the Organisational Development and Workforce Strategy
- Improve equality monitoring and analysis;
- Continue to undertake Equality Impact Assessments;
- Take forward specific actions arising from the Strategic Equality Plan consultation; and
- Where possible and appropriate, contribute to the delivery of the North Wales Public Sector Equality Objectives 2016-2020.

### What we have done this year:

- Wrexham County Borough Council Workforce Development team continues strong links with Glyndwr University and Coleg Cambria and supports work placements e.g. as part of the Social Worker Degree Course, both the educational establishments and HROD work to ensure that work experience is accessible to people with protected characteristics.
- The Customer Services Team, periodically consults with Coleg Cambria to review workforce development opportunities, for example, traineeship or modern apprenticeship opportunities for young people.
- HR / OD use the GLPC Job Evaluation (JE) scheme to provide consistent job evaluation of role which determines grades. Officers are JE trained and experienced in evaluations and the process of JE uses consistency checking to maintain quality / integrity of the JE scheme.
- The pay structure was revised in line with national changes and revised pay scales implemented, this included an Equality Assessment
- The council reports gender pay gap information annually in line with requests from the Welsh Government.
- HR / OD continue to promote and advise managers of the impact of shorter term positions. Advice is also provided to managers about support for pregnant employees, including maternity risk assessments, and advice for restructures affecting pregnant employees or those on maternity leave to ensure that employees are protected in line with legislation.

- HR/ OD continue to promote and advise managers on recruitment decisions. Members trained on recruitment processes and objective decision making prior to undertaking senior management recruitment.
- HR / OD will continue to advertise vacancies through JCP and work with them on recruitment events, jobs fairs, and projects, etc where possible.
- It is the council policy to provide Welsh language documents for applicants and to publish information bilingually on the internet, the council 'encourages welsh language applicants' is used on all recruitment. HR/ OD takes part in the Welsh Language annual audit, reporting statistics such as the numbers of welsh speakers in frontline services, numbers of welsh speakers applying for vacancies, etc. A bilingual system to enable online job applications has been implemented with applicants in both Welsh and English being welcomed. Where an applicant requires alternative mediums to apply, these are supported e.g. paper forms, working with Communities at Work to enable Employment Mentors and Support Workers to support form completion and support essential skills.
- HR/ OD continue to advise managers on ways to support carers in the workplace. The Work-life balance and flexible working policy aims to support flexible working to balance commitments outside work including caring responsibilities. The Time Off Work Policy gives provisions for other urgent leave requirements due to family circumstances.
- HR / OD provide advice to managers with regards to equal treatment of the workforce the service has a representative on the Wrexham County Borough Council cross department Equality Improvement Group.
- WCBC has a Work-life Balance and flexible working policy and HR / OD advise managers on this.
- HR / OD continue to work with managers to develop assessment processes that include service users on recruitment panels ( e.g. in Social Care ) to ensure their voice is included in the decision making process. Value based recruitment has also been piloted in Social Care recruitment to enable those further from the labour market to demonstrate their value base where they cannot provide previous working experience.
- HR / OD continue to work with the health and safety team including promoting health & safety at work and the access to work fund. A Reasonable Adjustment Guide is available for managers which promotes access to work assessments being sought to fully understand the types of reasonable adjustments to be considered and access to Access to work funding. Health and Safety Awareness was also included in the Employee Opinion Survey 2019.
- HR / OD continues to provide information on the intranet (including occupational health information) for managers and employees. Where teams don't have access, this information is provided directly. New or updated policies are consulted on with Trade Unions, acting as the employee representatives and promoted on Friday Bulletin to raise awareness.

- In order to improve the collection and use of equality monitoring data an employee self-service platform has been established and modules are now live. It can be used by employees to update their own Diversity/ equalities data.
- Health and Wellbeing days contribute to the Corporate Health Standards, health and wellbeing is promoted, together with employee reward scheme benefit which support health and wellbeing.
- HR/OD work in partnership with Occupational Health, have a 24 / 7 helpline for employees and counselling support services including a wellbeing information site on diet and fitness.
- HR/OD promote the Occupational health, counselling and support services available, over 20 Mental Health First Aiders are contactable for employees. The council has also signed the mental health pledge 'time to talk' to raise awareness on mental health and challenge perceptions of mental illness.
- HR/OD work in partnership with Freedom leisure, DW fitness\*, (\*through employee reward scheme), offer cycle to work scheme, support health eating groups, lunchtime walking.
- HR/OD also encourages managers to recognise signs of stress, promote employees taking annual leave, flexitime, lunch breaks.
- HR also encourages managers to implement phased return / reasonable adjustments for employees returning to work after a period of sickness absence. Redeployment of employees is also arranged wherever possible to support return to work or accommodate health and wellbeing.
- WFD delivers courses on personal safety when required and HR / OD encourages managers to identify any safety risks to employers in the course of their work and seek advice from Occupational Health and the Health and Safety Team.
- The Communities for Work programme continues to assist people into work. - During the 19-20 period, 182 people were assisted into work, a further 108 people were supported to undertake vocational or accredited qualifications and a further 25 people were supported to access volunteering or under 216 hours of paid employment.
- In order to create employment & apprenticeship opportunities for the local population through the regeneration of the town centre:
- Funding has been secured and training has been delivered as part of the traditional building skills programme.
- A series of awareness raising, training and engagement events have been delivered.
- An event was delivered for all 10 high schools in Wrexham County to raise awareness of traditional building skills within the construction industry and career opportunities and work placements available through the townscape heritage scheme.

- A number of engagement events have been delivered to raise awareness and engagement with contractors and architects for the delivery of the townscape heritage scheme.
- In addition a number of events / workshops were delivered by Business Wales to support the growth of small contractors to procure and submit tenders via e-tendering.
- An awareness raising event was attended through Skills Cymru event which facilitated engagement with more partners including 14 - 19 / Seren, Education & Early Intervention Services, Careers Wales, Communities for work and Communities for work Plus, CITB, CWIC, Coleg Cambria, National Lottery Heritage Fund, Cadw, North Wales Regional Skills Partnership, Cadwyn Clwyd, Business Wales.
- The Council continues to provide advice, guidance and training to promote diversity. A number of e-learning packages are available for staff, including The Equality Act 2010 and Equality in the Workplace.
- The Welsh Government's Ethical Code is a key principle of the Council's Commissioning Procurement and Contract Management Strategy 2018-2021. It is adopted to ensure the Council adopts practices that help to eradicate unlawful and unethical employment practices and to ensure all workers at every stage of the supply chain are treated fairly.
- Through the Communities for Work Programme, we continue to assist people into work to address long-term unemployment.
- The Performance, Improvement and Partnerships team continue to promote agile working to encourage flexible working across the Council.
- Our Contracts Team has worked with care providers to look at their workforce needs – ensuring they comply with the *Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA)*, and helping them prepare for potential Brexit-related workforce issues. Social Services and Communities for Work have worked together to pair social care training programmes with recruitment drives, encouraging new people into the sector.
- We've been working closely with our newly commissioned third sector Shared Lives provider. Shared Lives' is a scheme that pairs people with dementia and other health issues with carers who have similar interests and hobbies – so they can continue to enjoy a full and rewarding life. This can be anything...from gardening to fishing to going to watch the football.
- The aim is to grow the number of Shared Lives carers across Wrexham. To help achieve this, *Person Shaped Support* has been working with partners to attract new people with different skills and interests into the profession.

## 2: Reduce inequalities in Health

North Wales Public Sector Equality Network research and consultation concluded the need to:

- Increase the number of people in under-represented groups choosing healthy lifestyles
- Increase the number of people in under-represented groups accessing health care services;
- Improve the care of people to ensure they are treated with dignity and respect, particularly older people and vulnerable people;
- Increase the uptake of preventative health care services by Gypsies and Travellers;
- Ensure that Lesbian, Gay and Bisexual and Transgender people are treated with dignity and respect when receiving care; and
- Ensure that the rights and aspirations of people with Mental Health issues and Learning Disabilities are better addressed.

### What said we would do:

To make a positive difference to reducing inequality in health we will:

- Implement Wrexham Public Service Board Well-being Plan; the Anti-Poverty Strategy; and the Council's Organisational Development and Workforce Strategy;
- Improve equality monitoring and analysis;
- Continue to undertake Equality Impact Assessments;
- Take forward specific actions arising from the Strategic Equality Plan consultation; and
- Where possible and appropriate, contribute to the delivery of the North Wales Public Sector Equality Objectives 2016-2020.

### What we have done:

- Families First in Wrexham runs a programme of prevention and early intervention services which focuses on improving mental wellbeing and improving relationships between couples, parents and children and between children. Within the programme is specific mental wellbeing support for children, parents and pregnant women.
- Families First also funds support for young people around self-harm and substance misuse, delivered from the Info shop by the youth Service.
- The Welfare Rights Team supports families and individuals to maximise their income and therefore reduce the number of families and young people living in poverty. There are established links between poverty and health inequality, therefore by reducing poverty we contribute to reducing health inequalities. A large proportion of Welfare Rights clients are disabled people.

- The Welfare Rights Team support elderly and disabled people to maximise their income. This supports their ability to make healthy choices e.g. to purchase nutritious food or heat their homes appropriately. Increased income also promotes independence e.g. a person may choose to purchase help in the home or pay for aids to help them maintain their independence.
- Wrexham County Borough Council have delivered “grab and go” packed lunches for children eligible for free school meals who were not in school due to Covid-19 pandemic (until week ending 1st May) at which point a direct payments system was introduced. ‘Grab and go bags’ have continued to be provided during the pandemic for those in temporary accommodation with no access to cooking facilities.
- Nearly all secondary schools participate in the School Health Research Network. The Healthy Schools team works proactively with schools to develop action plans to address identified themes.
- The percentage of children and young people who are ‘Hooked on Sport’ increased from 43% (2015) to 44% (2018), moving closer to the Welsh average of 48%. 67% of Wrexham pupils participated at least once in extracurricular sport in the 2017/18 school year. This compares well with a national participation rate of 66%.
- The Info Shop and Outreach services is a significant strength in provision for very vulnerable young people as well as providing universal services for improving well-being. The number accessing the provision remains high at 13,325 in 2019-20 up from 11377 in 2018-19. 98% of service users rated the service 4/5.
- Counselling services are given a high priority in Wrexham with 621 young people receiving counselling in 2019-20.
- The Council has have made a firm commitment to support the health and well-being of our staff by maintaining the Gold Corporate Health Standard, implementing initiatives that support good mental well-being and physical well-being.
- Sanitary products are freely available to all girls in primary and secondary schools thanks to the Welsh Government grant to support the period dignity agenda. Part of the grant is for community use and this is being supported by the Wrexham Foodbank to provide sanitary products for girls and young women in the community.
- Whilst the reduction of the use of B & B has temporarily been put on hold due to the Pandemic, it is still our long term goal. The homelessness strategy will be reviewed in line with Welsh Government’s COVID 19 phase 2 plan. Every bid submitted had to evidence how it would assist younger people, and those with no recourse to public funds and those with physical and mental health issues. For example the provision of accommodation and support would need to be trauma based and psychologically informed.
- The Rough Sleeper Count November 2019, saw a further reduction in numbers of rough sleepers to 21. Wrexham County Borough Council has been successful in securing over

£2million from Welsh Government to assist with the implementation of a supported housing and Housing First project to ensure that nobody accommodated in response to the Covid-19 pandemic, will need to return to rough sleeping. Issues in relation to mental and physical health have been identified and for those with high and complex needs it may be necessary to provide more intensive services, such as Housing First and long-term supported housing with appropriate multi-agency support. We recognise that there is no single solution. Support needs to be tailored as and when it is needed. All of the proposed units of accommodation will be suitable for young people particularly as self-contained accommodation is proposed. It is anticipated that as a result of increased availability the Emergency bed currently used in one of our supported living projects could be utilised for youth homelessness only. Housing Options will be working in partnership with Safeguarding, Youth Services and Children's Services for a cohesive approach to preventing and addressing youth homelessness.

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- Wrexham County Borough Council Social Services have helped BCUHB deliver the regional Home First programme, where people are moved from hospital to their home for continued assessment. It means people are in hospital for as short a time as possible – reducing the risk of infection, or further reduction in independence. Seeing people at home also makes it easier to assess their ongoing care and support needs.

### 3: Reduce inequalities in Education

North Wales Public Sector Equality Network [NWPSSEN] research and consultation concluded the need to:

- Reduce the educational attainment gap between different groups;
- Reduce identity based bullying in Education; and
- Ensure that young people are adequately supported in making the transition between education and employment.

#### What said we would do:

To make a positive difference to reducing inequality in education we will:

- Implement the Education Improvement Plan; Welsh in Education Strategy; Wrexham Public Service Board, Partnership Delivery Board 2 Business Plan; Anti-Poverty Strategy; and Local Housing Strategy.
- Improve equality monitoring and analysis;
- Continue to undertake Equality Impact Assessments;
- Take forward specific actions arising from the Strategic Equality Plan consultation; and
- Where possible and appropriate, contribute to the delivery of the North Wales Public Sector Equality Objectives 2016-2020.

#### What we have done:

- Families First in Wrexham runs a programme of prevention and early intervention services which focuses on supporting children in school, who are at risk of disengaging, to remain engaged with education and which offers an alternative curriculum to some. The services offer a range of support via school based youth workers, including drop in, group support and more intensive one to one work.
- The Welfare Rights Team provide advice on benefit entitlement to families and young people. This frequently includes assisting families to claim benefits for qualifying young people (aged 16-19) who wish to remain in education, thereby removing one of the obstacles to young people from low income household remaining in education.
- A training module 'Meeting the Needs of Vulnerable Learners' has been developed for school governors and has been delivered receiving good feedback. The session looks at who vulnerable learners are and the barriers to learning, evidence based interventions available to support learners and what schools can do to monitor and evaluate the impact of provisions to support learner achievement and wellbeing. Information has been circulated to all governing bodies and the module has now been added to our standard training offer which also includes Wellbeing, SEN/ALN and Safeguarding in this category.

- The Prevent Tool Kit for schools has been updated and will be circulated to schools subject to approval by the North Wales CONTEST Board.
- A 'Getting On Together' Challenging Extremism key stage 2 programme of training and associated teaching materials was provided to 15 primary schools in Wrexham during October 2019. The programme is a curriculum intervention on the theme of 'challenging extremism' comprising teacher manual; six exemplar lessons; resources; filmed lessons. The programme is part of the Council's Prevent Duty responsibilities. The programme responds to the UK Counter Terrorism and Security Act 2015, requiring schools to facilitate challenge and debate of 'sensitive issues,' including 'terrorism and extremist ideas.' A further training session is to be scheduled for the other primary schools to receive their training and resource once Covid guidance allows. The sessions are delivered in a way that is focussed on promoting tolerance and respect for all.
- The Syrian Vulnerable Persons Resettlement Scheme funded English language activities for refugee children during the summer holidays to promote continuity of language acquisition.
- Inclusion projects are being provided across Play & Youth Services to assist families facing barriers to opportunities in accessing provision and opportunities to play in their own community. A number of referrals into the Play and Youth team have become more complex with families experiencing extra-ordinary barriers to play. The Play Sufficiency Assessment 2019 recommends the development of a system to greater support these families in respect of their play requirements with a view to developing a tool for professionals working with families. Strong relationships have been developed with partner agencies to progress this priority.
- Wrexham Pupil Referral Services (the PRU) provide education for up to 72 secondary school age learners who are unable to attend mainstream schools due to behaviour, illness, or otherwise may not for any period receive suitable education unless such arrangements are made for them. All learners have either missed or have been disengaged from significant aspects of their education.
- Wrexham Pupil Referral Services sets high aspirations for all learners through very effective pastoral support and multi-agency approaches. Successful transition is supported through thorough assessment of learner needs and all pupils who leave the service at their statutory school age successfully secure employment, education or training opportunities.
- The Council is continuing to review its Special Educational Needs Provisions to ensure that they reflect the changing needs of pupils with additional learning needs.
- Bespoke packages of support which promote wellbeing continue to be delivered for Gypsy and Traveller pupils, in order to bridge the gap between school and home, to enhance parental engagement.
- The Traveller Education Service has recently employed a new Attendance Officer and Education Outreach Worker to support and improve Gypsy and Traveller learner's attendance and engagement within education.

- The Traveller Education Service have been successful in obtaining a Welsh Government grant to be able to facilitate onsite support for after school provision and to encourage education through play with all Gypsy and Traveller learners.
- Youth Services and Youth Support Services provide a diverse offer for children and young people operated or commissioned by the Local Authority.
- Young people are signposted well to Youth Support Services through the young people website ([Young Wrexham website for young people](#)) which is managed by the Info Shop and also via the Info Shop itself.
- Learners who are refugees and asylum seekers learners are very well supported by the English as an Additional Language (EAL) Service in the Education & Early Intervention Department, in partnership with other LA services such as Admissions, Housing, Health and Voluntary Organisations such as the Red Cross.
- The EAL service provides training, advice and guidance to schools to support them to meet the needs of asylum seeking and refugee learners. The service also signposts schools to other externally available training such as IOM cultural awareness training that was provided during 19-20.

#### **4: Reduce inequalities in personal safety**

North Wales Public Sector Equality consultation and research concluded that there is a need to:

- Increase the reporting of hate crime and harassment and take steps to reduce incidents of hate crime and harassment including on-line abuse and bullying;
- Increase the reporting of domestic abuse and take steps to reduce domestic abuse; and
- Increase awareness in vulnerable communities around telephone and on-line fraud.

#### **What said we would do:**

To make a positive difference to reducing inequality in personal safety we will:

- Implement Wrexham Public Service Board, Partnership Delivery Board 3 Business Plan; and the Council's Organisations Development and Workforce Strategy.
- Improve equality monitoring and analysis;
- Continue to undertake Equality Impact Assessments;
- Take forward specific actions arising from the Strategic Equality Plan consultation; and
- Where possible and appropriate, contribute to the delivery of the North Wales Public Sector Equality Objectives 2016-2020.

**What we have done:**

- The Safe Places Scheme provides 'safe places' for people to go if they feel vulnerable or anxious while out-and-about in Wrexham.
- This includes cafes, pubs, shops, taxi offices and all kinds of other premises, and the aim is to help people who might not always feel confident going into busy town centres and other public places.
- Contact Wrexham is now a designated "safe place" within the safe places scheme.
- Workforce Development delivers courses on personal safety when required and managers are responsible for ensuring that health and safety risks to employees are identified and assessed. Managers are encouraged to seek advice from Corporate Health and Safety and Occupational Health, where necessary.
- The regional cohesion team have developed and rolled out the Community Tension Monitoring process across relevant partners in Wrexham. The team have been working to promote this and raise awareness amongst key partners, community councils and community groups. The process utilises the Community Safety Inbox as a central point of contact. A collective approach to resolving issues is encouraged and where a higher level multi-agency response is deemed appropriate this will be escalated to the Wrexham VARM.
- The Community Cohesion Officers continue to hot desk in key communities where repeated tension have been reported
- The Community Cohesion Officers will provide monthly update email to key partners to let them know how reported tension have been followed up.
- The Regional Tactical Hate Crime Group, introduced in 2018, continues to meet. The group have considered data at a North Wales and Wrexham town/ rural level.
- A Hate Crime Awareness Week event was delivered in Ty pawb.
- Online Hate Crime awareness training has been delivered by the Regional Community Cohesion Team working with each LA's workforce development teams on implementation.
- The Corporate Safeguarding Action Plan has been updated to reflect emerging issues like 'County Lines' (gangs), Female Genital Mutilation (FGM), Modern Day Slavery (MDS) and PREVENT (Counter Terrorism)...and our responsibilities in helping to combat these problems.
- The Council have committed to specific actions in relation to Modern Slavery, which have been informed by the Regional Modern Slavery Group action plan. The actions are incorporated within the Council's Corporate Safeguarding Group action plan.
- Bawso continue to provide specialist support to victims and Black & Ethnic minority groups in Wrexham around issues relating to domestic abuse, genital mutilation and human trafficking.

- A regional Violence Against Women, Domestic Abuse & Sexual Violence (VAWDASV) Team is now in operation across North Wales.
- With the backing of the CSP, The North Wales Area Planning Board for substance misuse has secured Welsh Government funding to recruit a '*Collaborative Outreach*' coordinator and specialist outreach posts within BCUHB. The officers will work in partnership with provider services in order to identify and enable the most visible vulnerable individuals to successfully engage with support. These individuals will be those with diverse and complex needs such as mental health, and substance misuse.
- Wrexham CSP have monitored levels of victim confidence and satisfaction when reporting a hate crime. At present only combined data for Flintshire and Wrexham is available. Victim satisfaction is currently at a lower level than the previous year but not to a level that is statistically significant.
- The Council continues to develop support for asylum seekers and refugees as part of the Home Office resettlement programme. This includes:
  - Ensuring ongoing support and integration for arriving families/individuals;
  - Developing a myths and facts information sheet for local authority officers;
  - Working with LA staff, police and partners to manage and mitigate against potential/actual community tensions arising from migration issues;
  - Representation on the National Syrian Resettlement LA group with Wales Migration Partnership, the Partnership, the Home Office and Welsh Government.

## 5: Reduce inequalities in representation and voice

North Wales Public Sector Equality consultation and research concluded that there is a need to:

- Decision making bodies need to become more representative of the communities they serve;
- Consultation and engagement is improved through strengthening links between the Public Sector and local and national groups representing people from all protected groups.

### What we said we would do:

To make a positive difference to reducing inequality in representation and voice we will:

- Implement Wrexham Public Service Board, Partnership Delivery Board 3 Business Plan, our Customer Focus Strategy; Welsh Language Strategy; Consultation and Engagement Strategy; Communications Strategy; and Organisational Development and Workforce Strategy.
- Improve equality monitoring and analysis;

- Continue to undertake Equality Impact Assessments;
- Take forward specific actions arising from the Strategic Equality Plan consultation; and
- Where possible and appropriate, contribute to the delivery of the North Wales Public Sector Equality Objectives 2016-2020.

### **What we have done:**

- The Council has adopted an Involvement Strategy (2018-2022) that seeks to ensure that all people are engaged and consulted on decisions that affect them and, where possible, we work together to design and deliver services.
- The Participation Strategy for children and young people has been approved. A self-assessment tool has been developed and an e-learning module for associate pupil governors has been implemented and promoted via the Participation Team.
- The Participation Team effectively facilitates work across both the statutory and voluntary sector, providing training and development opportunities for young people and professionals.
- The Senedd Yr Ifanc is a well-established and proactive forum which provides good opportunities for children and young people in Wrexham to influence and become involved in decision-making processes. Senior politicians and officers regularly meet with the Senedd to seek their views on matters affecting young people across the County Borough.
- Primary School Councils continue to be supported by The Healthy Schools Team and up to 15 School Councils a year are observed and provided feedback on how well they are working in line with the national guidance. Pupil voice is a major part of the whole school approach to a healthy school where pupils are encouraged to contribute and drive ideas to make improvements in their school that will help to support their mental health and wellbeing.
- Children's Services has led a council wide project to promote children's rights and to ensure as a council, we are compliant with the Children and Young People measure 2011 in which all public bodies are required to have due regard for the UNCRC.
- This pilot project, which has been fully supported by the Children's Commissioner's Office, has raised awareness and supported managers to assess their current position and set objectives around improving the way in which we address the Children's Rights 5 principles:
  - Embedding children's rights
  - Equality and Non-discrimination
  - Empowering children
  - Participation
  - Accountability

- Wrexham County Council Social Services are developing their approach to 'co-production' – coming up with ways to involve people and organisations in shaping our services at every stage.
- We have developed plans to address some of the low-scoring areas in the annual carers and quality of life surveys, and have also organised 'big conversation' events in 2020 and 2021, to help us unpick these issues further.
- A new contract for advocacy provision was implemented in January 2019 following a competitive tender. The new service places greater emphasis on self, community and peer advocacy – with case-work focussed on those who need independent professional advocacy. It's also committed to supporting older people living in residential care.
- A detailed action plan has been developed as a result of the Older People's Commissioner for Wales' Report '*Making Voices Heard: Older People's Access to Independent Advocacy in Wales (2018)*.' We've engaged with a range of people and organisations, and aim to ensure that decisions about care and support are made by individuals themselves...not by others.
- The Local Development Plan (LDP) consultation process invited representation from people with protected characteristics.
- Following Welsh Audit Office report recommendation with regard to increasing the diversity of tenants engaging in participation a consultation event was held to: look for ways to update the current format to make meetings more productive. To encourage a wider and more representative tenant base, it has been agreed that the number of tenant representatives would be increased to 12, allowing 4 from each geographical area of the Borough, ie the north, south and central areas. A campaign was embarked upon to promote the partnership through the Hotline and on our social media pages, along with emails to community councils and local elected members advertising the vacancies. Once restrictions are lifted the recruitment campaign will continue. The tenants' group, have begun to hold tenant surgeries to increase dissemination of information. Due to the current restrictions these have been suspended until further notice. An IT course was planned to address digital exclusion for tenant representatives to help people be more digitally active in their communities, however again due to the current restrictions, the planned IT course has been cancelled.
- As part of the refurbishment of sheltered housing schemes, there has been extensive consultation the residents regarding both the refurbishment plans and the process of arranging temporary alternative accommodation.
- The Regional Community Cohesion Team have undertaken a programme of activity during 2019-2020 that includes:
  - **Third Sector SUB Coivid-19 group** – the RCC Coordinator attends weekly/monthly third sector sub group meetings to ensure relevant community cohesion information is shared with key partners, we also attend an of shoot bereavement group as required to ensure minority groups are supported and represented.

- **Monthly Online Regional Community Cohesion Forum** - Delivery of a monthly online forum with a view of sharing key information, hearing from community groups, key partners and sharing opportunities for collaborations. The Forum is attended by representatives for BAME, LGBTQ, disability, religious groups, refugees & asylum seeker support and groups who support wider social deprivation
- **Sub forum meeting** - chair sub forum meetings with Syrian refugee and Asylum seeker support and LGBT, Youth and Religion meeting with Glyndwr University
- **Monthly Community Cohesion Newsletter** - focused on sharing good news stories in relation to community cohesion and sharing information – please find attached recent copies
- **Community Cohesion Training and Awareness Session** - delivery of online training and awareness session with key partners, themes include – Covid-19 Conversations, Modern Day Slavery, Hate Crime, Illegal Money Lending, LGBTQ awareness, Autism Awareness
- **Community Cohesion Community Coffee Morning/ Cultural Meet ups** – online coffee morning with a focus on engaging with EU nationals and BAME communities for informal discussion
- **Community Cohesion Small Grants** – a selection of small grants were awarded during 2019-20 to projects that aim to enhance the cohesion between communities.
- **Covid-19 Community Cohesion grants** – small grant awarded to minority community group in relation to Covid-19, project funded – food parcels, internet access, information and PPE
- **Sharing Stories** – A project to bring different communities and groups together to share stories
- **NEW Connections#** - A Short film project to celebrate and raise awareness of community cohesion across N E Wales is planned for 2020.
- **Celebrating Cohesive Communities** – A Workshop is planned for 9<sup>th</sup> Sept to encourage group and organisations to work together with a view of strengthening and creating more cohesive communities and subsequent small grant to support the initiative.
- **Calendar of events** – ongoing calendar of events linked to the Community Cohesion Calendar including awareness raising days such as Hate Crime Awareness Week, Anti-Slavery Day, LGBT History month and many more.

- A proposal is being prepared by the Regional Community Cohesion Team for Wrexham, Flintshire and Denbighshire local authorities with the view of developing a number of short Community Cohesion *Toolbox Talk* films to raise awareness of key cohesion issues.
- HR OD also conduct the annual Employee Opinion Survey and feedback this information to departments, the HROD team also highlights any concerns raised in exit interviews enabling services to examine issues identified and improve employee experiences in the future.
- HR/OD have representation on the Employee forum and use this to engage with employees.
- Any child or young person making a complaint is offered the support of an advocacy service as a mandatory procedure. Any adult making a complaint that requires the support of an advocate can also have this arranged.
- The Council's Procurement Team facilitates commissioning processes that actively involve people with protected characteristics in the commissioning and co-production of services. Examples include the co-production of services in Adult and Children's Social Care.

## 6: Reduce inequalities in access to information, services, buildings and the environment

North Wales Public Sector Equality Network [NWPSSEN] consultation and research confirmed the need to:

- Improve access to information, communications and the customer experience, and in particular for people with sensory loss; and
- Improve physical access to services, transport, the built environment and open spaces.

### What we said we would do:

To make a positive difference to reducing inequality in access to services, information, buildings and the environment we will:

- Implement Social Services Business Plan; Wrexham Public Service Board, Partnership Delivery Board 3 Business Plan; Anti-Poverty Strategy; Customer Focus Strategy; Welsh Language Strategy; Consultation and Engagement Strategy; Communications Strategy; and Organisational Development and Workforce Strategy.
- Improve equality monitoring and analysis;
- Continue to undertake Equality Impact Assessments;
- Take forward specific actions arising from the Strategic Equality Plan consultation; and
- Where possible and appropriate, contribute to the delivery of the North Wales Public Sector Equality Objectives 2016-2020.

**What we have done:**

- Children's Services funds a service for Young Carers which supports them and helps to improve access to services.
- WCBC Children's Services has been working with Welsh Government and other local authorities to implement a Young Carers ID card scheme to support young carers to access services (like pharmacies) which may not usually be accessed by children, but which are needed because of their caring role.
- Close work with the Young Carer support service (Credu) has resulted in some positive developments during the year, with a range of excellent and much needed support being offered to young carers who live in Wrexham, even during the Covid pandemic lockdown. This support helps ensure young carers are supported in their caring role, have people (professionals and other young people) who understand the challenges they face and to help remove some barriers to enjoying a normal childhood which their non-carer peers do not experience.
- Children's Services have also been working in partnership with colleagues in other departments, Health and the Third Sector, first to bid for the funding, and then to develop a fully inclusive and accessible Wellbeing Hub on the ground floor of Crown Buildings, which is due to open in 2021.
- Children's Services (Childcare Team / Families First and the Family Information Service) provides funding via Welsh Government grants for disabled children to access respite and childcare to meet their needs – this involves the purchase of equipment, funding for extra staff members to work one to one with the child, training for staff in disabilities and conditions. This respite and childcare helps to relieve tensions and stress within the family and supports positive wellbeing for the parents, the disabled children and other siblings.
- Families First funds a strand of service provision for disabled children and their families, providing access to specialist information and advice, Forest School activities, a range of sporting activities, play schemes and social groups.
- Families First also funds support for parent carers; social groups and several confidence raising programmes of group sessions called Steps.
- Children's Services has brought in ICF funding to support three new programmes focused on disabled children and their families: an integrated services co-ordinator whose focus is to ensure better integration and coproduction of service provision across all public bodies; a specialist Information, Advice and Assistance Officer to intensive support for families pre-and post- diagnosis; and a new respite project which is piloting new approaches to the provision of respite activities; child-led, coproduced with the family, more varied, less 'clinical', more empowering for children.
- The development of our Single Point of Access (SPoA) is also having a positive impact – helping us manage the increasing demand on the market by providing people with better

information, advice and assistance. The Single Point of Access (SPoA) brings together services and organisations that provide health and social care in Wrexham...making it easier for people to get the help they need in one place. This means more people can continue to live at home, without needing domiciliary care.

- Community Agents play a key role in helping us support the development of 'strong and resilient communities. Community Agents help elderly people re-connect with their communities...including people who live alone and feel isolated or lonely. This year we've focussed on ensuring full coverage across the county borough, and growing the service to meet local need. We've also been able to help Community Agents develop local activities and services through the Community Inclusion Grant.
- The web based promotional tool "GovDelivery" has now been implemented allowing customers to sign up and receive information relevant to them for eg online job applications. It will continue as a key communications tool both for internal staff and the wider community.
- A new ICT & Digital Strategy will be published autumn 2020. An element of this strategy will identify digital skills for both staff and our customers. Innovative ways to reduce digital exclusion will also be a part of the strategy.
- Bus timetables are accessible on the council web pages. Bilingual electronic bus timetable located in bus station which meets industry standards. Timetables will be produced on request for individual requirements.
- Bi-lingual description of planning applications now provided on-line.
- Wrexham County Borough Council is committed to working towards improving its rights of way network. We have taken a strategic look at what we have and how it could be improved for people living, working and visiting Wrexham. The Rights of Way Improvement Plan (ROWIP) process, as required by the Welsh Government, sets out how we will do this. The Rights of way improvement plan was published in 2019 and is available on the Council website [Rights of Way Improvement Plan](#). There is an ongoing programme to replace styles with gates where possible subject to landowner agreement and funding.
- The Environment and Technical department have endeavoured to declutter of street furniture as and when possible.
- The Council is committed to ensuring that those involved in the planning and designing of public spaces, such as shops, parks and transport systems, will be encouraged to have processes in place to consider and involve people living with dementia in their design and audit processes in order to understand their needs.
- It is important that people living with dementia are involved in the planning and design, prior to COVID-19, an Alzheimer's society representative attended the current sheltered accommodation refurbishment to offer support and guidance to the needs of those living with dementia. It is hoped, as lock down eases, that a group of individuals living with dementia

can be identified who visit face to face buildings to offer support and advice on any changes necessary. Recommendations have also been passed on to the project team involved with the refurbishment of Crown buildings.

- Dementia Champions in the Council raise awareness of the information and communication needs of people with dementia through Dementia Friendly sessions. Due to the current COVID-19 pandemic, officers have undertaken training to deliver dementia friends sessions via ZOOM to meet with the current social distancing guidelines. These continue to be advertised on SAM. In recent weeks, the Chief officers have encouraged their staff teams to attend via ZOOM and a number of departments across the authority have attended.
- The Info Shop hosts the 'Young Wrexham' website ensuring that young people can access advice and guidance at any time.
- As part of the Welsh Government's Play Sufficiency Duty, specific consideration is given to children and young people who may experience barriers in access to play beyond those reported by most other children. Particular attention paid to the play needs of disabled children, looked after children, young carers, children from traveller families and those from other minority ethnic groups. Any families experiencing extraordinary barriers to accessing staffed play provision can be referred into the Play Scheme Inclusion Project to ensure these children have access to supported play provision."Work has begun to develop a total of 24 Council properties, of which 4 properties are have been developed to meet the needs of those requiring an adapted property. In addition the buy back of ex-Council properties is also continuing to increase Council stock.
- "The Wrexham Standard" has been adopted for the refurbishment of all void Council properties prior to re-let.
- The Deposit Local Development Plan (LDP) contains site allocations to meet the needs of the Gypsy and Traveller community.
- In order to maximise the provision of affordable housing an updated Housing Market Assessment was completed in December 2017 and an updated viability report was completed in September 2019 in response to WG comments to Deposit LDP consultation.
- An updated Council website has been developed, with the aim of improving the clarity of information provided to staff and customers and the ease with which customers can access services.
- An updated internal intranet will also be developed with the aim of improving the clarity of information provided and the ease with which users can access it this project will take place during 2020.
- A new digital platform has been implemented which enables customers to access more services online. The Council has worked with partners to upskill and encourage customers to

try digital. The citizen account system MyAccount has had over 40 thousand sign ups had been received by the end of April 2020.

- Contact Wrexham continues to hold the responsibility of issuing bus passes and customers providing the necessary evidence to apply for and receive their bus pass in a single visit to Contact Wrexham.
- Information on policies and processes and job application forms/guidance is available in digital, paper and other formats, such as large print and Braille on request.
- The Capital Programme Evaluation Criteria includes active consideration of the Council's seven planning principles in decisions on funding allocation. These principles include a focus on prevention, prioritising the most vulnerable and the five ways of working from the Well-Being of Future Generations (Wales) Act.
- Customer Services continue enhance the digital skills of staff and enable them to further support customers.
- The Council has fully implemented an all age Disability Service. The service aims to reduce duplication and assist in the transition from childhood to adulthood.

## Appendix 1c: Equality Information:

### Census data

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<sup>1</sup> 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.<sup>2</sup> The census does not collect specific information on numbers of people with a disability, but relevant information can be taken from disability benefits information.<sup>3</sup>

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<sup>1</sup> Office for National Statistics © Crown Copyright 2012. Respondents classifying themselves as White: English/Welsh / Scottish / Northern Irish / British

<sup>2</sup> 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.

<sup>3</sup> Data taken from Nomisweb on the 25 September 2013. Source is DWP benefits claimants – working age client group

**Youth Information Shop**

Gender	Number
Male	5381
Female	7944
<b>Total Young People</b>	<b>13325</b>

Contact Type	Number
In person	8579
Telephone	1472
Information outreach	3186
Email / website / letter	88

Age	Number
11-12	1633
13-15	2974
16-19	5762
20-25	2031
Over 25	122
Parent / Carer	376
Adult representative	427

**Young Person's Counselling Service**

Ethnic Background	Male	Female	Total
White	197	317	<b>514</b>
Mixed Race	0	2	<b>2</b>
Asian or Asian British	2	0	<b>2</b>
Black or Black British	0	1	<b>1</b>
Chinese or Chinese British	0	0	<b>0</b>
Any other ethnic background	8	13	<b>21</b>
Not known	4	18	<b>22</b>
<b>Total</b>	<b>211</b>	<b>351</b>	<b>562</b>

School Year	Male	Female	Total
Year 6	11	10	<b>21</b>
Year 7	28	26	<b>54</b>
Year 8	37	60	<b>97</b>
Year 9	28	60	<b>88</b>
Year 10	26	53	<b>79</b>
Year 11	27	58	<b>85</b>
Year 12	10	17	<b>27</b>
Year 13	11	15	<b>26</b>
Not known	33	52	<b>85</b>
<b>Total</b>	<b>211</b>	<b>351</b>	<b>562</b>

Sexual Orientation as reported by the young person	Male	Female	Total
Heterosexual/straight	63	110	<b>173</b>
Gay/lesbian	2	7	<b>9</b>
Bisexual	1	6	<b>7</b>
Other	9	21	<b>30</b>
Prefer not to say	9	14	<b>23</b>
<b>Total</b>	<b>84</b>	<b>158</b>	<b>242</b>

Gender	Number of Disabled children and young people
Male	14
Female	9
<b>Total</b>	<b>23</b>

Gender	Number of children and young people with Special Educational Needs [SEN]
Male	17
Female	11
<b>Total</b>	<b>28</b>

Preferred language as reported by the young person	Male	Female	Total
English	148	224	<b>372</b>
Welsh	0	0	<b>0</b>
Other	58	112	<b>170</b>
Not known	5	15	<b>20</b>
<b>Total</b>	<b>211</b>	<b>351</b>	<b>562</b>

Religion or belief as reported by the young person	Male	Female	Total
None	43	61	<b>104</b>
Baha'i	0	0	<b>0</b>
Buddhist	0	0	<b>0</b>
Christian	38	90	<b>128</b>
Hindu	0	0	<b>0</b>
Jain	0	0	<b>0</b>
Jewish	0	0	<b>0</b>
Muslim	0	2	<b>2</b>
Sikh	0	0	<b>0</b>
Atheist	0	0	<b>0</b>
Other	0	4	<b>4</b>
Prefer not to say	0	4	<b>4</b>
Not known	130	190	<b>320</b>
<b>Total</b>	<b>211</b>	<b>351</b>	<b>562</b>

### School data - January 2020

#### Gender

Gender	Number of nursery and primary school pupils	%
Male	170	34%
Female	331	66%
<b>Total</b>	<b>501</b>	<b>100%</b>

Gender	Number of secondary school pupils	%
Male	60	47%
Female	67	53%
<b>Total</b>	<b>127</b>	<b>100%</b>

Gender	Number of primary and secondary school pupils	%
Male	230	37%
Female	398	63%
<b>Total</b>	<b>628</b>	<b>100%</b>

## Ethnic Background

### Primary School

Ethnic Background	Pupil Number	%
White British	11761	92.35
Mixed/Multiple	295	2.32
Asian/Asian British	168	1.32
Black/African/Caribbean/Black British	98	0.77
Other	95	0.75
Unknown	318	2.50
<b>Total</b>	<b>12735</b>	<b>100</b>

### Secondary School

Ethnic Background	Pupil Number	%
White British	6106	95.36
Mixed/Multiple	120	1.87
Asian/Asian British	97	1.51
Black/African/Caribbean/Black British	25	0.39
Other	34	0.53
Unknown	21	0.33
<b>Total</b>	<b>6403</b>	<b>100</b>

### Special School

Ethnic Background	Pupil Number	%
White British	275	94.5
Mixed/Multiple	2	0.69
Asian/Asian British	5	1.72
Black/African/Caribbean/Black British	6	2.06
Other	3	1.03
Unknown	0	0
<b>Total</b>	<b>291</b>	<b>100</b>

## **Pupils not in Education, Employment or Training (NEET)**

Over the past five years, there has been a very good reduction in the number of year 11 Wrexham school leavers known to be NEET, reducing from 3.3% in 2012 to (43 young people) to 1.7% in 2019 (19 young people).

## **Teenage Conception Rates**

In partnership with BCUHB, the Info Shop provides a comprehensive sexual health service to young people up to the age of 25 years, impacting very positively on reducing teenage conception. The conception rates (per 1000) for under 16's reduced from 4.2 in 2017 to 3.2 in 2018. For under 18's, the rate increased slightly from 21 in 2017 to 22.8 in 2018. However across a three year period the rate has dropped from 26.4 to 21.6. (Note: conception rate data is always two years behind.)

## **Wrexham Hate Crime Referrals**

The number of recorded hate crimes is decreasing. There were 230 reported hate crimes in Wrexham during the period 2018-19. This decreased to 180 hate crime reports in 2019-20.

\* Note: The 2018/19 figure is slightly higher than previously reported in the SEP Annual Report 2017-18 (221). As crimes are progressed it can become apparent further down the line that there is a hate related element to them and the figures can change over time.

## **Employee Data**

See latest [Employee Equality Monitoring report](#).

## Appendix 1d: Glossary of Terms

ACEs	Adverse Childhood Experiences
BME	Black Minority Ethnic
CAMHS	Child and Adolescent Mental Health Services
EHRC	Equality and Human Rights Commission
EIA	Equality Impact Assessment
LGBT	Lesbian, Gay, Bisexual and Transgender
NEET	Not in Education, Employment or Training
PSB	Public Service Board
SEP	Strategic Equality Plan
VAWDASV	Violence Against Women, Domestic Abuse and Sexual Violence
WG	Welsh Government
WLGA	Welsh Local Government Association