

Strategic Equality Plan Annual Report 2024/25

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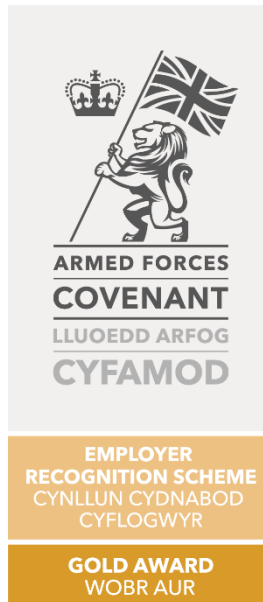
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Strategic Equality Plan

Annual Report 2024/2025

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Executive Summary

Welcome to the first annual report for Flintshire County Council's Strategic Equality Plan 2024-2028 which sets out the progress we made to achieve our seven equality objectives during 2024/25. The purpose of the Strategic Equality Plan is to reduce inequalities experienced by people with protected characteristics.

A review of A-frame barriers has been undertaken along parts of the coastal path, as these barriers restricted access for disabled people with mobility scooters and parents/carers with pushchairs. These barriers will be changed to increase access. A review of other barriers along the Active Travel route is now being undertaken.

We have made a commitment to embed Welsh Government's Anti-racist Wales Action Plan and the LGBT+ Action Plan for Wales within our Strategic Equality Plan. We are pleased to report that a series of anti-racism training has been rolled out for managers and elected members. Our target is for 100% managers to attend this training.

Our commitment to equality is also reflected in our schools. We were delighted when students from our schools continued to work with the Youth Service to organise their own Pride event to raise awareness of issues facing Lesbian, Gay, Bisexual and Transgender (LGBT) people and to celebrate being different.

Neal Cockerton
Chief Executive

Councillor Linda Thomas
Cabinet Member for Customer and
Corporate Services

Strategic Equality Plan Annual Report 2024/2025

1. Introduction

1.1 This annual report for the Council's [Strategic Equality Plan](#) (SEP) 2024-2028 covers the period April 2024 to March 2025. The report sets out progress to meet our [equality objectives](#) and provides a summary of achievements during this time.

1.2 The Equality Act 2010 introduces a public sector duty to

- a) eliminate discrimination, harassment, and victimisation;
- b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

1.3 The protected characteristics as defined by the Equality Act 2010 are:

Age	Disability
Gender Reassignment	Marriage and Civil Partnership
Pregnancy and Maternity	Race
Religion and Belief	Sex
Sexual Orientation	

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

The specific equality duties also require public bodies to:

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

The purpose of the equality objectives is to reduce specific areas of inequality which were identified using both qualitative and quantitative evidence. We have also

worked with the other public bodies across North Wales to identify regional equality objectives.

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

2. Progress

2.1 Our [equality objectives](#) and [Strategic Equality Plan 2024-28](#) were published in March 2024. The action plan to meet the SEP is provided in Appendix 1; this highlights the progress made to meet each objective and action.

3. Meeting our Equality Objectives 2024/25

3.1 This section sets out our key achievements to meeting our seven equality objectives during 2024/25.

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

During 2024/25:

- A new hub, Coed-y-Ddraig integrated hub, is being developed. This will offer a purpose-built facility for individuals with learning disabilities and/or autism support needs. Health services and therapies provided by Betsi Cadwaladr University Health Board (BCUHB) will be available at the hub.
- [Flintshire Learning for Well-being Programme](#) is a partnership between Flintshire County Council and a number of other statutory and third sector organisations, offering free courses to anyone over 18 years of age in the County who is struggling with their mental well-being. The initiative also offers support for people to attend. The latest brochure offers over 85 courses including Improving English and Maths, Developing a Personalised Well-being Plan and Football.
- Managing Anxiety courses were offered to employees to support them to manage their mental health.
- A Mental Health First Aid course was available for employees, which aimed to promote understanding of mental health issues and to provide the skills to respond appropriately to others, who may need support.
- There are 35 Mental Health First Aid Champions across the Council.
- An Introduction to Well-being, Resilience and Mindfulness Course was provided to employees.
- We participated in [Time to Talk Day](#) encouraging everyone to talk about mental health.
- Housing and Social Services work together to support people with a variety of housing issues, e.g. Hoarding, housing with poor conditions, homelessness and budgeting.

- During induction with new employees Social Services discuss the Council's zero tolerance approach to racism and the Anti Racist Wales Action Plan. The Induction Pack, given to every new starter in Social Services, includes information on Anti-Racism and Welsh Government's Anti-Racist Wales Action Plan.

New action

We will add a new action on Sex Workers with the aim of improving the safety and well-being of women within the Plan from 2025 onwards. Public Health Wales report that the 88% of sex workers are women and mortality rates of female sex workers is 12 times higher than general population.

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

During 2024/25:

- Six secondary schools continued to participate in [Show Racism the Red Card's](#) "Leaders of Now" project. The aims of the programme are to:
 - Empower young people to be actively anti-racist in their own communities.
 - Create a self-sustaining network of anti-racism activists.
 - Enable ongoing longer-term conversations about racism and anti-racism.
 - Enable young people to feel confident in challenging racism within their own spaces.
 - Gather intelligence on what young people want/need from us and be pupil-led.
 - Give pupils a voice that is heard by senior school leaders.
- The Inspire Pride Lesbian, Gay, Bisexual and Transgender (LGBT) youth group continued to run.
- School students organised their annual Pride event of which there were 250 attendees which included learners from secondary schools across the county and representatives from over 30 LGBTQ+ charities and organisations.
- There has been a comprehensive offer of support to Refugee families moving into Flintshire. This has included support to access and engage with education along with wrap around services to support the whole family to integrate successfully with the wider community. English as a second language courses have been provided which include an element of courtesy level Welsh.
- The Play Team worked with the Resettlement Team to identify and address barriers for children from Refugee families attending the Summer Play schemes, resulting in not just increased attendance but resulted in relationships developing with local families and reduced isolation.
- Men At Work delivered '12 DIALOGUES' training on their resource package aimed at helping those working directly with boys and young men to facilitate constructive engagement with them about issues that matter and being safe and safe to be around.

- Incel awareness training has been offered to schools to ensure they are aware of Incel on-line subculture is and the signs that a young person may be engaging with it. Incel is a self- descriptive term used by men who consider themselves unable to attract women sexually. Incels have been known to turn the blame outwards, leading to a hatred of women.

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

During 2024/25:

- We are continuing to review our pay model to ensure it continues to be fair.
- We have maintained [Disability Confident](#) employment status, this is a UK Government scheme for employers to take action to improve how they recruit, retain and develop disabled people.
- We have continued to offer flexible working patterns to support our employees maintain a work life balance.
- Facilities for breast feeding employees to express milk in privacy have been provided in one of our main buildings and will be made available in other buildings. This makes it easier for women returning to work following maternity leave.
- Prayer/quiet facilities have also been made available in one building and will become available in other buildings.

Objective 4: Improve personal safety for all protected groups

During 2024/25:

- As part of our commitment to Victim Support's Hate Crime Charter, Victim Support offered on-line and face to face hate crime awareness training enabling more employees to recognise hate crime, understand the impact of hate crime and know how to make a report. Courses included:
 - On-line Hate Crime Awareness
 - Migrant Rights
 - Hate Crime Awareness.
 - Mate Crime
 - Young people and Hate
 - Anti-social behaviour Hate Crime
- Combat Hate training was offered to employees working with young people. This explored some contemporary challenges facing our communities, in particular, issues related to polarisation and extremism. It draws on first-hand experiences of people who have engaged in extreme groups, and who have been impacted by extremism.
- There were 223 reports of hate incidents in Flintshire during 2024/25.

Type of incident	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Racially motivated	99	92	126	151	111	118
Homophobic	40	39	61	58	35	52
Disability Related	20	38	65	39	22	36
Transphobic	4	7	7	10	11	13
Religious	5	7	6	13	14	4
Total	168	183	265	271	193	223

There was an increase in reporting of hate crime during 2024/25 compared to the previous year. North Wales Police report that figures for Flintshire are consistent with the regional and national picture.

- We published messages on social media alongside other public bodies to encourage people to report hate crime during Hate Crime Awareness Week in October 2024.
- 1,067 employees completed the e-learning module on Hate Crime Awareness.
- Victim Support continued to provide Hate Crime training, which our employees attended.
- We raised the Trans Flag on 20th November to commemorate the Transgender Day of Remembrance in memory of all Trans people who have lost their lives to Transphobic violence.
- 442 employees completed the Modern Slavery e-learning training.
- We have established a sub-group of the Equality Board to develop a system to collate hate crime data across the Council and monitor trends and hotspots.
- We are continuing to work towards Victim Support's Hate Crime Charter.

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

During 2024/25:

- The Play Team put in interventions such as a Walking Bus to ensure children from Refugee and Asylum Seeker families felt safe walking to and from the Summer Play schemes.
- Social Services rolled out Mind of My Own digital tool designed to empower children and young people by giving them a voice in their care and support.
- We reviewed and started removing A-frame barriers on the Coastal Path to increase access for disabled people and parents/carers with pushchairs/prams.
- Social Services are implementing actions recommended by the Association of Directors of Social Services (ADSS) set out in their report "Delivering Care in an anti-racist Wales". Some of these recommendations are relevant for all Portfolios and will be taken forward across the whole organisation.

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

During 2024/25:

- The construction of Flintshire's new multi-million-pound care home in Flint, Tŷ Croes Atti, is nearing completion. The project will relocate and expand an existing care home from 31 to 56 beds. The new facility will provide integrated social and health care services, provided by BCUHB and Flintshire County Council Social Services' teams.
- 914 adaptations were completed to support disabled people continue to live in their own homes. These ranged from small, medium and large adaptations.
- We have continued to support refugees from Syria and Afghanistan and people from Ukraine.
- Tai Pawb are working with Housing to embed an anti-racist approach within their work. Tai Pawb support Housing organisations in Wales.

Objective 7 Develop our knowledge of the socioeconomic duty to protect people from poverty

We continued to support people living in poverty during 2024/25.

During 2024/25:

- We continue to support households to mitigate effects of in-work poverty by promoting Discretionary Housing Payments (DHPs) and budgeting advice around maximising income.
- Well-fed mobile shops have successfully delivered ready meals and fresh cooking ingredients to those identified as vulnerable. Cooking packs for slow-cookers are now available to buy.
- We have continued to increase the energy efficiency of homes – 1349 measures have been delivered against an annual target of 1200. The measure is made up of various component parts carried out on private and public housing stock for renewable heating, gas central heating, loft and cavity insulation and solar photo voltaic installations.
- 205 free data SIMs and vouchers were provided to residents in digital poverty.

4. Collating information and engagement

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

4.2 Categories used to collate diversity data are taken from the [Census 2021](#).

4.3 A task and finish group has been established to update guidance on equality monitoring and to develop a campaign to encourage both employees and residents to “tick the box”, encouraging those who have selected the Prefer Not to Say option to choose to select a category.

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

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

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

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

4.7 We have continued to collaborate with the Regional Community Cohesion Team to strengthen engagement. During 2024/25 the Community Cohesion Team organised a conference across North Wales bringing together public bodies and stakeholders to look at how to improve engagement.

Using information to meet the general duty.

4.8 The profile of customers/service users is compared against the profile of the community to identify areas of over/under representation or under achievement which enables services to set targets for improvement. An example of this is the work being undertaken by the Youth Offending Team. Analysis of data of referrals to the Team are regularly analysed to identify disproportionality. This work is also supported by surveys of the young people who have been referred to the Team to ensure there has been fair treatment.

4.9 Using data in this way helps services to identify potential and actual areas of discrimination and advance equality of opportunity, through setting improvement targets which will be incorporated into the [SEP](#). This information has also been used to identify the [Council’s local equality objectives](#).

Employment Information

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

4.12 Qualitative information is gained through feedback from Trade Union representatives at the Joint Trade Union Consultative Committee.

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

5.0 Gender Pay Gap Reporting

5.1 The gender pay gap is a measure of the difference in the average (mean or median) pay of men and women, regardless of the nature of their work, across the entire organisation. Across Flintshire County Council, men and women are paid the same for doing equivalent roles, as decided by our job evaluation scheme.

5.2 The Gender Pay Gap Information Regulations require all employers with 250 or more employees on the 'snapshot date' to report their Gender Pay Gap annually. In addition to these regulations, employers in the public sector are subject to a specific public sector equality duty in respect of their functions - The Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.

5.3 The Council's Gender Pay Gap Report for 2024/25 will be presented for approved at Council in March 2026 and will be published on the Council's website. The breakdown for previous years is set out on the following table.

Gender Pay Gap	March 31 st 2020	March 31 st 2021	March 31 st 2022	March 31 st 2023	March 31 st 2024
Overall	13.11%	13.75%	13.71%	12.76%	11.53%
NJC/ Green Book	15.00%	15.37%	15.47%	13.99%	12.58%

6.0 Equality Impact Assessments (EIAs)

6.1 Equality Impact Assessments (EIA) are one of the methods being used to mainstream equality and to support services identify specific equality targets.

6.2 A regional EIA template has been developed by NWPSSEN which includes equality, Welsh language, and socio-economic impacts. This was shared with both the Equality and Human Rights Commission and Welsh Language Commissioner to seek their feedback before being adopted by NWPSSEN members. This has now

been incorporated within our Integrated Impact Assessment (IIA) developed to capture the relevant information required for a range of impact assessments- including environment, health, poverty, and Welsh language. Guidance notes are available for each protected characteristic to support IIA authors.

6.3 We are working with the University of Manchester piloting a new tool for IIAs, the Carbon and Co-benefits Decision Making Support Tool. The university is now at the evaluation stage, interviewing IIA authors and decision makers to understand how this influences and improves decision making. IIAs must be included within all our strategic committee reports to ensure decision makers understand the impacts of their decisions.

6.4 We have set up a subgroup of the Equality Board to review and quality assure IIAs. This group is in the early stages but has developed a template to check quality of impact assessments. A process is being developed to ensure reports do not go forward to committees unless a relevant impact assessment is available.

6.5 Bespoke impact assessment training is available for teams in addition to an e-learning programme.

7.0 Training

7.1 Details of how we promote understanding and knowledge about equality is set out in the [SEP](#). There is a mandatory e-learning package specifically on promoting awareness of the Equality Act 2010.

7.2 This is supported by e-learning packages on:

- Modern slavery – completed by 766 employees.
- Hate crime – completed by 1,067 employees.

7.3 Diversity and equality is also included in:

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

7.4 During 2024/25, e-learning programmes and workshops were provided on:-

- Vision Impairment Awareness course delivered by Vision Support.
- Vision Support also provided Capacity Training to support services develop inclusive and welcoming services to blind and partially sighted children and young people.
- Hate Crime awareness training was delivered by Victim Support.
- Unconscious Bias training was attended by 31 employees.
- Autism Awareness (on-line completed by 72 employees and 39 employees attended in person workshops).
- Menopause Awareness attended by 29 employees.
- Violence Against Women e-learning module completed by 722 employees.

- During Deaf awareness week an Introduction to British Sign Language course was provided to employees.

Social Services has also provide the following training specifically for their workforce:

- Autism awareness
- Dementia Awareness for Care Staff
- Dementia Bus - Virtual Dementia Tour
- Dementia Friends Awareness
- Dementia – See Me, Hear Me, Support Me.
- Dementia Interpreter Course to support participants to appreciate what it is like to lose verbal communication and the challenges around this
- ICAN Mental Health and Suicide Awareness Training
- Mental Health –Depression
- Mental Health – Anxiety Management
- Mental Health – Stress Management
- Suicide awareness
- Advocacy Awareness
- Cultural Awareness in Community Engagement
- Digital Resilience Children and Young People

8.0 Procurement

8.1 Details of how equality is embedded into the procurement process is set out in the [SEP](#). Equality questions are included within our pre-qualification questionnaire (PQQ) for all tenders. In addition, Modern Slavery has been included as an element of the PQQ, this looks at actions potential contractors are taking to eliminate modern day slavery within their workforce and supply chains. Furthermore, social value clauses are included within contracts over £1 million; contracts of £10,000 include an element of social value in the scoring methods.

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

9.0 Conclusion

9.1 This report outlines the progress we are making to meet both the general and specific public sector equality duties. It is however clear that collating some data to monitor progress has been challenging. Our priorities are to:

- Continue to improve the quality and number of IIAs that are completed
- Increase the number of employees and customers completing the equality monitoring questionnaires.

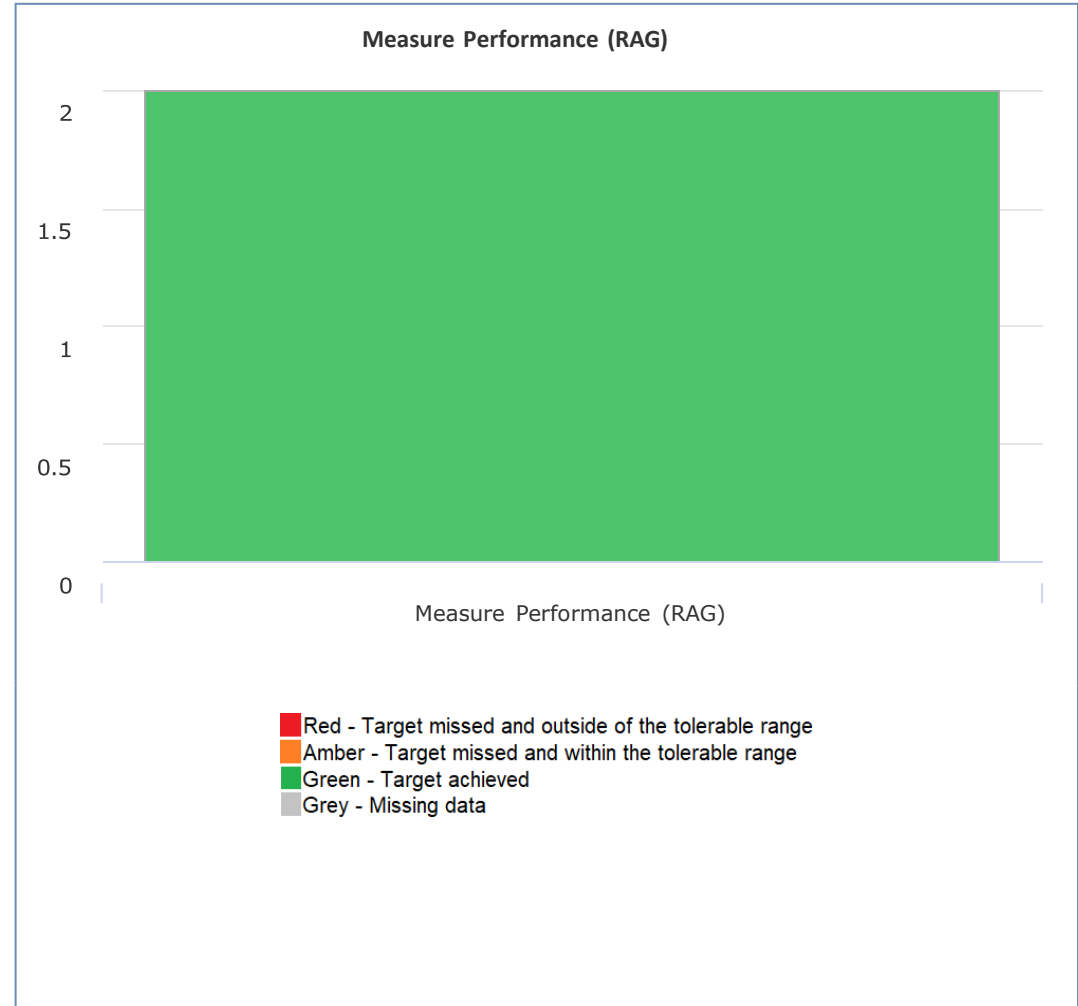
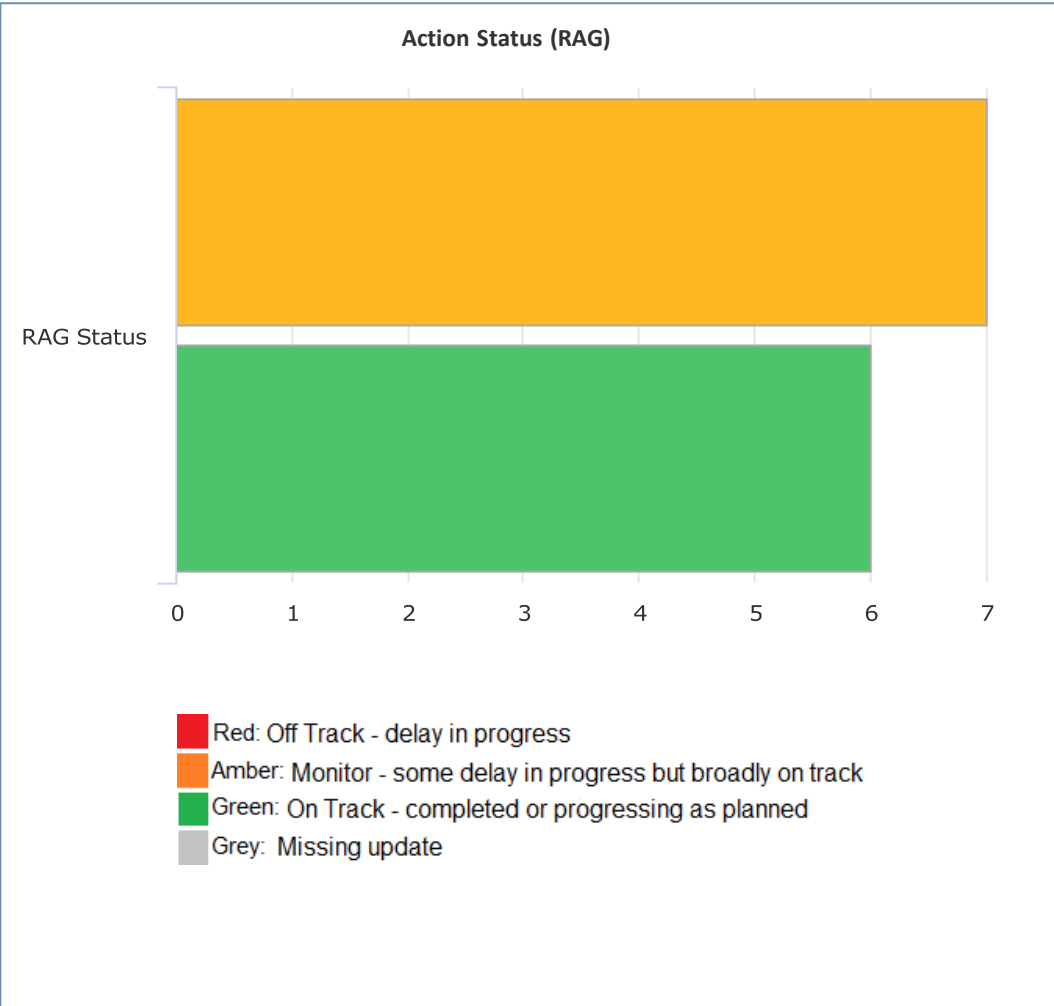
- Continue to make progress with Welsh Government's Anti-racist Wales Action Plan and LGBT+ Action Plan for Wales.

**Thank you for reading our Strategic Equality Plan Annual Report
2024/25.**

Appendix 1 Strategic Equality Plan Progress Monitoring Report

SEP Objective 1

Improve health, well-being and social care outcomes including outcomes for older people and disabled people



Quarterly Action Plan Updates

Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> CHR007T	Promote the Council's Employee Assistance Programme to increase usage	Human Resource and Organisational Development	★	The data from Vivup is not due until the end of the month, so unable to provide updated statistics at this time. However, based on feedback and take-up so far, the move to Vivup has been a positive one.
<input checked="" type="checkbox"/> CSS025T	Support people to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership	Social Services	✔	Mental Health Support Services continue to actively promote attendance on courses. We work in partnership with six other organisations in the third sector, and statutory services. We provide support for people to attend. The current brochure has 71 courses available and these are free of charge to attend.
<input checked="" type="checkbox"/> CSS028T	Provide additional placements for step down care within our in-house provision (Croes Atti 2)	Social Services	★	The build is progressing well with all works on track. It is anticipated to be complete and ready for handover on the 5th June 2025, with the building then being available for occupancy in the summer. The service model has been proposed. Confirmation of whether it has been approved is awaited from Health.
<input checked="" type="checkbox"/> CSS031T	Continue to grow the Microcare market, including access to commissioned care packages	Social Services	✔	There have been five additional Micro-Carers established in Quarter 4, meaning there are 23 new Micro-Carers added in 2024/25. The number of commissioned Micro-Care providers has continued to grow with there now being 16 such providers who have signed a contract with the council.

Bi-annual Action Plan Updates

Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> SEP001T	Continue to support disabled people to secure employment opportunities through Project Search.	Social Services	★	<p>Project SEARCH is a supported employment internship programme that provides real work experience, combined with training in employability and independent living skills, for individuals with learning disabilities and/or autism.</p> <p>The programme operates as a partnership between the host business/businesses and adult supported employment provider, with the goal of generating paid employment for interns when they graduate.</p> <p>There are now two programmes operating in Flintshire. A cohort co-hosted by Flintshire County Council and Betsi Cadwaladr University Health Board (BCUHB), and another programme in partnership with Clwyd Alyn Housing Association based in Llys Raddington. It is an academic year long programme from September to July, interns complete three placements during this time, with a graduation ceremony being held for each programme in the summer.</p> <p>In the 2024/25 academic year 8 graduates completed the programmes. Since the scheme commenced in Flintshire, approximately 19 individuals have gained paid employment.</p>

<input checked="" type="checkbox"/> SEP002T	<p>Communicate appropriate processes and policies to ensure that any concerns and complaints of discriminatory behaviour are dealt with robustly and transparently (including whistleblowing policy).</p>	<p>Social Services</p>	<p>●</p>	<p>Social Services' Workforce Development Team (WDT) are holding monthly induction sessions for new starters and induction sessions for senior care and support staff who are progressing into more advanced roles.</p> <p>During the sessions the Council's zero tolerance approach to racism and Welsh Government's (WG) Anti-racist Wales Action Plan are discussed. Whistle blowing for inappropriate behaviour or language and reporting mechanisms is also included.</p> <p>We have included information on Anti-racism in the induction book for all new starters. For existing members of the workforce anti-racism training sessions have been provided throughout the year.</p> <p>Social Care Wales are due to launch an e-learning package that we can use to support our employees complete anti-racism training. The date for the launch of this has not been published as yet but it is expected in the coming months.</p>
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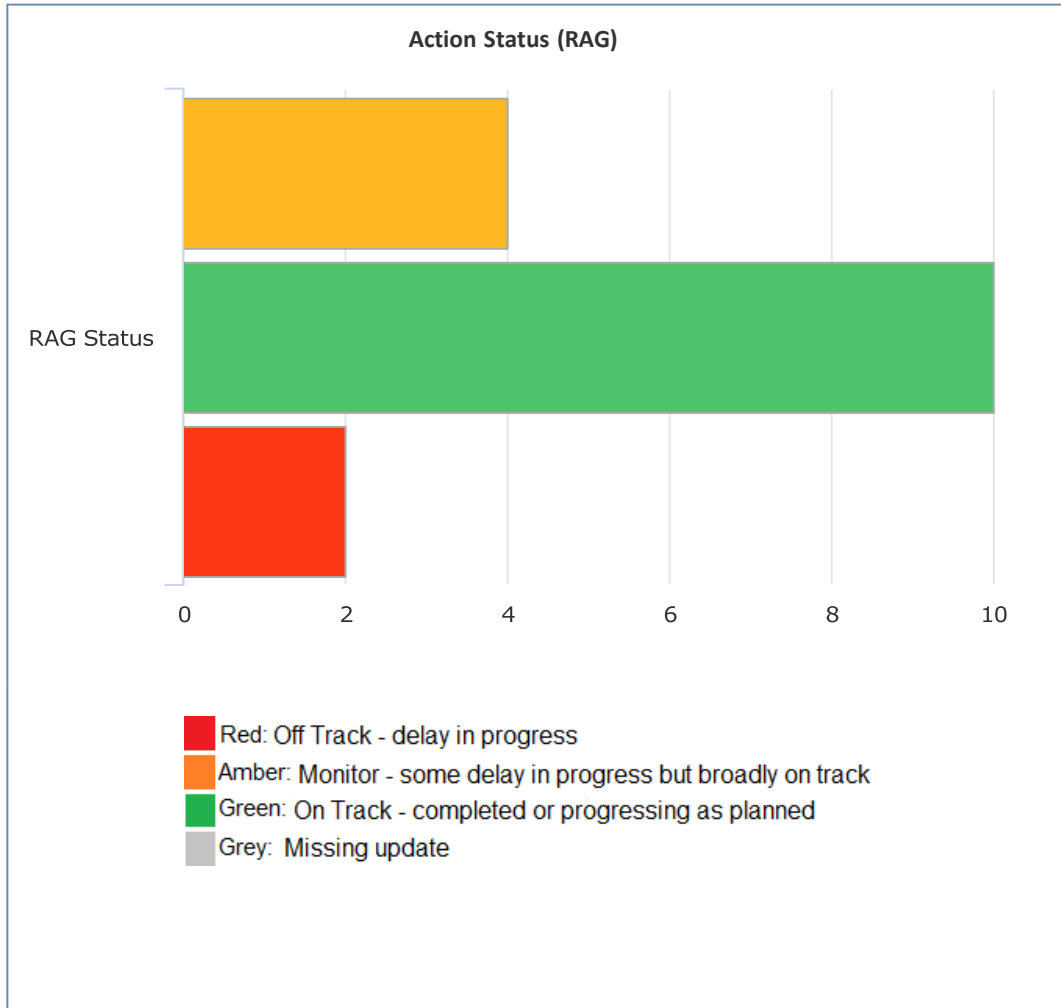
Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> SEP003T	Use the Social Services staff bulletin and Workforce Development training courses to continually drive the message that all employees have a duty to combat all forms of discrimination in the workplace. This includes reporting incidents when they occur; forming like-minded alliances with peers to tackle key issues; raising awareness and making suggestions for positive reform.	Social Services	●	Induction courses for Social Services workforce and senior care staff who are new in post. cover our anti-racism, whistleblowing and equality and diversity policies. We also run courses on the Flintshire County Council values and dignity at work, which both aim to combat all forms of discrimination in the workplace. Specific courses have included: • Cultural Awareness In Community Engagement Training. • Introduction to Racism and Anti-racism • Welsh language awareness • Ask & Act- Violence Against Women, Domestic Abuse & Sexual Violence Act (Wales) 2015 • Modern slavery & human trafficking training • Live Fear Free Helpline workshop
<input checked="" type="checkbox"/> SEP004T	As policies are developed and/or reviewed, we will ensure their impact on ethnic minority and LGBT employees and service users has been considered through the completion of an Integrated Impact Assessment (IIA).	Social Services	●	Integrated Impact Assessments are being completed as required as policies are created or renewed.
<input checked="" type="checkbox"/> SEP005T	Undertake a review of complaints received from service users to identify racist behaviours and any associated patterns.	Social Services	★	No records of complaints from service users in relation to racism in the last 12 months.
<input checked="" type="checkbox"/> SEP006T	Anti-racism training and LGBTQ+ awareness is included in Social Services training and development programme	Social Services	●	Both anti-racism and LGBTQ+ training is included in the Social Services training directory each year, the frequency of courses is dependent on demand. We are beginning to consider how to use the Social Care Wales e-learning on anti-racism across the portfolio in line with the Association of Directors of Social Services (ADSS) anti-racism ambassador programme.
<input checked="" type="checkbox"/> SEP007T	Implement Welsh Government and Social Care Wales LGBTQ+ training for social care staff when available	Social Services	●	Awaiting launch of Social Care Wales training module on LGBTQ+. Once launched will be advertised to all internal and independent sector providers. LGBTQ+ awareness sessions currently run in the interim.
<input checked="" type="checkbox"/> SEP008T	Ensure our engagement and co-production activities engages with a wide diversity of individuals reflecting our commitment to race and LGBTQ+ equality.	Social Services	●	Efforts are made to ensure that a wide variety of individuals are part of consultation and engagement activity.
<input checked="" type="checkbox"/> SEP009T	Increase the completion of ethnicity data for our service users.	Social Services	●	Weekly reports are being shared to improve recording where children receive information advice and assistance

Annual Measure Updates

Measure Code	Measure Description	Portfolio	Actual	Target	RAG	Comments
CHR006M	Number of Mental Health First Aid Champions across the organisation (Increase)	Human Resource and Organisational Development	35.0	10.0	★	We have 35 champions across the organisation. We were unable to invest in more training due to the moratorium on non-essential spend. We now have a planned programme in Housing where another 12 will be trained in 2025/26.
CHR007M	Increase usage of the Council's Employee Assistance Programme	Human Resource and Organisational Development	66.0	10.0	★	Increase in employees accessing self-help portal up by 66%. Targeted Infonet campaigns in line with national health initiatives have contributed to increase. There has been a 24% increase in managers referring employees to Vivup resulting in face to face and telephone counselling. This shows that managers are actively supporting the well-being of employees.
SEP001M	Ethnicity data number % Social Services' service users where ethnicity data is available	Social Services	85.0%		n/a	Implement a strengthened process in the new Mosaic system to ensure ethnicity is recorded consistently using standardised categories.
SEP002M	Number / % Social Services employees who attend anti-racism training	Social Services	26.0		n/a	26 Social Services employees have attended specific sessions on anti-racism. In addition, the Modern Slavery and Human Trafficking e-learning is a mandatory module for all employees.
SEP003M	Number / % Social Services employees who attend LGBTQ+ awareness training	Social Services	48.0		n/a	48 Social Services employees have attended specific sessions on LGBTQ+ awareness. In addition, the Modern Slavery and Human Trafficking and the Violence Against Women Domestic Abuse Sexual Violence (VAWDASV) e-learning modules are mandatory for all staff. We also run Ask & Act- Violence Against Women, Domestic Abuse & Sexual Violence Act (Wales) 2015 training delivered in partnership by WDT and the Domestic Abuse Support Unit (DASU).
SEP004M	Number of complaints of discrimination/racism made by service users within Social Services	Social Services	1		n/a	During the period, one complaint was identified as racially biased against an employee. This highlights the ongoing need to ensure that all complaints are reviewed for potential bias and that employees are supported in dealing with discriminatory behaviour.







SEP Objective 2


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







Bi-annual Action Plan Updates

Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> SEP010T	Support for implementing the new curriculum for Wales through the regional school improvement service (GwE) to ensure that Black Asian and minority ethnic stories, contributions and histories are taught.	Education and Youth	★	All schools have support through the regional school improvement service for implementation of the requirements of the new curriculum. Each Flintshire school has access to a range of professional development opportunities through the regional offer as well as bespoke support and advice through their identified School Improvement Adviser.
<input checked="" type="checkbox"/> SEP011T	Liaise with governing bodies to encourage them to appoint an anti-racism lead.	Education and Youth	★	All governing bodies have been reminded of their subscription access to Governors Cymru resources website which includes details on appointing a Link Anti-Racism Lead Governor.
<input checked="" type="checkbox"/> SEP012T	Ask GwE to include in their monitoring and evaluation work with schools what progress is being made by our schools ensuring Black Asian and minority ethnic stories, contributions and histories are taught throughout the curriculum.	Education and Youth	★	From September 2024 GwE regional school improvement officers monitor how schools are meeting the requirements of the new curriculum for Wales and specifically the use of Black, Asian and Minority Ethnic stories, contributions and histories being taught in schools.
<input checked="" type="checkbox"/> SEP013T	Continue to promote access to Hwb as a digital platform and support for schools to include diversity within the curriculum.	Education and Youth	★	The curriculum for Wales celebrates the cultural, social, and historical diversity within Wales and beyond. Schools are reminded to ensure topics and materials represent a variety of cultures, identities, and experiences. The curriculum provides opportunities for learning about stereotypes, bias, and discrimination. The Learning Adviser for Digital regularly signposts schools to use Hwb with the increasing range of resources available.
<input checked="" type="checkbox"/> SEP014T	Analysis of inspection reports for schools to ensure schools include Black, Asian and minority ethnic stories, contributions and histories within the curriculum.	Education and Youth	★	An analysis of Estyn inspection reports was completed for the previous academic year with a few examples highlighted below to provide a flavour of the work underway in primary and secondary schools in Flintshire. Positively, none of the Estyn Inspection reports for Flintshire Primary and Secondary schools analysed featured any recommendations for improvement in the use of Black Asian and Minority Ethnic stories, contributions and histories being taught. Comments included: <i>Pupils take part enthusiastically in cultural events, such as the annual school Eisteddfod and support Welsh and Black History week. For instance, older pupils write informative character profiles in Welsh about influential black people, such as Betty Campbell. Overall, the school has developed a curriculum that suitably reflects the cultural, linguistic and diverse nature of Wales. Many of the oldest pupils use a rich vocabulary, for example when writing about the links between Holywell and the slave trade, they use adjectives imaginatively to bring to life the impact of the sea journeys on individual slaves.</i> <i>Older pupils become aware of the importance of equality and inclusion as part of an oracy project related to the slave trade and supporting families in developing countries.</i>

Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> SEP015T	Continue to work with schools to make effective use of the online identity based bullying reporting system.	Education and Youth		<p>Online reporting platform is in place for schools to report to the local authority incidences of identity-based bullying via Flintshire Workspace. This data is reviewed termly and reported to the Education and Youth Safeguarding panel. Data is considered at the Hate incidents and Crime group which is a subgroup of the Equality Board. It is considered alongside other data sources to identify where support should be provided working with partners.</p> <p>Although not all schools use the Flintshire Workspace reporting platform as they record on their own child protection online management system. There has been ongoing work underway to establish a local authority data sharing agreement using this system which will enable the local authority to report more accurately once implemented.</p>
<input checked="" type="checkbox"/> SEP016T	Support schools to meet the requirements of a Wales-wide identity based bullying reporting and data collection system when implemented.	Education and Youth		A Wales wide identity-based bullying reporting and data collection system has not been established to date, and therefore we are unable to progress this action currently.
<input checked="" type="checkbox"/> SEP017T	Termly analysis of trends completed. Regular feedback provided to Primary and Secondary Headteacher federations. Bespoke support provided to individual schools as required.	Education and Youth		Work is ongoing to review data and identify trends. Support for individual schools provided as required.
<input checked="" type="checkbox"/> SEP018T	Ensure a range of appropriate interventions (both universal and targeted) are available to schools to meet the wellbeing needs of learners from ethnic minority backgrounds and LGBTQ+ learners.	Education and Youth		Four secondary schools continue to work towards the Rainbow Flag award by the Proud Trust. Ongoing work is underway in planning for secondary schools Pride event.
<input checked="" type="checkbox"/> SEP019T	Continue to work with key partners, including Show Racism the Red Card (SRTRC) and the North Wales Race Equality Network (NWREN) to support the well-being of Black Asian minority ethnic learners.	Education and Youth		The Show Racism the Red Card 'Leaders of Now' project has been extended to four Flintshire secondary schools, where it is being led by pupil anti-racism ambassadors supported by the Show Racism the Red Card officer termly. Schools have been identified based on need. This is a funded intervention.
<input checked="" type="checkbox"/> SEP020T	Promote Welsh Government (WG) guidance (when available) on Exclusions from School and Pupil Referral Units in relation to learners who can be disproportionately subject to permanent or temporary exclusions.	Education and Youth		<p>The Local Authority is directly notified by schools of all permanent exclusions as a dedicated and published process and is in accordance with WG Exclusion Guidance. All Fixed Term Exclusions are profiled termly by the Senior Management Information Team (SMIT) and shared with the Senior Learning Advisor (SLA). This monitoring activity ensures that WG guidance is adhered to and promoted to schools and parents.</p> <p>In 2025/26 enhanced means are being explored to support excluded pupils using Council services. This will potentially further enhance the promotion of the guidance in this target area.</p>

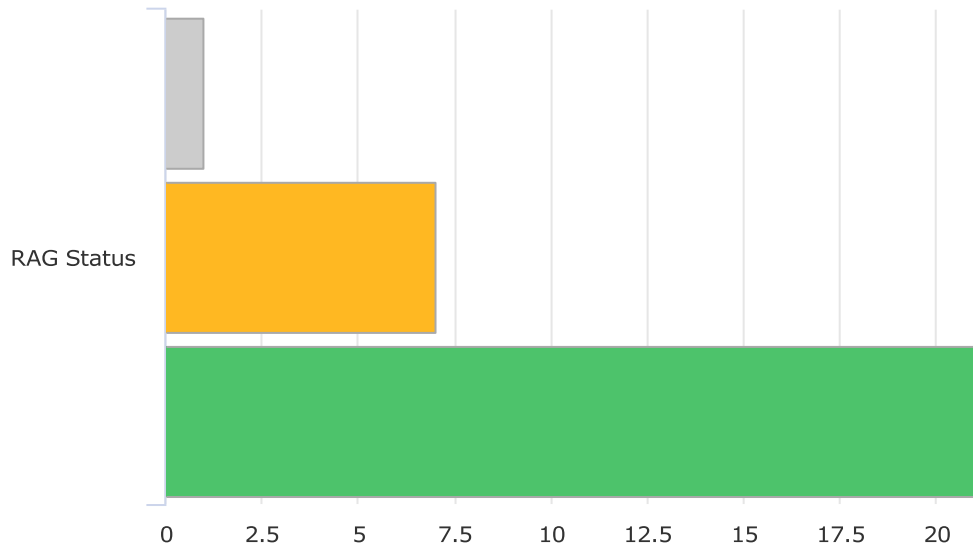
<input checked="" type="checkbox"/> SEP021T	Continue to monitor and review exclusions by protected characteristics to ensure no disproportionality.	Education and Youth		The Local Authority is directly notified by schools of all permanent exclusions as a dedicated and published process and is in accordance with WG Exclusion Guidance. All Fixed Term Exclusions are profiled termly by SMIT and shared with SLA. This monitoring activity ensures that WG guidance is adhered to and promoted to schools and parents. In addition, every pupil subject to a permanent exclusion is opened by the SLA as a bespoke case and a full analysis of the situation and characteristics is included within this assessment In 2025/26 enhanced means are being explored to support excluded pupils using Council services and this will potentially further enhance the promotion of the guidance in this target area with profiles of particular characteristics being considered.
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Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> SEP022T	Identify opportunities for and include actions to increase opportunities to access to the Welsh language by ethnic minority communities in the community within the Council's Welsh Language Promotion Strategy 2024- 2029.	Capital Programme and Assets		We are working with other organisations in North East Wales to increase opportunities to use Welsh and introduce Welsh to people who are new to Flintshire The Welsh Language Promotion Strategy is under development and will include actions to promote Cymraeg to people who are new to Wales and from ethnic minority backgrounds.
<input checked="" type="checkbox"/> SEP023T	Include requirement to complete equality monitoring of beneficiaries of Welsh language projects within Strategic Funding contract with Mudiad Meithrin and Menter Iaith Fflint a Wrecsam.	Education and Youth		Both organisations in receipt of strategic funding have new contracts in place which clearly set out the requirements in terms of equalities monitoring.
<input checked="" type="checkbox"/> SEP024T	Implement WG's national trans guidance for schools when available.	Education and Youth		Welsh Government has delayed the consultation of the guidance and as a result we are unable to progress this action currently.
<input checked="" type="checkbox"/> SEP025T	Continue to work in partnership to provide LGBTQ+ Youth Forum.	Education and Youth		Partnership work continues within Youth Service to support LGBTQ+ young people and enable their voices to be heard.

SEP Objective 3

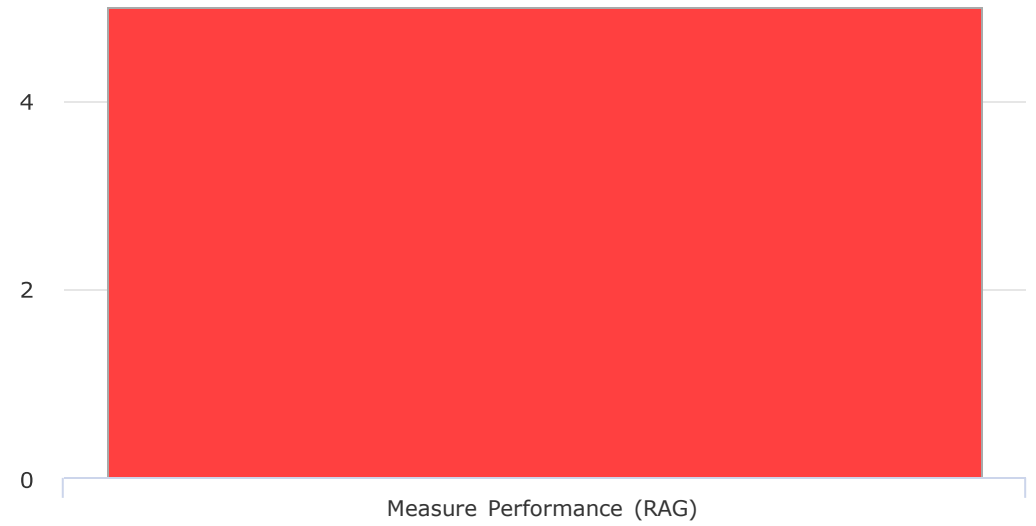
Take positive action to ensure the workforce represents the local population and ensure equal pay for equal work.

Action Status (RAG)



- Red: Off Track - delay in progress
- Amber: Monitor - some delay in progress but broadly on track
- Green: On Track - completed or progressing as planned
- Grey: Missing update

Measure Performance (RAG)



- Red - Target missed and outside of the tolerable range
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- Green - Target achieved
- Grey - Missing data

Quarterly Action Plan Updates


Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> CHR003T	Maintain competitive pay and reward, and terms and conditions of employment	Human Resource and Organisational Development	●	This remains work in progress. The emerging, preferred model has been costed (excluding vacancies) inclusive of incremental progression over the next few years. Given the ongoing budget challenges this workstream may be paused (or ceased).
<input checked="" type="checkbox"/> CHR007T	Promote the Council's Employee Assistance Programme to increase usage	Human Resource and Organisational Development	★	The data from Vivup is not due until the end of the month, so unable to provide updated statistics at this time. However, based on feedback and take-up so far, the move to Vivup has been a positive one.

Bi-annual Action Plan Updates

Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> SEP026T	Improve recruitment processes to reduce unconscious bias.	Human Resource and Organisational Development	●	Unconscious bias training has been provided to recruiting managers.
<input checked="" type="checkbox"/> SEP027T	Ensure new and existing policies are family friendly.	Human Resource and Organisational Development	★	Integrated Impact Assessments completed on new and revised policies as a matter of course, ensuring family friendly where relevant.
<input checked="" type="checkbox"/> SEP028T	Complete Gender Pay Gap report.	Human Resource and Organisational Development	★	The gender pay report 2024/25 includes an action plan to reduce identified pay gaps. This due to be presented to Cabinet in March 2026.
<input checked="" type="checkbox"/> SEP029T	Put in place initiatives to encourage employees to complete equality monitoring data and reduce the number of employees who select "Prefer not to say" category.	Human Resource and Organisational Development	★	Quarterly headcount and diversity reports are provided to each senior management team. Induction process to be changed to encourage those who have not completed the diversity audit to complete it via Employee Self-serve
<input checked="" type="checkbox"/> SEP030T	Implement new LGBTQ+ awareness training module.	Human Resource and Organisational Development	✔	This action is 100% complete. The e-learning module is now available
<input checked="" type="checkbox"/> SEP031T	Ensure LGTQ+ employees attend LGBTQ+ awareness training commissioned by Welsh Government when available, to ensure employees understand LGBTQ+ needs, rights and barriers.	Human Resource and Organisational Development	●	LGBTQ+ training from WG is not yet available. This may be delayed until the Equality and Human Rights Commission (EHRC) update their statutory Code of Practice. However, we do have our own LGBTQ+ e-learning module.
<input checked="" type="checkbox"/> SEP032T	Embed Leadership Behaviours Framework when developed by Academi Wales within Flintshire County Council's values	Human Resource and Organisational Development	●	The values have been incorporated into a draft alternative performance management process (performance conversations).
<input checked="" type="checkbox"/> SEP033T	Revise induction process to include zero tolerance to racism	Human Resource and Organisational Development	★	Manager Induction is now live. Employees induction is being developed and will include zero tolerance to racism.
<input checked="" type="checkbox"/> SEP034T	Provide Hate Crime training to all employees	Human Resource and Organisational Development	●	This training is available on our online Academi. It is part of the mandatory training for all employees
<input checked="" type="checkbox"/> SEP035T	Continue to provide Unconscious bias training for Recruiting managers	Human Resource and Organisational Development	●	Unconscious Bias Training continues to be provided. This is now ongoing.
<input checked="" type="checkbox"/> SEP036T	To ensure all equality data is captured at recruitment and "pulled through"	Human Resource and Organisational Development	●	The facility is not available within iTrent currently. We will explore options going forward
<input checked="" type="checkbox"/> SEP037T	Analyse the results and develop targets and actions to ensure the diversity of the workforce mirror the ethnic makeup of the population of Flintshire.	Human Resource and Organisational Development	★	The Equality in Employment report is in translation and includes actions to improve

Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> SEP038T	Monitor the equality profile of management trainees and apprentices	Human Resource and Organisational Development	★	Monitoring Data for Apprentices. 55.33% female and 46.67% male. The age profile is 80% between the ages of 16yrs and 24 years. With the remaining cohort of 20% between 25yrs and 44 years. Other data is non-conclusive as over 50% opted "prefer not to say". Management development cohorts demonstrate a 66% female and 34% male split across all levels. There is participation across all age brackets with the majority mid 30's. Other data remains inconclusive due the number of "prefer not to say" responses.
<input checked="" type="checkbox"/> SEP039T	Ensure recruiting managers attend positive action training when available	Human Resource and Organisational Development	★	One session has been delivered to Human Resources. More dates for this training have not been made available by the Welsh Local Government Association (WLGA).
<input checked="" type="checkbox"/> SEP040T	Develop a timetable for review of policies by organisations representing people from Black and minority ethnic backgrounds, starting with Dignity at Work policy.	Human Resource and Organisational Development	★	There is a rolling programme of review of employment policies, all of which are consulted on with recognised Trade Unions. Integrated Impact Assessments are completed on new and revised policies
<input checked="" type="checkbox"/> SEP041T	Managers attend antiracism training	Human Resource and Organisational Development	★	Numerous anti-racist training workshops have been provided to managers. This remains on programme and will continue throughout 2026.
<input checked="" type="checkbox"/> SEP042T	To continue including ethnicity pay gap within the annual Equal Pay report	Human Resource and Organisational Development	✔	This is included in the Gender Pay Report.
<input checked="" type="checkbox"/> SEP043T	Set up questionnaire on Survey Monkey, include equality monitoring questions, to be circulated to all leavers to supplement exit interview questionnaire.	Human Resource and Organisational Development	✔	Equality monitoring questionnaire is a standard part of the Leaver's Survey
<input checked="" type="checkbox"/> SEP044T	Analyse results by protected characteristic.	Human Resource and Organisational Development	★	Periodically results are reviewed to identify any trends/patterns
<input checked="" type="checkbox"/> SEP045T	Develop action plan to address disproportionality	Human Resource and Organisational Development	★	No disproportionality identified to date
<input checked="" type="checkbox"/> SEP046T	Employee survey disaggregated by protected characteristic.	Human Resource and Organisational Development	★	No employee surveys have been undertaken during 2024/25. All employee surveys include equality monitoring questions as standard
<input checked="" type="checkbox"/> SEP047T	Review clauses in grants to ensure commitment to equality and anti-racism is clear	Capital Programme and Assets	✔	A clause on Equality is included in the grants' contract template which has been developed by Legal. The clause relates to compliance with the Equality Act 2010 and the General Equality Duty.
<input checked="" type="checkbox"/> SEP048T	Review procurement policy/procedures to ensure a focus on race equality in the selection of partners, providers and suppliers.	Capital Programme and Assets	✔	For Tenders of contracts above £24k inclusive of VAT bidders are required to respond to a series of pre-qualification questions which includes questions relating to Equality, in line with Welsh Government guidance and the Welsh Single Procurement Questionnaire.
<input checked="" type="checkbox"/> SEP049T	Ensure Learning Providers take an anti-racist approach	Human Resource and Organisational Development	★	This has and will continue to be included when procuring training providers

<input checked="" type="checkbox"/> SEP050T	Continue to pilot and evaluate new IIA tool and implement any recommendations for improvement	Capital Programme and Assets		Pilot of the Integrated Impact Assessment (IIA) tool has been completed with Manchester University. The University has prepared their final report but are still providing support until March 2026.
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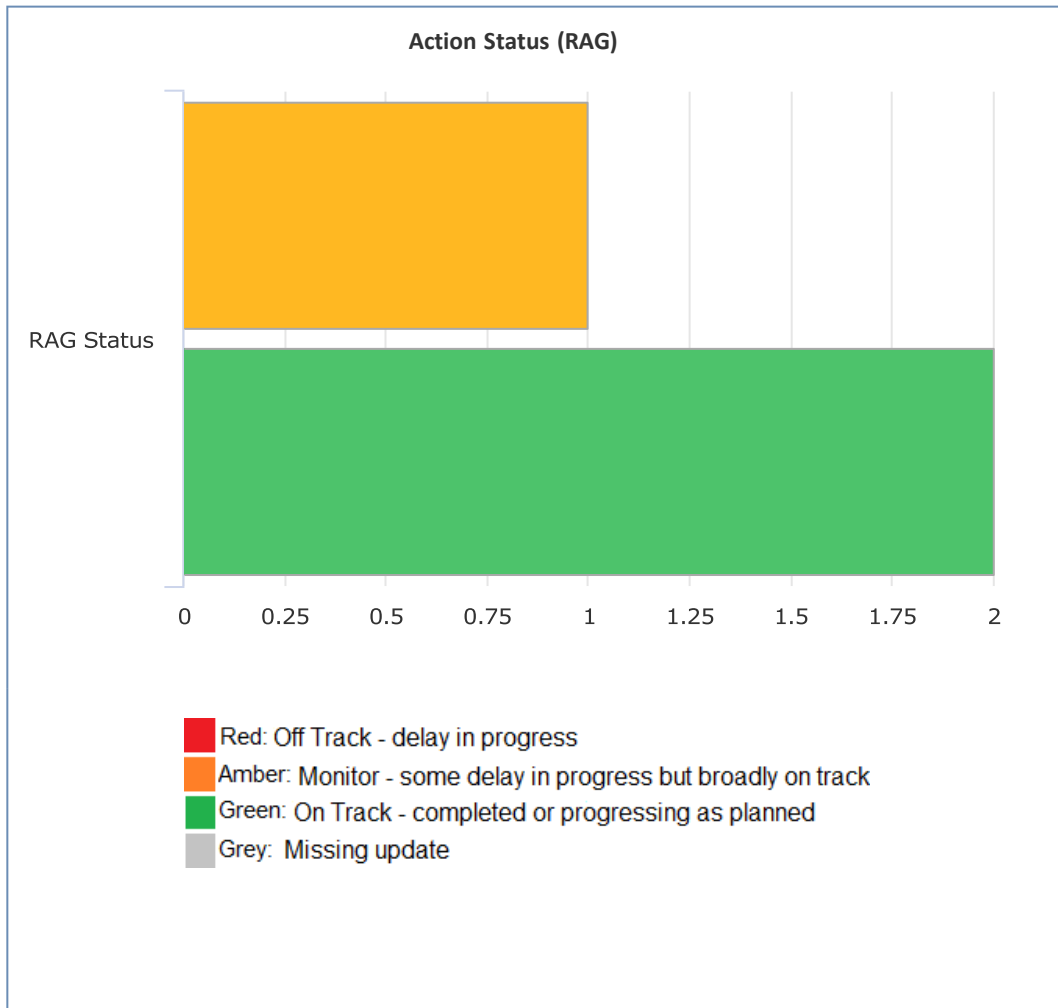
Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> SEP051T	Provide anti-racism training to ensure decision makers e.g. Elected Members have increased knowledge, skills and behaviours important to anti-racism.	Governance		Training has been offered to Members. Uptake to be monitored. Group Leaders will be approached to help support and encourage further attendances.

Annual Measure Updates

Measure Code	Measure Description	Portfolio	Actual	Target	RAG	Comments
SEP005M	Percentage of employees who have completed Hate crime training	Human Resource and Organisational Development	80.0%	100.0%	▲	Hate Crime remains available on our Online Academi and is included in our Mandatory Training suite.
SEP006M	Percentage of recruiting managers who have completed unconscious bias training	Human Resource and Organisational Development	34.0%	100.0%	▲	Ongoing, 34% of managers have completed.
SEP007M	Percentage of employees who have completed the ethnicity question on the equality monitoring questionnaire	Human Resource and Organisational Development	66.5%		n/a	Quarterly reports on completion rates are provided to each Portfolio.
SEP008M	Percentage of recruiting managers who attend positive action training	Human Resource and Organisational Development	0.0%	100.0%	▲	This is being made available by WLGA and has not been developed as yet.
SEP009M	Percentage of managers who have attended anti-racism training	Human Resource and Organisational Development	40.0%	100.0%	▲	40% of managers have completed this training with more dates booked in.
SEP010M	Number / Percentage of racist incidents reported by employees via the Dignity at Work policy	Human Resource and Organisational Development	0.0%	0.0%	n/a	No incidents reported within the quarter
SEP011M	Pay gap between employees from a Black and ethnic minority background and other employees	Human Resource and Organisational Development	0.0%	0.0%	n/a	Pay gap reported annually
SEP012M	Number / Percentage of employees from a Black and minority ethnic background who report positive satisfaction levels with the organisation	Human Resource and Organisational Development	0.0%	0.0%	n/a	Employee workforce survey currently in draft. Will be able to report and action once concluded.
SEP013M	Percentage of Black and ethnic minority applicants and employees over/under represented in employment procedures	Human Resource and Organisational Development	0.0%	0.0%	n/a	Will review as part of the Gender Pay Gap report for 2024/25 which is to be published by March 2026.
SEP014M	Percentage of Members completed anti-racism training	Governance	25.0%	100.0%	▲	A number of members have attended various training courses on this subject. The Constitution & Democratic Services Committee will focus attention on attendance of the sessions identified by FCC to ensure consistent messaging, content and delivery. This will take place in the final quarter of 2025/26.

SEP Objective 4

Improve personal safety for all protected groups



Bi-annual Action Plan Updates

Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> SEP052T	Record and monitor trends of identity-based harassment experienced by Housing Contract Holders.	Housing and Communities	●	WE are unable to locate data to date as waiting for the new software system to record.
<input checked="" type="checkbox"/> SEP054T	Collate hate crime/incidents reports from services and North Wales Police and review at Corporate Equalities Board meetings to identify hotspots/trends and take action to address issues.	Capital Programme and Assets	★	A subgroup of the Corporate Equalities Board has been established. This group reviews hate crime data and incidents of hate crime, collated from services across the Council to identify trends and hot spots and identify interventions where needed.

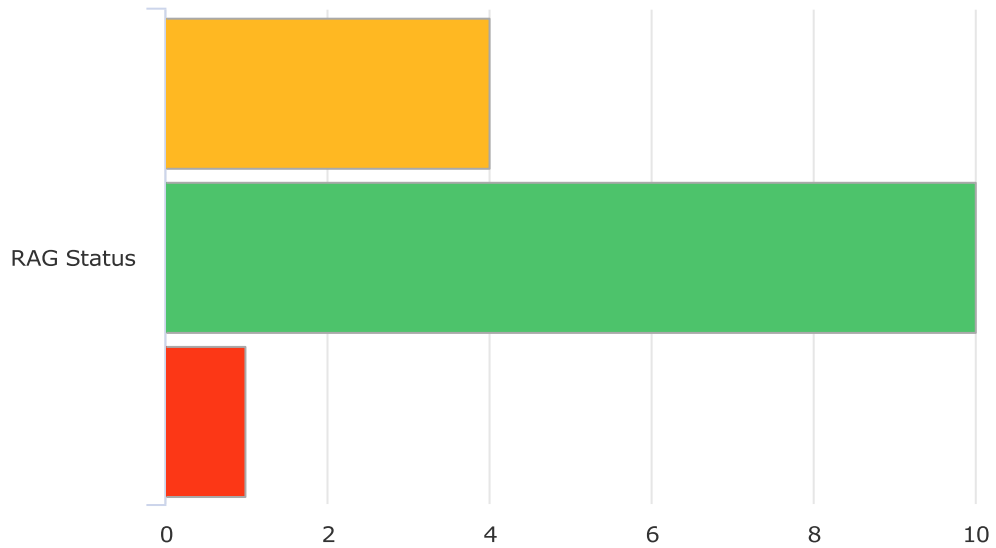
Annual Measure Updates

Measure Code	Measure Description	Portfolio	Actual	Target	RAG	Comments
SEP015M	Number of reports of hate incidents by protected characteristic as reported to North Wales Police	Capital Programme and Assets	223	193	n/a	There is an increase in reports of hate crime during 2024/25 compared to 2023/24. Further information has been requested from North Wales Police on any reasons why there has been an increase in reports.
SEP016M	Number and % of identity-based incidents of anti-social behaviour reported by Contract Holders (Housing tenants)	Housing and Communities			?	New software system is being implemented to capture this information.

SEP Objective 5

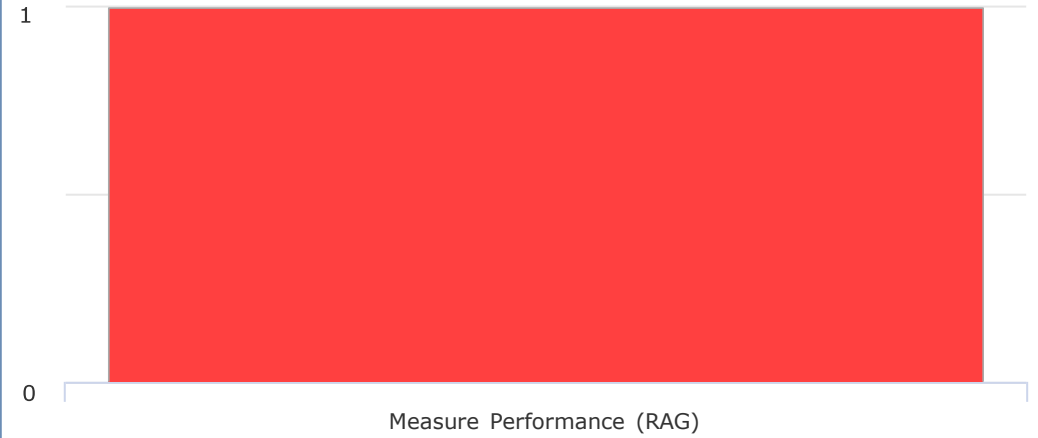
Increase access to services and decision making for all protected groups

Action Status (RAG)



- Red: Off Track - delay in progress
- Amber: Monitor - some delay in progress but broadly on track
- Green: On Track - completed or progressing as planned
- Grey: Missing update

Measure Performance (RAG)



- Red - Target missed and outside of the tolerable range
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Quarterly Action Plan Updates

Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> CGV014T	Support people to use digital technology through Digital Surgeries	Governance	★	The "Digital Squad", championed by Lord Barry, continue to assist residents to use digital services and devices at locations across the county. During 2024/25, 36 digital surgeries have been held with more scheduled in the new fiscal year.
<input checked="" type="checkbox"/> CGV015T	Continue to provide free of charge public access to the internet at Flintshire Connects Centres	Governance	★	Throughout 2024/25, all Flintshire Connects Centres have provided free of charge public access to the internet Monday to Friday when the service is open. Flintshire Connects Advisors support customer to access the internet and will signpost customers digital surgeries for more targeted support as required.
<input checked="" type="checkbox"/> CPE063T	Deliver the Rights of Way Improvement Plan with a focus to ensure improved access for all and deliver the access improvement grant	Place and Growth	★	Over £81,000 of Access Improvement Grant on various capital schemes delivered. The funding has been used to replace stiles with kissing gates or self-closing gates, construction of stone steps, installation of wooden boardwalks, surfacing paths with stone or tarmac and roadside signs/waymarkers on the network and in particular along promoted routes. This has fulfilled this year's annual work programme to deliver the Rights of Way Improvement Plan
<input checked="" type="checkbox"/> CST024T	Promote active travel and further develop the County's walking and cycleway network in line with the Healthy Travel Charter	Streetscene and Transportation	★	<p>Successful funding applications totalling £1.612 million has been allocated by Welsh Government to deliver a wide range of Active Travel improvements.</p> <p>The following schemes are proposed:</p> <ul style="list-style-type: none"> • Ewloe Roundabout - £900k: This will facilitate the implementation of a crossing facilities at Ewloe Roundabout promoting safer access to Schools and amenities • Safer Routes School Treatment Development (Connah's Quay) - £50k: This will see the development of existing walking and cycling routes to schools to enable future funding applications. • Active Travel Core Funding - £712k: This will enable the implementation of numerous schemes, including pedestrian crossing installations, data monitoring of the cycle network, various isolated improvements countywide such as the provision of dropped kerbs and tactile paving, and the purchase of land for future scheme developments. Schemes are currently at various stages of development, however, all schemes are on target for completion in accordance with grant funding conditions.
<input checked="" type="checkbox"/> CST032T	Support the development of public electric vehicle charging network	Streetscene and Transportation	★	<p>Swarco Contract - extension signed, further charge point installations expected during 25/26 Quarter1 and Quarter 2, currently engaging with SP Energy Networks around electrical connections for chosen carparks.</p> <p>EV Strategy (Decarbonisation Plan) - stakeholder meetings completed, final draft plan due April 2025.</p>

Bi-annual Action Plan Updates

Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> SEP055T	Implement Revised Integrated Transport Strategy in line with Regional Transport Plan Review.	Streetscene and Transportation	●	The Council has provided feedback to the Corporate Joint Committee on the Case for Change along with current status of strategic projects and feedback from local member workshops held in Autumn 2023. Transport for Wales have appointed ARUP to progress the Regional Transport Plan document and the Council has submitted a response confirming transport priorities for purposes of forthcoming sifting exercise. This will enable the Council's Integrated Transport Strategy to be updated accordingly.
<input checked="" type="checkbox"/> SEP056T	Implement Public Toilets Strategy.	Streetscene and Transportation	●	The future delivery model of the Toilet Strategy has not been fully agreed, the strategy will be updated to reflect the new model once known.
<input checked="" type="checkbox"/> SEP057T	To produce a Public Participation Strategy for Flintshire County Council to ensure democracy within Council is transparent, listening and engaging. And anti-racist approach is promoted through democratic process and in how democratic engagement is undertaken.	Governance	▲	The Committee has been focussed on reviewing the Council's Constitution. It is on the Forward Work Programme (FWP) for review and consideration.
<input checked="" type="checkbox"/> SEP058T	To promote anti-racist and ethical behaviour amongst elected members. Group Leaders required to promote high standards of behaviour amongst their Members.	Governance	●	The responsibility lies with Group Leaders. This will be included at Group Leader meetings and as part of the Standards Committee annual meetings with Group Leaders.
<input checked="" type="checkbox"/> SEP059T	Work with the Welsh Local Government association to offer anti-racism training to elected members.	Governance	★	WLGA offer periodic sessions targeting Elected Members which are then offered to Councillors.
<input checked="" type="checkbox"/> SEP060T	Elected Members to attend Welsh Government training (when available) on Gypsy and Traveller communities' culture, needs and strengths.	Governance	●	Alternative arrangements were made to provide training to Members through a workshop. As courses are offered by WG then these will be made available to Councillors.
<input checked="" type="checkbox"/> SEP061T	Implement and report on the Diversity in Democracy Plan.	Governance	★	The Constitution and Democratic Services Committee have reviewed the previous plan. It is currently being re-drafted and updated to be implemented ahead of the next Local Government Elections in 2027. It is a recurring item on the Committee's FWP.
<input checked="" type="checkbox"/> SEP062T	Create an environment where everyone wants and feels able to participate in democracy, including by exercising their right to vote, through developing materials to encourage people to participate in decision making and promoting awareness of how to become an Elected member.	Governance	★	Information is available on the Elections and Electoral Registration Webpages. Further promotion is planned before any major election.
<input checked="" type="checkbox"/> SEP063T	Promote the Access to Elected Office Fund for the next local Government Elections in 2027.	Governance	★	This is promoted on the Elections and Electoral Registration Webpages. This will be promoted further and details provided to candidates before any election.

 SEP064T	Promote Big Word Language interpretation and translation services.	Governance		The Big Word is promoted on InfoNet for all services to access. Regular contract meetings are held to monitor performance with the service provider.
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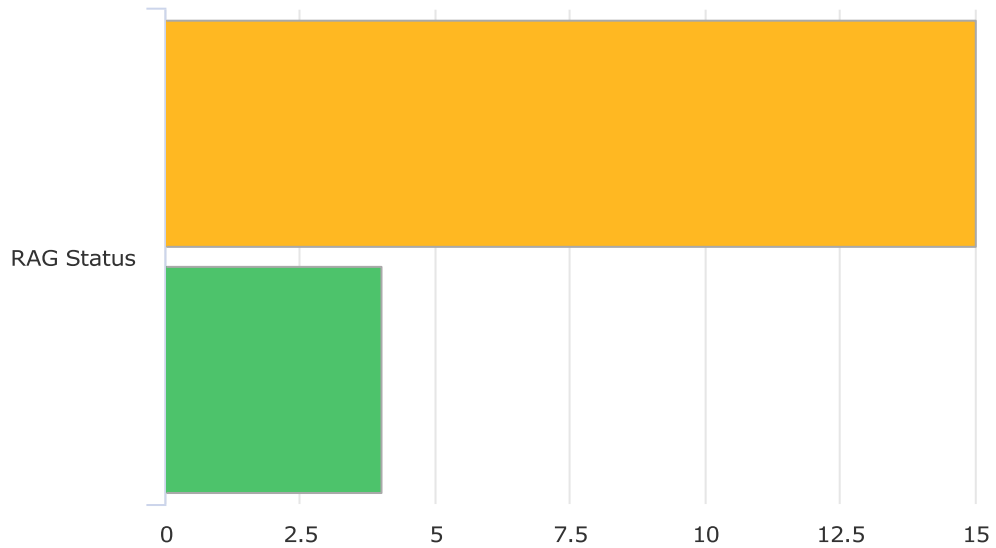
Quarterly Measure Updates

Measure Code	Measure Description	Portfolio	Actual	Target	Performance (RAG)	Comments
CGV006M	Number of Digital Surgeries held at Connects Centres	Governance	6	8	▲	The "Digital Squad", championed by Lord Barry Jones, continue to assist residents to use digital services and devices at locations across the county. During 2024/25, 36 digital surgeries have been held with more scheduled in the new fiscal year.

SEP Objective 6

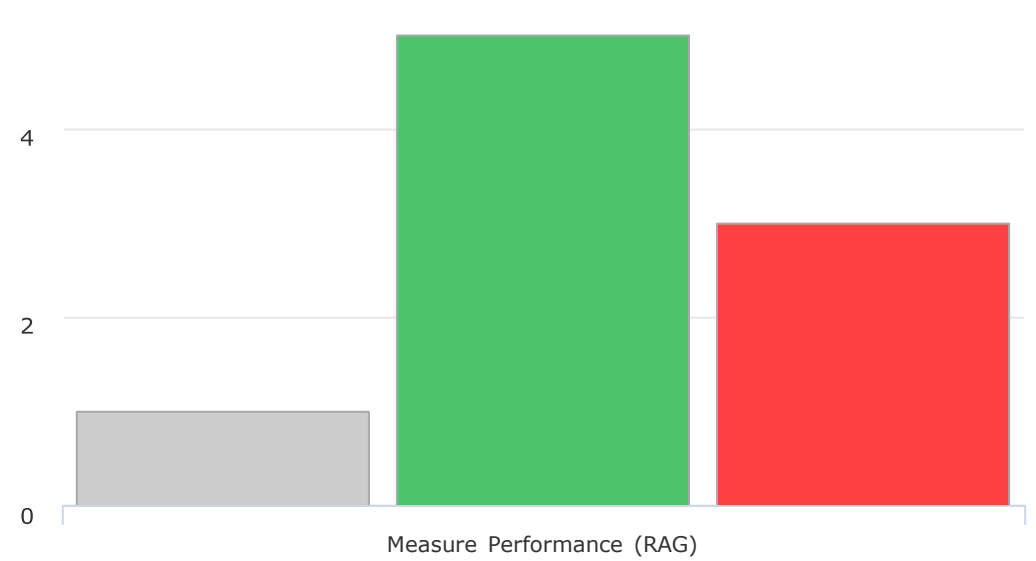
Improve living standards of people with different protected characteristics

Action Status (RAG)



- Red: Off Track - delay in progress
- Amber: Monitor - some delay in progress but broadly on track
- Green: On Track - completed or progressing as planned
- Grey: Missing update

Measure Performance (RAG)



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- Green - Target achieved
- Grey - Missing data






Quarterly Action Plan Updates

Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> CHC026T	In partnership with Denbighshire Council, create a new Dynamic Procurement System in order to ensure Contract Procedural Rules are met and provide a wider opportunity for tendering Disabled Adaptation projects	Housing and Communities	●	Following the implementation of the new Procurement Act and the changes which include to Dynamic markets and frameworks, Officers have met with Procurement colleagues and have been provided with a new framework option for review and progression. The risk is low as there are now more contractors available for medium-sized jobs although there is still a challenge managing large contracts and current budget constraints.
<input checked="" type="checkbox"/> CHC036T	Identify a site for a young person's supported housing provision offering accommodation and support services	Housing and Communities	●	A potential site was identified however, following review, the scheme was aborted due to high costs and the identification of restrictive covenants. Suitable alternative potential sites will be explored. We continue to liaise with colleagues in Social Services and Education and Youth about future provision.
<input checked="" type="checkbox"/> CHC037T	Progress build project for the new supported housing provision	Housing and Communities	●	A site has been identified and a number of potential layouts have been drafted providing between 12 and 14 units. The scheme has been costed, and the Council is currently in discussions with Welsh Government on the proposals. The Council is in the process of engaging architects to develop proposals for submission to Welsh Government for technical approval.
<input checked="" type="checkbox"/> CHC043T	Implementation of the sheltered housing review to ensure that it continues to meet the needs of current and prospective tenants	Housing and Communities	★	The Sheltered Housing review is progressing to the next phase now that each scheme has been assessed against an approved sustainability matrix. All schemes will progress to either re-designation, investment works to target identified issues or concerns, or options appraisal to explore alternative options for the Council to consider.

Bi-annual Action Plan Updates

Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> SEP065T	Homeless Team attend LGBTQ+ awareness training to understand rights and barriers, including the rights of LGBTQ+ migrant groups and LGBTQ+ people facing homelessness.	Housing and Communities	●	Officers who require training have been identified and been sent a link to the relevant e-learning module.
<input checked="" type="checkbox"/> SEP066T	Improve capture of equality monitoring data of people registering as homeless.	Housing and Communities	●	A Data Analyst was recruited within the Homelessness Team, to focus on capturing, analysing, and improving equality data to inform service delivery and outcomes. This role is supporting the Homelessness Team by strengthening the collection and use of equality data to better understand and address disparities.
<input checked="" type="checkbox"/> SEP067T	Improve capture of equality monitoring data of Contract Holders.	Housing and Communities	●	System Analyst to be appointed to identify where gaps are in the system and where the information can be recorded on Open Housing
<input checked="" type="checkbox"/> SEP068T	Develop a transit site for Travellers to reduce the number of unauthorised encampments at unsafe and unhealthy locations and improve access to health services.	Housing and Communities	●	Discussions around provision of transit site in Flintshire is part of the forward work programme and will be informed by the WG review into transit site provision across Wales which is due to be published October 2025
<input checked="" type="checkbox"/> SEP069T	Secure Welsh Government funding to enable Wi-Fi on Traveller sites including the transit site.	Housing and Communities	★	Wi-Fi has been installed on the Local Authority site and therefore this action can be closed.
<input checked="" type="checkbox"/> SEP070T	Assess suitability of current provision for Travellers and propose any relevant recommendations.	Housing and Communities	★	We have secured site capital grants from WG during this reporting period to improve facilities at the Local Authority site including provision of multi-use games areas (MUGA) and safe place for girls to play, new car park area, traffic calming measures installed and new bin compound. All address concerns raised by residents.
<input checked="" type="checkbox"/> SEP071T	Become a Resettlement area for Asylum Seekers and Refugees.	Housing and Communities	★	We are supporting service users who are asylum seekers in dispersed accommodation across Flintshire circa 52 bed spaces with a mandated target from the Home Office of 275 bed spaces.
<input checked="" type="checkbox"/> SEP072T	Work with planning colleagues to develop scope for commissioning of the new Local Housing Market Assessment (LHMA) ensuring a focus on better understanding housing needs of ethnic minority people and ensure LHMA addresses the requirements of Welsh Government guidance including overcrowding/needs of refugees.	Housing and Communities	●	The refreshed Local Housing Market Assessment (LHMA) has been updated along with the Housing Strategy.
<input checked="" type="checkbox"/> SEP073T	Investigate e-learning anti-racism training available through Tai Pawb.	Housing and Communities	●	Meetings have taken place with Tai Pawb but no e-learning material has been obtained as yet

<input checked="" type="checkbox"/> SEP074T	Build affordable housing that meets the needs of ethnic minority people and others in their communities.	Housing and Communities		Additional homes have been developed including bungalows for those who required homes with level access and, wheelchair accessible homes with wet rooms etc. We developed plans for a Transitional Travellers' site. Consultation with a broad spectrum of people/organisations took place in relation to the production of the LHMA. The conclusions and projections of which were subsequently incorporated into the updated Housing strategy
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Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> SEP075T	Respond quickly to complaints of racism, harassment and hate crime and offer appropriate support to contract holders (Council tenants).	Housing and Communities		The corporate customer relationship management system is used to raise awareness, investigation and feedback/support. A new software system is being implemented to capture data.
<input checked="" type="checkbox"/> SEP076T	Ensure anti-racism is reflected in the Rapid Rehousing Plan.	Housing and Communities		Delays in recruitment led to a delay in the Rapid Rehousing Coordinator being in post. Work is ongoing to create a new single plan will involve a review of the current Rapid Rehousing Plan to ensure its still fit for purpose since it was written. As part of this review work will be carried out to ensure anti-racism is reflected in the Rapid Rehousing Plan.
<input checked="" type="checkbox"/> SEP077T	Ensure the commissioning of housing related support reflects the needs of ethnic minority communities.	Housing and Communities		The commissioning of housing-related support is informed by and responsive to the needs of ethnic minority communities, and as such each time a new tender is required an integrated impact assessment is completed.
<input checked="" type="checkbox"/> SEP078T	Recruit Data Analyst to improve consistency of data collection and usage.	Housing and Communities		Housing Strategy recruited to the new role of System Analyst. This person made significant progress in relation to needs analysis through the Single Access Route To Housing (SARTH) to better inform the output and review of SARTH and the sheltered housing review. Their analysis also assisted in the production of the refreshed LHMA and updated Housing Strategy. In addition, they also assisted in providing data and analysis of voids and helped identify areas to enable the better control and monitoring of voids both operationally and strategically.
<input checked="" type="checkbox"/> SEP079T	Map current housing data, identify gaps and improve recording.	Housing and Communities		A System Analyst is now working across the Housing and Communities portfolio and is in the process of interrogating the current data that is readily available.

Quarterly Measure Updates

Measure Code	Measure Description	Portfolio	Actual	Target	Performance (RAG)	Comments
CHC008M	Percentage of successful prevention outcomes for homelessness under Housing Wales Act 2014	Housing and Communities	65.00	60.00	★	At year end, a total of 457 prevention outcomes were recorded. When compared to 2023/24 (403), levels of prevention outcomes have increased slightly this year. However, when looking at successful prevention outcomes at year end for 2024/25, the service has achieved 299 positive prevention outcomes compared to 234 in the 2023/24 period. This evidences an improvement in prevention rate at year end which is 65% compared to a prevention rate in 2023/24 of 58%. Successful prevention outcomes are positive interventions by the Homeless and Support Teams which have enabled households to avoid homelessness by remaining where they are, or moving before becoming homeless. Those who did become homeless were assisted accordingly by the Homeless Team.
CHC009M	Percentage of successful relief outcomes for homelessness under Housing Wales Act 2014	Housing and Communities	37.00	40.00	●	At year end, a total of 883 relief outcomes were recorded. In the same reporting period for the previous year, a total of 689 relief outcomes were recorded. Relief outcomes are where a household is statutorily homeless and where homeless households are supported to exit homelessness through securing settled housing or returning home if safe and suitable to do so. During 2024/25, 323 positive relief outcomes were achieved. This demonstrates a 37% positive relief rate. Unsuccessful outcomes recorded during the period were as follows: unsuccessful relief (308) , non-cooperation (52), refused assistance (35), application withdrawn (83), loss of contact (56), mistake of fact (1) and ceased to be eligible (26). Unsuccessful relief cases continue to work with the Council and the majority of cases will be accommodated in temporary accommodation. In all other unsuccessful outcomes cases will have been closed.
CHC026M	Total number of Small Disabled Adaptations completed	Housing and Communities	798.00	320.00	★	There has been a noticeable increase in referrals, this has been increasing year on year for the last few years. People are living longer and are staying in their homes so more adaptations are being requested.
CHC027M	Average number of days to complete a Small Disabled adaptation	Housing and Communities	11.00	28.00	★	Care and Repair undertake all small adaptations and are meeting the target timescales for completion.

Measure Code	Measure Description	Portfolio	Actual	Target	Performance (RAG)	Comments
CHC034M	Total number of Disabled Adaptations completed	Housing and Communities	914.00	428.00	★	In the last few years, there has been a dramatic increase in referrals for small adaptations via Care and Repair and an increase in medium-sized adaptations via Social Services. People are living longer and want to stay independent in their own homes, which means an increase in referrals for wet rooms and ramps.
CHC039M	Total number of Mandatory or discretionary Medium Disabled Adaptations	Housing and Communities	109.00	100.00	★	Only one surveyor was available for all adaptations, so this had an adverse effect on completing adaptations.
CHC042M	Average number of days to complete a Medium Disabled adaptation	Housing and Communities	154.00	122.00	▲	Performance has been adversely impacted due to some resource difficulties in the service. This is in the process of being addressed which will help to bring performance back on track.
CHC043M	Total number of Large Disabled Adaptations completed	Housing and Communities	7.00	8.00	▲	Only one surveyor was available for all adaptations; this had an adverse effect on completing adaptations.
CHC044M	Average number of days to complete a Large Disabled adaptation	Housing and Communities	599.00	456.00	▲	Performance has been adversely impacted due to some resource difficulties in the service. This is in the process of being addressed which will help to bring performance back on track.

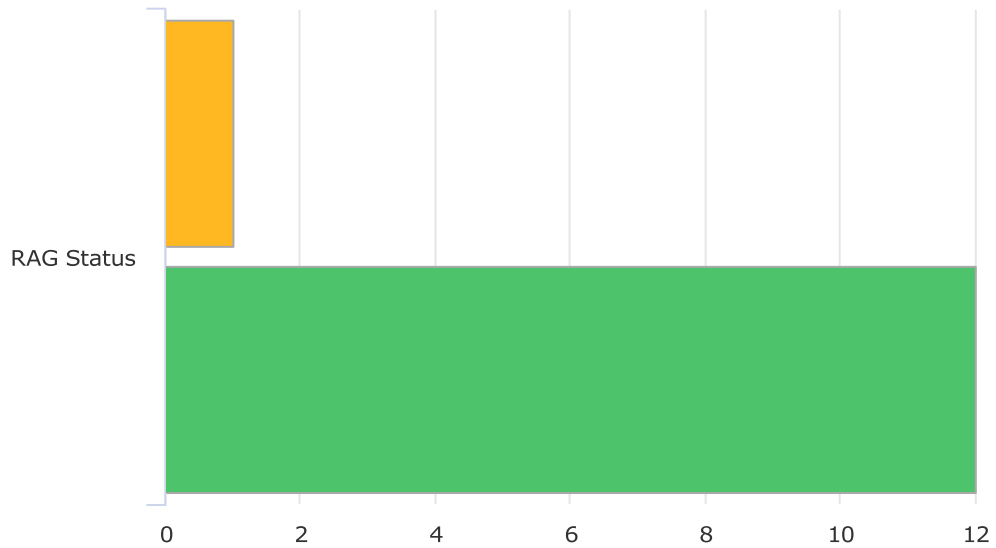
Annual Measure Updates

Measure Code	Measure Description	Portfolio	Actual	Target	RAG	Comments
SEP017M	Number and % of Homeless Team who attend specific LGBTQ + awareness training	Housing and Communities	37.0%	73.0%	n/a	73 employees require training and 37 have completed this training. There has been an increase in the number of employees requiring training following a restructure and recruitment process.
SEP018M	% of equality data held on people presenting as homeless	Housing and Communities	0.0%	20.0%	n/a	A Data Analyst was recruited within the Homelessness Team, focussed on capturing, analysing, and improving equality data to inform service delivery and outcomes. This role is supporting the Homelessness Team by strengthening the collection and use of equality data to better understand and address disparities.
SEP019M	% of equality data held on Contract Holders (Council Tenants)	Housing and Communities	0.0%		n/a	The Service does not have the facility to record and report this information currently.

SEP Objective 7

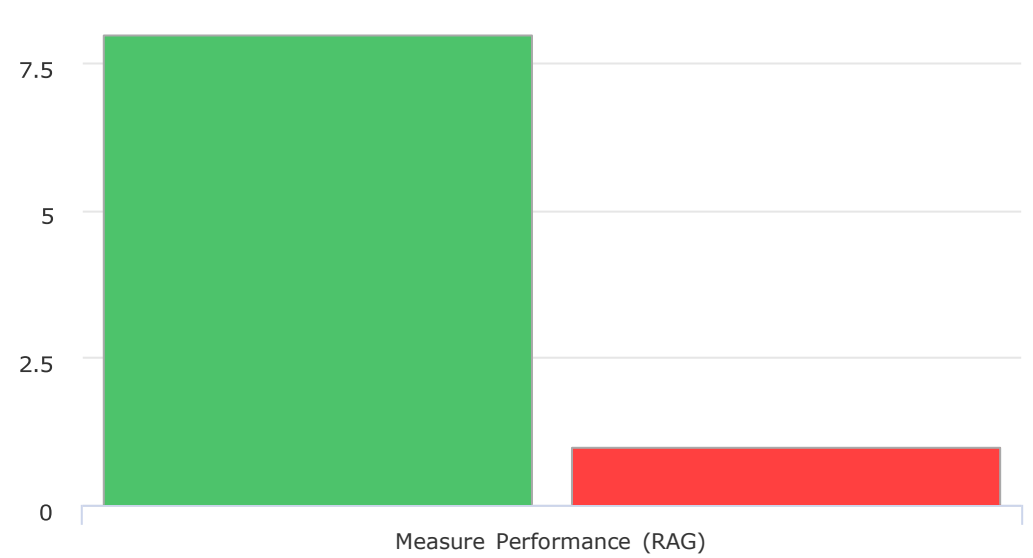
Reduce the impact of poverty and embed the Socio-economic Duty within the organisation

Action Status (RAG)



- Red: Off Track - delay in progress
- Amber: Monitor - some delay in progress but broadly on track
- Green: On Track - completed or progressing as planned
- Grey: Missing update

Measure Performance (RAG)



- Red - Target missed and outside of the tolerable range
- Amber - Target missed and within the tolerable range
- Green - Target achieved
- Grey - Missing data

Quarterly Action Plan Updates

Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> CHC004T	Further develop our community hub approach giving access to a range of programmes, services and agencies together in one place	Housing and Communities		We continue working on developing community hubs to provide a wider range of services to residents ensuring a whole service approach and targeting community needs.
<input checked="" type="checkbox"/> CHC050T	Explore development of support schemes to mitigate in work poverty	Housing and Communities		We continue to support households to mitigate effects of in-work poverty by promoting Discretionary Housing Payments (DHPs) and budgeting advice around maximising income.
<input checked="" type="checkbox"/> CHC053T	Continue to roll out a transported and delivered food service "Mobile Meals" to those who are vulnerable	Housing and Communities		Well-fed mobile shops have successfully delivered ready meals and fresh cooking ingredients to those identified as vulnerable. Cooking packs for slow-cookers are now available to buy.
<input checked="" type="checkbox"/> CHC054T	Continue to develop delivery of a "Hospital to Home" meals service	Housing and Communities		The Hospital to Home service pilot has been extended and officers continue to work closely with discharge team to improve, promote and deliver the service to residents who require support. The service is developing the referral pathway and increasing the number of hospitals which can access the service.
<input checked="" type="checkbox"/> CHC056T	Maximise take up of the Discretionary Housing Payments scheme and other financial support	Housing and Communities		With the continued impact of the cost of living crisis and rising rents the Discretionary Housing Payments allocation from Department of Works and Pensions (DWP) has been fully spent in 2024/25. The funding allocation from DWP remains at the same level for 2025/26. Referrals continue to be received and ongoing advice and support forms part of the Discretionary Housing Payments (DHP) application process, even when an application is unsuccessful. It is anticipated demand will continue to remain. The Discretionary Housing Payment scheme continues to be promoted as an option for assistance with household rent costs.
<input checked="" type="checkbox"/> CHC057T	Ensure that take-up to benefit entitlement is maximised in a timely way by processing claims efficiently	Housing and Communities		The target times for processing housing benefit and council tax reduction scheme new claims and change of circumstances applications have been met. 17 days for processing new claims against a target of 20 days and 5 days for change of circumstances against an 8 day target. By processing claims and changes to entitlement efficiently customers receive the correct amount of financial support when they need it, which is supporting customers to reduce income poverty.
<input checked="" type="checkbox"/> CPE057T	Reduce the risk of fuel poverty for residents by increasing the energy efficiency of homes	Place and Growth		To date, 1349 measures have been delivered against an annual target of 1200. The measure is made up of various component parts delivered by the Domestic Energy Efficiency Project team. Included within the statistic is work carried out on private and public housing stock for renewable heating, gas central heating, loft and cavity insulation and solar photo voltaic installations.
<input checked="" type="checkbox"/> CPE058T	Engage, support and refer vulnerable households to reduce fuel poverty and improve health and well-being	Place and Growth		During the year, 454 households were supported (target for 2024/25 was 200). This measure consists of work carried out on private and public housing stock for pre and post installation work carried out as well as energy advice, help and guidance for the general public to assist with fuel poverty.

Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> CPE073T	Co-ordinate a multi-agency approach to support businesses to recruit people from disadvantaged groups	Place and Growth	★	<p>In Quarter 4, the Jobs, Skills an Training Events group which is a partnership between Communities for Work +, Jobcentre Plus and Working Wales hosted a job fair in Flint Town Hall which 26 employers attended to promote their live vacancies and 457 people attended the event.</p> <p>A recruitment event was organised to promote the new vacancies at Theatr Clwyd. Following the event 89 people applied for the 3 live roles with 36 people interviewed and 11 people successfully gaining employment. This will be ongoing support to the theatre as their vacancies become live closer to the re-opening in the coming months.</p>

Bi-annual Action Plan Updates

Action Code	Description	Portfolio	RAG	Comments
<input checked="" type="checkbox"/> SEP080T	Delivering Welsh Government support schemes linked to the cost-of-living crisis.	Housing and Communities	★	<p>Free School Meals (FSM)</p> <p>There are currently 8,302 children in Flintshire eligible for Universal Primary Free School Meals (UPFSM).</p> <p>This scheme is for Primary School children only and is not available in High Schools. There are currently 4,380 children for eFSM and an additional 828 children who are eligible via a transitional protection.</p> <p>School Essential Grant</p> <p>The new period of funding for School Essential Grants opened on 01/07/24 and 3,626 grants totalling £480,325 were issued on that date.</p> <p>As at Q3 for the academic year 2024/25 (01/07/24 to 31/03/25 inclusive), 4,488 cases have been successfully paid totalling £592,875.</p>
<input checked="" type="checkbox"/> SEP082T	Following evaluation improve and or develop new resources to improve quality and quantity of Impact Assessments completed.	Capital Programme and Assets	✔	A Task and Finish group has been established to co-ordinate the development of resources to support the implementation of Integrated Impact Assessments.
<input checked="" type="checkbox"/> SEP083T	Further develop of the warm spaces initiative in partnership with organisations and third sector.	Housing and Communities	★	The chain of warm and safe spaces now covers most of the areas in Flintshire and we saw an increase in demand. Most of the warm places provided food, while some of them could only offer hot drinks. Funding was provided in 2 rounds, and support was granted to 33 warm spaces. All the Gwella libraries operated as a warm hub, offering a hot drink and a chat. As a part of support soups were provided to the residents of Sheltered housing weekly during the cold months.

Quarterly Measure Updates

Measure Code	Measure Description	Portfolio	Actual	Target	Performance (RAG)	Comments
CGV007M	Number of Sim Cards issued to people in low income households	Governance	205	100	n/a	Flintshire Connects provide free data SIMs and vouchers to residents in digital poverty. In partnership with The Good Things Foundation, these vital SIMs allow residents to stay connected in today's digital work. Since 1st April 2024, 205 SIMs have been issued at Flintshire Connects.
CHC001M	Average number of calendar days to process new claims for housing benefit and council tax reduction	Housing and Communities	17.00	20.00	★	The target times for processing new housing benefit applications have been met in 2024/25 - 17 days against a target of 20 days.
CHC002M	Average number of calendar days to process change in circumstances for housing benefit and council tax reduction	Housing and Communities	5.00	8.00	★	The target times for processing housing benefit change in circumstances applications has been met for 2024/25: - 5 days for change of circumstances against an 8 day target.
CHC003M	Total spend of Discretionary Housing Payments	Housing and Communities	100.00	100.00	★	The level of funding received from the Department of Work and Pensions (DWP) has been fully spent for 2024/25 and the funding Flintshire will receive for 2025/26 remains the same. This continues to be a challenge especially as the cost of living crisis continues to effects households. The Discretionary Housing Payment scheme continues to be fully promoted as an option for assistance with household rent costs.
CHC005M	Number of residents enrolled in the "Mobile Meals" service	Housing and Communities	350.00	40.00	★	Mobile shops continue delivering service in various locations around Flintshire, providing Ready Meals, Slow Cooker Bags and Cook Easy bags.
CHC006M	Number of residents supported by the "Hospital to Home" meals service	Housing and Communities	12.00	150.00	▲	We are now considering how to promote and deliver this service better for residents who are discharged from hospitals.
CPE001M	Total number of households receiving energy efficiency improvements	Place and Growth	1,349.00	1,200.00	★	The measure is made up of various component parts delivered by the Domestic Energy Efficiency Project team. Included within the statistic is work carried out on private and public housing stock for renewable heating, gas central heating, loft and cavity insulation and solar photo voltaic installations.
CPE012M	Number of individuals entering employment, learning or volunteering	Place and Growth	97.00	60.00	★	In Quarter 4, 22 participants of the Communities for Work+ programme gained employment. Individuals have been successful in securing roles within the following sectors: Education (teacher assistants), Care Sector, Construction, Manufacturing and Hospitality.

Measure Code	Measure Description	Portfolio	Actual	Target	Performance (RAG)	Comments
CPE013M	Number of individuals receiving support	Place and Growth	255.00	240.00	★	In Quarter 4, 70 participants registered on the Communities for Work + programme. Referrals obtained via Jobcentre Plus, Working Wales, Employment Hubs, DWP mobile unit, Flintshire County Council internal departments and self-referrals. Support has been given to individuals to set up email addresses, creating curriculum vitae, securing training, job searching and interview skills.
CPE014M	Providing advice and signposting support to vulnerable households	Place and Growth	116	50	★	Measure consists of work carried out on private and public housing stock for pre and post installation work carried out on various property types and potential measures as well as energy advice, help and guidance for the general public to assist with fuel poverty and the current energy crisis in general.

Appendix 2. Profile of Adult Social Services users and Children Social Services users by protected characteristic 2024/25 as at March 31 2025.

Profile of Adult Social Service users by sex and age

Age	Female		Male		Non-Binary		Grand Total	
	No.	% of all Adult Social Service users	No.	% of all Adult Social Service users	No.	% of all Adult Social Service users	No.	% of all Adult Social Service users
18-64	847	17.5%	721	14.9%	11	0.02%	1579	32.7%
65-74	325	6.7%	279	5.8%	0		604	12.5%
75-84	753	15.6%	545	11.3%	0		1298	26.8%
85+	876	18.1%	479	9.9%	0		1355	28.0%
Grand Total	2801	57.9%	2024	41.9%	11	0.02%	4836	100%

Profile of Children’s Social Services users by sex

Sex	Number	%
Female	927	47%
Male	1040	52%
Unborn	17	1%
Total	1984	100%

Profile of Adult Social Service users by ethnic background

Ethnic background	No.	%
Black and Minority Ethnic background	34	1%
White British	2517	52%
Not obtained	2285	47%
Grand Total	4836	100%

Profile of Children’s Social Service users by ethnic background

Ethnic background	No.	%
Black and Minority Ethnic background	76	4%
White British	1370	69%
Not obtained	81	27%
Grand Total	1985	100%

Profile of Adult Social Service users by language

Language	No.	% of all adult service users
Bengali	1	0.02%
Bulgarian	1	0.02%
English	1914	39.58%
Hungarian	1	0.02%
Italian	3	0.06%
Kurdish	1	0.02%
Panjabi	1	0.02%
Pashto/Pakhto	2	0.04%
Polish	4	0.08%
Romanian	2	0.04%
Russian	1	0.02%
Ukrainian	1	0.02%
Welsh	12	0.25%
Not known	2892	59.80%
Grand Total	4836	100%

Profile of Adult Social Service users by religion

Religion	No.	%
Atheist	2	0.04%
Buddhist	1	0.02%
Christian	632	13.07%
Hindu	1	0.02%
Jehovah Witness	6	0.12%
Muslim	3	0.06%
No Religion	112	2.40%
Other	32	0.66%
Pagan/Druid	1	0.02%
Unknown	4041	83.56%
Grand Total	4836	100.00

Appendix 3 Profile of school pupils

Profile of school pupils by sex

Sex	Primary		Secondary	
	Total no. of all school pupils	% of all school pupils	Total no. of all school pupils	% of all school pupils
Male	6460	29.31	4795	21.62
Female	6177	27.86	4743	21.39
Total	12637	56.99	9538	43.01

Profile of school pupils who receive Free School Meals (FSM) by sex.

Sex	Primary			Secondary		
	Total no. of all school pupils	No. eligible for FSM.	% eFSM recipients	Total no. of all school pupils	No. eligible for FSM	% eFSM recipients
Male	6460	1215	18.81	4795	870	18.14
Female	6177	1207	19.54	4743	825	17.39
Total	12637	2422	19.17	9538	1695	17.77

Profile of school pupils by ethnic background and those receiving FSM

Ethnic background	Total no. of all school pupils	% of all school pupils	No. eligible for FSM.	% eFSM recipients
White British	19559	88.20	3703	89.94
Other	2474	11.16	402	9.76
Not Obtained/Refused	142	0.64	12	0.29
Total	22175		4117	

Profile of pupils excluded by sex and in receipt of free school meals

	Total no. of school pupils	% of all school pupils	No. eligible for FSM.	% eFSM recipients
Permanently excluded pupils	28	0.13	19	67.86
Male	23	0.10	16	69.57
Female	5	0.02	3	60.00
Temporary excluded pupils	918	4.14	391	42.59
Male	604	2.72	247	40.89
Female	314	1.42	144	45.86

Profile of pupils excluded by ethnicity

Ethnic background	Total no. of school pupils	% of all school pupils	Total no. of school pupils	% of all school pupils
	Permanent Excluded Pupils		Temporary Excluded Pupils	
White British	26	0.12	836	3.77
Other	2	0.01	79	0.36
Not Obtained/Refused	0		3	0.01
Total	28	0.13	918	4.14