# Strategic Equality Plan 2016-2020 Appendix 1









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# **About Carmarthenshire**

Carmarthenshire has an estimated population of 184,681 and a population density (population count/area in sq km) of 78 people per square km. The percentage of children aged 0-15 was 12.2%. (2013 Mid Year Population Estimates) and the percentage of people of retirement age (65+ males, 60+ females) was 25.4%. Information from the Annual Population Survey (2014), found that 2.6% of people are from a non white background and there were 83,900 Welsh speakers resident in the county.

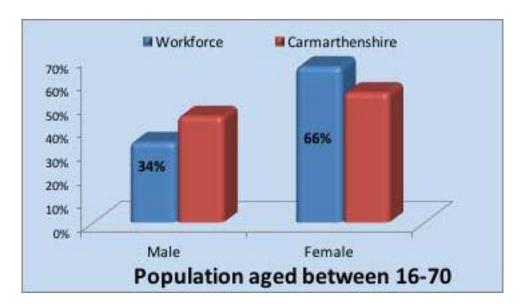
# Carmarthenshire County Council as an Employer – promoting equality and diversity within our workforce

#### Where are we now?

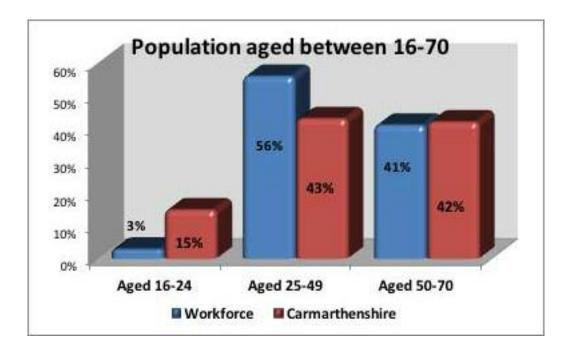
The total number of employees (excluding employees employed by schools, i.e. teachers and support staff) as at 31st March 2014 was 5,170. Whilst this accounts for 3% of the total population of Carmarthenshire we realise not all the staff employed reside within the county. The gender proportion of the county is 51% females and 49% males. The workforce gender ratio is 66% female and 34% male employees. The 2014 staff survey shows that of the 5,170 employees 35.3% (1,825) declared that they had no disability, 4.8% (246) declared themselves as having a disability but 59.9% (3,099) have not stated one way or the other if they have a disability or not.

More than half the staff employed by the authority 56% fall into the **25-49 age bracket**, 3% aged 16-24 and 41% are aged over 50. The 2014 Staff Survey shows that 55% of the workforce are in full time employment with the remaining 45% being employed on a part time basis.

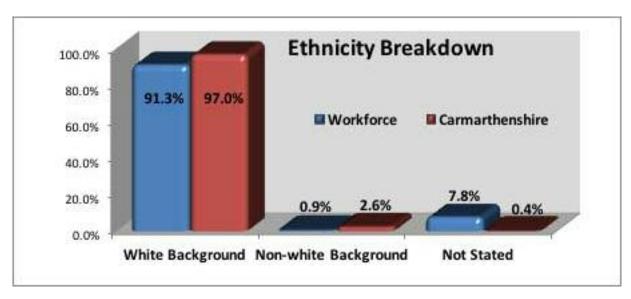
The population of the county and workforce by gender is outlined in the graph below.



The majority of the workforce are aged between 25-49, this equates to 56% (2,897). This age group is also the highest proportion for the county using the same age bracket. The total population for Carmarthenshire aged between 16-70 is 126,345 of this 43% (54,076) are aged between 25-49.



Since 1st April 2014 to 30th April 2015 a total of 341 staff have completed the **Engaging Diversity** on-line learning module and 215 staff have completed the **Welsh Language Awareness** on-line learning module.



Figures from the **2014 Annual Population Survey** show that from 183,300 people surveyed 97% (177,800) stipulated they were from a white background compared to the 2.6% (4,700) that stated they were from a non-white background, 0.4% (800) did not disclose their background. The employee survey indicate that of the employees who declared their ethnicity, the largest was White 4,721 (91%) and a significant minority 403 (7.8% have not disclosed. The remaining groups (Asian, Black, Mixed and other) the employee numbers and percentages in these groups are slightly lower than the wider population of Carmarthenshire however, as the percentage differences are less than 1% this is not statistically significant.

Figures from the 2011 Census indicate that 43.9% of the population were able to speak Welsh and 58% have one skill or more in the language. Of those who responded to the audit, 53% can speak Welsh and 42.6% can write the language. Of the 7,766 employees on the Human Resource's database, the Council does not hold information regarding language skills for 63%.

A total of 4.8% (246) employees declared that they are disabled. An individual is defined as disabled under the Equality Act 2010 if they have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on the ability to do normal daily activities.

# **Carmarthenshire County Council as a Provider of Services**

Everybody has a right to be as healthy as possible, "the enjoyment of the highest attainable standard of health is one of the fundamental rights of every human being without the distinction of race, religion, political belief, economic or social condition". (World Heath Organisations' Publication 'The Right to Health', Fact Sheet 323, August 2007). However it is apparent that socio-economic factors such as income, housing and access to health services are a major influence on people's health.

## Where are we now?

In March 2013 the Disability Discrimination Act (DDA) Programme for non-school buildings open to the public was successfully completed. Funding for the programme ceased in 2012/13. At 31st March 2013 89% of the authority's buildings open to the public (excluding schools) were considered suitable and accessible to disabled people.

As over 2 years have elapsed these figures are likely to have changed significantly due to various changes, such as asset transfers, use of buildings, service providers and the way they provide and manage their services, changes in building regulations etc. A new audit would be required to confirm the latest position.

The authorities contact centres received 434,486 contacts during 2014/2015. This includes 293,986 telephone contacts, 22,350 e-contacts and 118,150 face to face contacts.

The authority is a partner in the Welsh Interpretation and Translation Service (WITS). This body acts as a "one-stop-shop" designed to improve access to public services for vulnerable people whose first language may not be English or Welsh. WITS provides the Authority with access to trained, accredited, fully security vetted translators and interpreters covering approximately 135 languages. The Authority made a total of 168 requests to this service during 2012/13 – 2013/14 – 2014/15. The majority of these (70%) were in relation to social care. Most of the requests made were for interpreters (80% of requests) with the remainder being requests for written translation. In terms of the languages requested, the main demand was for Polish translation (54%), followed by Pashto (12%), Cantonese (7%), Vietnamese (7%). The other languages requested were Mandarin, Bengali, Kurdish Somani and, to a lesser extent, Turkish, Spanish, Urdu, Bulgarian and BSL.

In the last 4 financial years, we have enabled the development of 260 affordable homes. These include homes for low cost home ownership with private developers; housing association rented homes and in the last year 12 homes built by the Council. An affordable homes plan is now being drawn up to maximise the delivery of affordable homes from all sources.

The Council was the first in Wales to suspend the Right to Buy for both Council and housing association homes, so any new homes developed will not be lost to the stock. We continue to encourage affordable home ownership and prioritise current Council and housing association tenants for this. When these homes are sold, they remain affordable as they are sold to new owners who are in housing need on the same basis as the original owners.

The Housing Options and Advice Service have an important role in terms of supporting independent living and providing housing solutions for disabled people. The service is co-located and work in partnership with Care and Repair.

## In summary:

- We adapt private properties to meet the needs of the home owners.
- Assist home owners through the Disabled Facilities Grant process and help them to find a suitable builder
- We manage the Accessible Housing Register and match adapted council owned properties with tenants that require them to live independently
- Provide advice and support to elderly clients on home maintenance and adaptations

## **Sport and Leisure**

#### Disability sport

A part-time Disability Sport Wales officer works with staff and relevant partners to broaden the range of sport and physical activity opportunities for people with a disability and to promote current opportunities to attract more participants.

The officer works with existing sports clubs to help ensure disabled people can be included.

In addition, we provide a Disability Sport Performance grant which is available for any individual athlete who represents Wales to apply for funding to help assist with the financial cost of competing and training.

The number of sporting opportunities we facilitate continues to significantly increase, exceeding 300,000 attendances in 2014/15 for the first time impacting on partnerships, workforce and participants. With officers directly employed to co-ordinate disability sport, rugby, water sports, hockey, Dragon Sport and 5x60, a diverse range of opportunities is provided for the county. Alongside this, over 1,000 consultations have been conducted with partners, clubs and organisations annually to create and enhance sporting opportunities.

Dragon Sport and '5x60' are Welsh Government (WG) funded initiatives to help create the environment necessary for children to take part in extracurricular sport and physical activity on a regular basis. All primary, secondary and special schools are signed up to the programmes, and we actively work with any special units in mainstream schools, either providing sessions specifically for pupils in those units or by integrating them into mainstream sessions. Associated training packages and resources incorporate 'how to include pupils with disabilities' and therefore promote inclusion.

Several events are run specifically for people of all ages from children to older adults with special needs, catering for a wide range of disabilities and medical issues including learning difficulties. These events include swimming galas, football festivals, athletics festivals and walking groups.

In September 2011, the department continued the roll-out of 'Young Ambassadors,' where school pupils are selected as role models to inspire their peers to get involved in sport and physical activity. All of the county's special schools, secondary schools and over half of the primary schools now have YA's in place who are trained and are having a positive impact delivering activities and supporting the Dragon Sport programme in Football, Rugby and hockey tournaments, Tennis and Athletic courses, Disability Inclusion training and Swimming Galas.

#### **Number of Attendances:**

**2011/12**: 225,207 **2012/13**: 206,201

**2013/14:** 244,317 **2014/15:** 300,548

#### Targeted intervention

A strategic Sport & Leisure Health Group has been established to assess the interventions in place along the life course at points where people are proven to become unhealthy or to have specific health needs, or when they are at risk of becoming unhealthy. This includes a focus on disability inclusion and areas of deprivation.

#### Disability inclusion:

We were awarded 'Ribbon' accreditation in 2013 by Disability Sport Wales for our inclusive Sport & Leisure provision and are currently working towards Bronze level accreditation. Our Disability Sport Officer works with clubs and organisations in the community in order for them to be inclusive to participants with disabilities, for which they are achieving 'InSport' club accreditation in recognition.

Aligned to this, an annual programme of Disability Awareness and Disability Inclusion Training courses have been provided to staff and volunteers, with funding sourced from Sport Wales.

The National Exercise Referral Scheme (NERS) is a Welsh Government (WG) funded scheme to standardise exercise referral opportunities across all Local Authorities and Local health Boards in Wales. The Scheme targets clients who have a chronic disease or are at risk of developing chronic disease. The principal aims of the Scheme is to offer a high quality National Exercise Referral Scheme across Wales, increase the long term adherence in physical activity of clients, improve physical and mental health of clients and determine the effectiveness of the intervention in increasing activity levels and improving health.

Consistently receiving over 1200 referrals a year, Sport & Leisure staff provide a high quality, specialised programme of activity that demonstrates a vast range of benefits to clients.

# **Community Chest**

We are responsible for distributing an annual grant of approximately £100k to enable sports clubs and organisations to increase and/or improve provision of sport in the community. We have now divided this allocation to ensure at least 20% is awarded to projects that tackle inequalities, with emphasis on women & girls, disability, poverty and BME. In 2014/15, 30% of the £107k grant was awarded to such projects.

# **School Sport Survey**

Sport & Leisure Officers supported the county's schools in order for them to participate in a national 2013 Sport Wales survey to obtain a report on the wellbeing of their pupils. Subsequently all secondary schools and 43 of its primary schools achieved a report, enabling 'pupil voice' to shape future provision in schools and in the community.

Carmarthenshire, along with its regional colleagues, have introduced an action planning framework to respond to data and messages coming though from reports.

With the process being repeated every 2 years, officers are supporting schools to the same purpose in 2015.

- 'Welsh Language Champion' scheme introduced at leisure facilities, working towards swimming lessons and fitness inductions being promoted and available through the medium of Welsh.
- Provided free swimming for children and adults over 60 at all swimming pools, with the programme linked to the Welsh Learn to Swim pathway.

#### Our facilities and services are well managed and efficient:

- Dylan Thomas Boat House, Oriel Myrddin, and Y Gat secured Visit Wales Quality Assurance Accreditation (VAQAS) status.
- Over 95% of library users are satisfied or very satisfied with the library service that they receive (2012/13: 91%)
- All five of Carmarthenshire's museums achieved accreditation.
- Swimming pool covers have been installed to increase efficiency at Carmarthen Leisure Centre (estimated to decrease utility costs by over £10k per year)
- The percentage of total length of Rights of Way which are easy to use by members of the public was 35% (target 38%) showing improvement, albeit still lower quartile for Wales
- 12 Legal Orders including Diversions/Definitive Map Modifications and Traffic Regulation Orders have been completed.
- 20 Legal Issues including obstructions dealt with.

The development and customisation of the **Countryside Access Management (CAMS)** IT system has continued. The Ranger Service is now able to survey routes with hand-held surveying devices and record survey electronically

Recognition of sector-leading performance by winning the regional 'Best of Health' award for our partnership project focused on the exercise continuum for frail older adults

In Carmarthenshire, the proportion of adults and children not maintaining a healthy body weight is increasing. Data from the Welsh Health Survey 2012 shows the percentage of adults who are overweight or obese has increased to 60%. The Child Measurement Programme 2014 informed us that 27.3% of 4-5 year olds are overweight or obese.

During May 2015 the council's three Customer Service Centres (CSCs) and the Contact Centre received over 31,000 customer enquiries. Of these 20,791 were received over the telephone into the Contact Centre, and 10,370 were received face-to-face across the three CSCs (one located in each of the three main towns of Llanelli, Carmarthen and Ammanford).

During the month a survey was undertaken to record equalities data to give an estimate of the proportion of contacts received from surveyed categories, i.e.

	Contact Centre	%	Customer Service Centres	%
Gender	Male	30.62	Male	43.00
	Female	69.38	Female	56.00
	Don't wish to say	0	Don't wish to say	1.00
Age	Under 16	0	Under 16	1
	17-27	4	17-27	18
	26-35	16	26-35	53
	36-45	13	36-45	16
	46-55	17	46-55	18
	56-65	20	56-65	11
	65+	28	65+	14
	Don't wish to say	1	Don't wish to say	1
Partnership status	Single	28	Single	38
	Married	45	Married	31
	Separated	4	Separated	8
	Divorced	9	Divorced	10
	Civil partner	1	Civil partner	5
	Don't wish to say	0	Don't wish to say	3
	Widowed	9	Widowed	3
	Cohabiting	5	Cohabiting	1
Disabled	Yes	33	Yes	24
	No	64	No	74
	Don't wish to say	3	Don't wish to say	2
Hold a religion or	Yes (CoE, Christian, Catholic, Baptist,	32		
belief	CofW)		CofW)	
	No	65	No	57
	Don't wish to say	3	Don't wish to say	11
Ethnic group	White	99	White	93
	Asian/Asian British	1	Asian/Asian British	2
	Black/African/Caribbean/Black British	0	Black/African/Caribbean/Black British	1
	Mixed/Multiple ethnic group	0	Mixed/Multiple ethnic group	1
	Don't wish to say	0	Don't wish to say	2
	Other	0	Other	0

Careline provides a 'lifeline-alarm' system for thousands of individuals across Carmarthenshire. Some of these individuals purchase the service privately, while others are prescribed Telecare and, by extension, the lifeline-alarm through a social services assessment. Individuals have a pendant and/or sensors which, when activated, make contact with the Careline centre in Llandeilo. The officer receiving the call is then able to check whether the individual is well or requires help and is then able to contact the appropriate family member or service to arrange a response as appropriate. The service is able to support individuals to live in their community and provides reassurance for informal carers and family members. The service provides for individuals who have a disability or sensory impairment and is available naturally through both the medium of Welsh and English.

During 2014/15 a total of 631 Learning Disability clients aged 18-64 received support. Of this total 553 (87.6%) are supported in the community. This figure indicates how many are supported through the authority, the

figure may be higher due to some people not asking or requiring the support?

Integrated Children's Centres act as a network of services to support children aged 0-14years and their families, providing integrated education, childcare, family support, play and health services in order to improve outcomes for children and their families. Carmarthenshire has three centres based in Morfa, Felinfoel and Llwynhendy. The population of the area consists of high unemployment, high level of social housing and low income families and are in the most disadvantaged areas in Carmarthenshire in the 2014 Welsh Index of Multiple Deprivation. Whilst Children's Services are responsible for the strategic direction of all three centres they work in partnership with Schools, Health, Flying Start, CYCA, CAVS, Cylch Meithrin Felinfoel and Plant Dewi who provide services directly at Morfa and Felinfoel. Each Centre will respond to community need and therefore may offer different provision.

On average there are 22 deaths from suicide each year, 82% of these are male. The mortality rate for males in Carmarthenshire is higher than the Welsh average and has remained fairly stable. The overall suicide rate for males is approximately 16% higher than that of females.

Deaths before the age of 75 have been age standardised to create a measure of mortality – European Age-Standardised Mortality Rate (EASR). The EASR for Carmarthenshire has shown an overall downward trend and the rate for 2008-2010 is 19% lower than at the beginning of the decade.

In 2012-13 there were just over 9,600 NHS hospital admissions in Wales for 'intentional self-harm or an event of undetermined intent.' There is no single reason why someone may try to take there own life, however, certain factors may make suicide more likely. For example, previous self harm is a key risk factor, mental illness as well as misusing drugs or alcohol. In addition, economic in-activity and loneliness are also recognised risk factors. In March 2014, the Public Health Wales (PHW) Child Death Review Programme produces a thematic review looking at suicides in children and young people and made recommendations to reduce suicide in this age group including: ensuring appropriate implementation of NICE Guidelines to effectively manage self harm, developing an all-Wales child protection register, restricting access to alcohol and reviewing progress on suicide prevention on a three yearly basis.

"Talk to Me" (2009) the Welsh Government Action plan to reduce suicide and self-harm concludes this year and Public Health Wales are working with the Welsh Government and the National Advisory Group on Suicide and Self Harm to develop a successor strategy.

# Carmarthenshire County Council as a community leader – promoting tolerance and respect within the wider community

#### Where are we now?

An inquiry by the Equality and Human Rights Commission into disability-related harassment in Wales called "Hidden in plain sight" found that:-

- Only a small number of cases were recorded, many disabled people do not report harassment and think it is something they have to put up with.
- Disabled people are not sure how to report harassment or think they will not be listened to or believed.
- Public services and other people sometimes think that such harassment is not happening.
- Public services do not realise how serious harassment is for disabled people and make no attempt to stop it.
- Before eradicating the harassment of disabled people, the way people think about them and include them within our society needs to change.

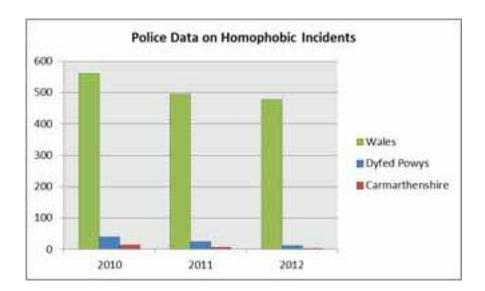
One of the reasons that the enquiry think this is happening is because public services look at each single case of harassment instead of working together to find out if it is happening more often to certain people or in certain places. The report stipulates 6 points that councils and other local organisations should do to help eradicate this harassment:-

- Work together to stop harassment of disabled people and treat disabled people fairly
- The law says all public services have to do this but it was discovered that not many services were working well together
- Make sure disabled people know how to report harassment
- Make sure disabled people have good advocacy support
- Check that services give disabled people the right support when they report harassment
- Make sure their staff are trained about harassment of disabled people and know how to deal with it.

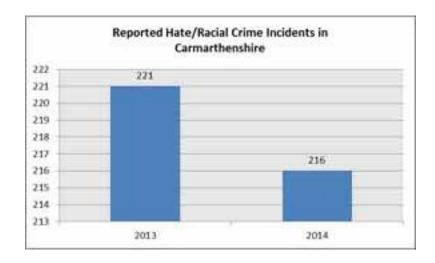
In Wales many people report that they experience discrimination, harassment and abuse. Approximately 10% of the population as a whole has experienced an incident of discrimination, harassment or victimisation in the last five years Some groups such as young people, disabled people, lesbian, gay and bisexual people, refugees and asylum seekers, transgender people, people with mental health conditions and older people report very much higher levels of discrimination and harassment – up to a third of all disabled 16-39 year olds said they had been the victim of discrimination or harassment. (Source: EHRC "How Fair is Wales?" – Equality, human rights and good relations March 2011 page 18)

Victim Support in partnership with **Stonewall Cymru** have launched a new service in Wales to help victims and witnesses of homophobic and transphobic hate crime get the emotional support and practical help they really need. This has been assisted with £50,000 funding from the Equality and Human Rights Commission. The support is tailored to suit people's needs and can include advice on personal safety, and information on how to deal with criminal justice agencies. Staff and volunteers at the Witness Service will support victims and witnesses throughout a trial, helping those who feel vulnerable or intimidated to get special measures in court. Victim Support recently entered the Stonewall Workplace Equality Index and was ranked 92nd in the Top 100 Employers in Britain for lesbian, gay and bisexual (LGB) people in 2010.

Stonewall Cymru have collated some statistics on reporting and successful cases on 'Hate Crime' (Homophobic Police Crime Statistics) and (CPS Hate Crime Statistics).



The figures show a decrease in the number of incidents in Carmarthenshire of 78% from 2010-2012.



Dyfed Powys Police collect and record data on hate/crime incidents (including disability, heterophobic, homophobic, honour based, racial offence, religious/faith offence and transphobic). Figures for Carmarthenshire indicate a decline in incidents of 2.3% during 2014 for such incidents reported.

The Housing Wales Act has put a requirement of all Authorities to carry out a Gypsy and Traveller Accommodation Assessment (GTAA) in this year to be completed by mid February 2016. The GTAA will be based on the same criteria across all Authorities and once completed will feed into our new Gypsy & Traveller Strategy which will then be updated taking into account any requirement and recommendations. There will be a requirement to try to consult with all Gypsy & Traveller families that we are able to identify within the Authority.

The county has a total of **116 schools**, this consists of 12 secondary schools and 2 additional learning needs schools namely Heol Goffa, Llanelli and Rhydygors in Carmarthen and 102 Infant/Junior and Nursery schools and also one PIU (Pupil Referral Unit). A total of **1,510 school governors** are supported by the authority in their roles. Figures from the 2015 PLASC data collated annually from all the schools in the county clearly indicate that 66% of pupils speak Welsh, this figure is split as follows 36% in the primary schools and 30% in the secondary schools.

From these figures we can see that 50% of all pupils are taught in the medium of Welsh as a first language. Over 95% of these pupils state they are from white ethnic groups and the table shows the nationality of the pupils in figures and percentages.

Disabled children and young people can access a range of short break opportunities and options, such as after school provision in Heol Goffa and Canolfan Elfed. These schools also offer holiday schemes. Specialist small groups have been established such as archery, and outward bound activities. There has also been extensive training around ASD and a wide range of organisations have become 'autism aware' and members of the scheme on the national ASD info website. In addition a wide variety of resources have been developed to help support parents and carers e.g. an information and advice dvd. Projects have also been developed for children and young people who have social communication difficulties. An Inclusion Coordinator has been appointed as part of the Families First programme development. Their role is to promote the inclusion agenda across the programme and identify areas for improvement e.g. training needs.

Carmarthenshire People First, an organisation for parents with learning disabilities have two groups established in the county. In addition Mencap Family Advisor is commissioned to support parents and carers this includes producing and circulating newsletters, managing the Haipac website, a Facebook page and Twitter account. These resources have been developed and facilitated with parents of disabled children. Parent Carer coffee mornings are held throughout the county which are also being used as information outreach sessions. Education has a range of specialist advisors and educational psychologists who work with schools, parents, children and young people to meet the child's specific identified educational need. Carmarthenshire has been a

A number of domestic abuse training sessions, workshops and conferences have been provided during 2014-15 to a range of staff from agencies across the county.

key partner with Welsh Government in helping to inform the new statutory education reforms.

These have included representatives from:

- Flying Start
- Adult Services
- Families First
- Spectrum Project Staff
- Department of Work and Pensions
- Carmarthenshire County Council Housing

This will increase skills in identifying domestic abuse, helping to increase the number of referrals to the Police and specialist service providers.

Support was provided for a number of conferences including the following:

- Children's Service Multi Agency Domestic Abuse Conference for practitioners
- Regional/Multi Agency Domestic Violence Conference for practitioners
- Regional Dyfed Powys Adult Safeguarding & Domestic Abuse conference for Leaders and Managers
- International Women's Day Domestic Abuse Conference for Women's Institute, Soroptimists, Police and third sector
- A conference for young people held by the Carmarthenshire Youth Forum. The theme, 'Domestic Abuse and Healthy Relationships', was chosen by the young people themselves and was attended by over 150 young people aged 11-25 from all over the county.

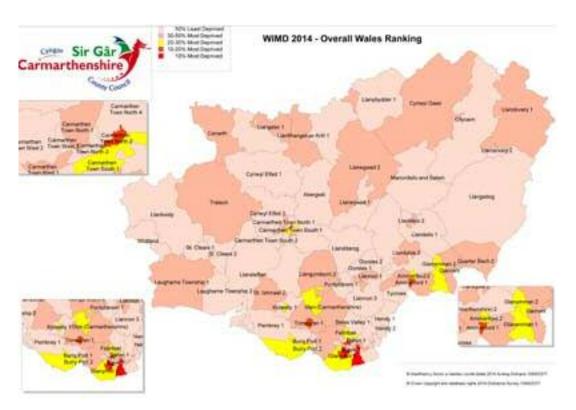
The number of agencies based at or accessing the 1 Stop shop has increased and now include: Carmarthenshire Domestic Abuse Forum (Domestic Abuse Co-ordinator, Independent Domestic Violence Advisors and Support Workers), Carmarthen Domestic Abuse Service, Hafan Cymru, SEREN, BAWSO and a Victim Support Hate Crime Worker.

The Local Authority has implemented their work place policy for Domestic Abuse and Sexual Violence as have many other public sector organisations.

The volume of Domestic Abuse Incidents has increased year on year since 2012-13 whilst arrests have remained relatively stable. This suggests that there is increased confidence in reporting coupled with more robust recording practices. As the arrest volume has not varied considerably, this would suggest that, where there is a power of arrest, arrests are made. This would indicate that the change in recorded Domestic Incidents has been for lower level incidents which would not amount to a crime being recorded and these would therefore not have a power of arrest.

**Service Poverty** relates to children, young people and their families who live in poor households and experience difficulties in accessing and benefitting from services. It is often a consequence of information regarding services not being available, or when it is available, it is in forms that are not easily understandable or accessible. It is difficult to measure service poverty because there it is not equivalent to geographical proximity to services.

The Welsh Index of Multiple Deprivation (WIMD 2014) is based on fine-grained geography of Lower Super Output Areas (LSOAs – LSOAs are statistical reporting units developed by the Office of National Statistics (ONS) with a minimum population of 1,000 (average 1,600). The WIMD 2014 is compiled from eight domains: Income; Employment; Health, Education; Housing; Access to Services; Physical Environment; and Community Safety and is published at Lower Super Output Area of which there are 112 in Carmarthenshire.



The table below indicates the % of our LSOAs which are in the most deprived % of all Wales. These figures clearly state that 53% of our LSOAs are in the most deprived 50% of All Wales and that 4% of them are in the most deprived 10% of All Wales.

Local Authority	LSOAs	most deprived		most deprived	% of LSOAs in most deprived 50% of All Wales
Carmarthenshire	112	4	11	22	53

Source: Welsh Index of Multiple Deprivation 2011 (released August 2011), Welsh Assembly Government. Note: LSOAs ranked **1-112** (Carmarthenshire), **1-1909** (Wales).