



# Strategic Equality Plan 2020 – 24



**August 2020**

This item is also available in Welsh/ Mae'r eitem hon ar gael yn Gymraeg hefyd

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### **Appendix 3 Supporting Evidence**

Appendix 3 Supporting Evidence contains: a profile of protected characteristics in Pembrokeshire, together with national, regional and local to support each of our Strategic Equality Objectives 2020 – 24 and the actions identified within our Action Plan 2020 – 24

## **WHY DOES PEMBROKESHIRE COUNTY COUNCIL NEED A STRATEGIC EQUALITY PLAN?**

The Strategic Equality Plan has been developed, so that we can set out how we aim to meet our commitment to equality and how we will meet legal obligations contained within the Equality Act 2010.

Within the Equality Act 2010, public bodies have an additional responsibility to meet the Public Sector Equality Duty. These are outlined below:

### **Public Sector Equality Duty**

#### **The General Duty**

When making decisions and delivering services we must have due regard to:

- Eliminating discrimination, harassment, victimisation and any other conduct that is prohibited under the Act.
- Advancing equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it (protected characteristics are explained later in this report).
- Fostering good relations between persons who share a relevant protected characteristic and persons who do not share it. When thinking about how to advance equality of opportunity between persons who share a relevant protected characteristic and those who don't, we also need to:
  - Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic and are connected to that characteristic.
  - Meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it.
  - Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low. We also have to particularly think about how it will tackle prejudice and promote understanding.

#### **The Specific Duties**

The Equality Act provides a power to make regulations imposing duties on public bodies to support better performance of the general duty; these are known as the Specific Public Sector Equality Duties and are different in England, Scotland and Wales. The Specific Duties underpin the General Duty and have been developed around four main principles:

1. Use of evidence
2. Consultation and Involvement
3. Transparency
4. Leadership

The Welsh Government published regulations that introduced the Specific Duties for Wales in March 2011, these set out the actions the Council must take in order to comply and include the following areas:

- Setting Equality Objectives and publishing a Strategic Equality Plan
- Ensuring it engages with people who have an interest in how the Council's decisions affect them
- Collecting and publishing information relevant to compliance with the General Duty
- Carrying out Equality Impact Assessments and publishing the results if there is a substantial impact on the Council's identified

- Publish employment monitoring information annually
- Promote knowledge and understanding of the General Duty amongst its employees and use its performance assessment procedures to identify and address the training needs of its employees in relation to the General Duties
- Set a gender pay equality objective where a gender pay difference is identified
- Think about including conditions relevant to the General Duty in its procurement processes

### **Who is protected under the Equality Act 2010?**

It is against the law to discriminate against someone because of their protected characteristic. This is the term used in the Equality Act 2010 to identify the types of things that affect how people are treated and can mean people may experience discrimination. The law is designed to protect them, they are:

- ▶ age
- ▶ disability
- ▶ gender reassignment
- ▶ marriage and civil partnership
- ▶ pregnancy and maternity
- ▶ race
- ▶ religion, belief or non-belief
- ▶ sex
- ▶ sexual orientation

### **WELSH LANGUAGE STRATEGY**

We have not referenced the Welsh Language within this plan. Pembrokeshire County Council's Welsh Language Standards 5 Year Strategy 2017 - 2021, sets out how we will promote and facilitate the use of the Welsh language more widely in Pembrokeshire. The strategy and annual reports are available on our website at <https://www.pembrokeshire.gov.uk/customer-service/welsh-language-standards>

## WELL-BEING OF FUTURE GENERATIONS (WALES) ACT 2015

The Council is committed to embedding the Well-being of Future Generations (Wales) Act 2015 into all its service delivery and activities.

The Act puts in place a sustainable development principle, which means that we must 'act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs'.

Ref <https://futuregenerations.wales/wpcontent/uploads/2017/02/150623-guide-to-the-fg-act-en.pdf>

The Act puts in place a duty on the Council as a public body to maximise its contribution to seven national Well-being goals, which are shown to the right. As a Council, we need to incorporate the goals into all of our work and make sure that when we make decisions we consider the impact they could have on people living their lives in Wales in the future.



Whilst it is clear that some Well-being goals specifically relate to equality, it is important to recognise that equality objectives, contained within this plan and their associated action plans, have a significant role to play across all Well-being goals, for example, actions to improve employment for disabled people will contribute not only to 'a more equal Wales', but to 'a healthier Wales', 'a prosperous Wales' and 'a Wales of cohesive communities'.

The Well-being of Future Generations Act also asks individual public services to apply five ways of working, which we have adopted in the development of this plan.

1 LONG TERM The importance of balancing short term needs with the need to safeguard the ability to also meet long term needs.

2 PREVENTION How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.

3 INTEGRATION Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.

4 COLLABORATION Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.

5 INVOLVEMENT The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

## **PEMBROKESHIRE COUNTY COUNCIL – STRATEGIC EQUALITY OBJECTIVES 2020-24**

- 1. GOVERNANCE AND THE SOCIO-ECONOMIC DUTY** - we will improve governance arrangements for the implementation and monitoring of our Strategic Equality Objectives. We will commence the Socio-Economic Duty from March 2021
- 2. EMPLOYMENT** - we will take steps to become a more inclusive employer and seek to reduce our gender pay gap
- 3. EDUCATION** – to provide support so every child and young person maximises their potential and reduces inequality
- 4. ACCESS TO COMMUNITY LIFE AND SERVICES** – we will support the provision of accessible Council services and encourage the development of accessible opportunities within our local communities
- 5. HOUSING** - we will work to increase the availability and diversity of affordable housing
- 6. COMMUNITY COHESION** – we will support activities which encourage people within local communities to get on well together and aim to reduce incidences of crime and anti-social behaviour

## **HOW WE DEVELOPED OUR OBJECTIVES**

### **REGIONAL ENGAGEMENT**

We worked with public bodies across South West Wales to undertake a co-ordinated regional engagement exercise, which began in the Spring, and ended in the Autumn, of 2019. We asked people who shared protected characteristics whether they felt experiences of various aspects of life were better or worse for them and others. We used a range of engagement techniques, which included officer led feedback sessions, self-directed feedback sessions and a survey, which was available in English, Welsh, Polish and Easy-Read. In addition to the feedback we gathered at sessions from a wide-range of local groups, we received over 100 responses to the survey (461 across the whole region).

In Pembrokeshire:

#### **Disabled people**

It was felt (by the largest number of respondents) that disabled people had a worse experiences of education, employment, access to care and support, housing, transport, leisure and access to the countryside, crime, influencing decisions and getting on together in a community.

#### **Older People (50+)**

It was felt (by the largest number of respondents) that those aged 50 or over had a worse experience of education, work, access to care and support, health, and access to information and digital services.

#### **Ethnic Minorities**

Those who were from an ethnic minority were felt (by the largest number of respondents) to have a worse experience of crime, access to justice, influencing decisions and getting on together in a community.

#### **Young People (24 or under)**

Young people were felt (by the largest number of respondents) to have worse experiences of income, housing and influencing decisions.

#### **Pregnant or recently given birth**

Those who were pregnant or recently given birth were felt (by the largest number of respondents) to have a worse experience of employment and income.

#### **Women**

Women were also felt (by the largest number of respondents) to have a worse experience of income.

#### **LGBTQ+**

Those who shared LGBTQ+ characteristics were felt (by the largest number of respondents) to have a worse experience of getting on in a community.

Many of the experiences and perceptions of those who took part in the engagement exercise are backed up by the data we found when we reviewed the policy context (see below). Taken together, this information has helped us to identify a clear set of priorities to inform our Strategic Equality Objectives from 2020 – 24.

*(Ref: Strategic Equality Plan 2020-24 Multi-Agency Consultation Report)*

## **POLICY CONTEXT**

We have also looked at the current policy context. A detailed account of this review and the evidence to support the objective within this strategy can be found within Appendix 1 Supporting Evidence.

**Is Wales Fairer?** – we looked at all the information in the European and Human Rights Commission Report, which assessed the state of equality and human rights in Wales in 2018.

**A More Equal Wales – Commencing the Socio-Economic Duty** – we looked at the Welsh Government’s November 2019 Consultation Document (*ref Appendix 1 Supporting Evidence page 4*)

**Other plans and data** – we looked at a number of other relevant national, regional and local plans and data including:

**Pembrokeshire County Council plans and data** – Corporate Plan 2019 – 20, our Improvement Review 2018 – 19, our Employment Information 2018 – 19 document and the work being undertaken to review our Local Development Plan (LDP2).

We also asked individual services from across the Council to help us with data and information about activities they are already undertaking, which address some of the key issues raised as part of the regional engagement exercise and highlighted in *Is Wales Fairer?*

**Other Strategic Equality Plans** – we looked at Strategic Equality Plans produced by a range of other public bodies in Wales, including the Welsh Government.

**Austerity** – we considered the impacts of a prolonged period of austerity and reductions in public services.

**BREXIT** – we considered the likely impacts of Britain’s withdrawal from the European Union in January 2020.

**The Impact of the COVID-19 Pandemic** – we assessed some preliminary work looking at the impact of the COVID-19 Pandemic on equalities (see below)

## THE IMPACT OF THE COVID-19 PANDEMIC

Since this strategy was initially drafted in February 2020, the UK has been hit by the COVID-19 pandemic, which has had a profound effect on equalities.

We have looked at some early stage research work on the UK wide impacts of the COVID-19 pandemic on equalities, undertaken by the Institute of Fiscal Studies (IFS). The research concludes that the pandemic has highlighted and exacerbated existing factors in relation to equalities. The Institute of Fiscal Studies' research can be found in full at <https://www.ifs.org.uk/publications/14879> We have summarised a number of the Institute's conclusions below and assessed how these UK wide findings might apply to Pembrokeshire.

### Health inequalities

- The IFS concluded that existing health inequalities have been amplified, with the health impacts of COVID-19 pandemic having fallen disproportionately on those in deprived areas. Health impacts have also fallen disproportionately on those from black and ethnic minorities, with black and ethnic minority workers being more likely to be key-workers, especially in the social care sector.
- To date (June 2020), the health impacts of the COVID-19 pandemic have not been as pronounced in Pembrokeshire as they have in many other parts of Wales, and the UK more widely. Pembrokeshire falls within the Hywel Dda University Health Board area. On the 13<sup>th</sup> June 2020, Public Health Wales data provided that this area had seen the second lowest number of COVID-19 related deaths within Wales (63).

Pembrokeshire has a relatively low proportion of individuals from black and ethnic minorities within its overall population (see page 27). Likewise, Pembrokeshire County Council has a relatively low proportion of employees from black and ethnic minorities.

Pembrokeshire has a relatively high proportion of older people and disabled people (see *Appendix 1, page 3*). The development of national 'shielded' and 'highly vulnerable' criteria for those with a number of pre-existing health conditions and / or aged over 70 indicates the potential for the health impacts of the COVID-19 pandemic to fall disproportionately on these groups of people.

Of the overall Pembrokeshire population, 4.3% (5,398) met 'shielded' criteria in June 2020. Pembrokeshire has the eighth highest proportion of its population within the 'shielded' criteria of local authority areas across Wales. Blaenau Gwent has the highest (at 4.9%) and Newport the lowest (at 3.4%).

In relation to the health impacts of the COVID-19 pandemic falling disproportionately on those in deprived areas the Index of Multiple Deprivation 2019 indicates that 15% of the total population of Pembrokeshire are living in income deprivation. Within the county's main towns (Haverfordwest, Milford Haven, Pembroke and Pembroke Dock) the number of children living in low income households is higher than the Wales national average (see *Appendix 1 page 5*).

In relation to individuals meeting 'shielded' criteria, Pembrokeshire has the fourth highest take up of free food boxes of all local authorities in Wales at 30%. The highest take up is in Merthyr Tydfil (at 40%) and the lowest in Neath Port Talbot (at 3%). The comparatively high proportion of take up in Pembrokeshire could be down to more effective promotion of the scheme, or it may point to more fundamental factors, such as a relative lack of accessibility and affordability of basic supplies for people living with pre-existing health conditions during the COVID-19 pandemic.

Anecdotally, it is likely that the numbers of people taking on unpaid caring tasks for neighbours, friends and family during the COVID-19 pandemic will have increased. It is also likely that new relationships of this type made during the COVID-19 pandemic may endure beyond it, helping to sustain the community's capacity to care for its vulnerable and elderly in the longer-term.

### **Educational impacts**

- The IFS research concluded that educational inequalities have widened, with state school pupils from the poorest households not having had access to the same levels of support as their counterparts for wealthier households. Within Pembrokeshire, statistics from the Index of Multiple Deprivation 2019 (see *Appendix 1 page 6*) indicate that children living in low-income households in Pembrokeshire's main towns will have been placed at a particular disadvantage by the COVID-19 pandemic.

### **Economic Impacts**

- The IFS research noted that higher earners are concentrated in sectors that have remained operational, and within organisations not obliged to close during lockdown; they have also been more likely to have been able to work from home. In contrast, lower earners are more likely to have been furloughed, placed on reduced hours and/or engaged in occupations where there is greater risk of exposure to the virus. Lower earners are also more likely to have lower levels of saving and higher levels of debt, be more dependent on public transport and live in poorer quality housing with less access to private gardens and more dependent on public spaces.

Prior to the outbreak of the COVID-19 pandemic (Stats Wales Website figures year to 31/12/19) Pembrokeshire had much higher than Wales national average levels of those in self-employment (21.4% v. national average of 14.4%) and higher than Wales national average level of those in part-time employment (33.2% v. national average of 27.5%). This, coupled with dependence on a highly seasonal tourism industry, and a comparatively slow relaxation of lockdown measures has made Pembrokeshire extremely vulnerable to the negative economic impacts of the COVID-19 pandemic.

### **Domestic Impacts and Impacts on Women**

- The IFS research concluded that women have been more likely to have had their careers disrupted by the COVID-19 pandemic than men. This applies, in particular, to mothers, whose careers have been disrupted more than those of either fathers or women in general. In addition, young women, are much more likely to have worked in organisations obliged to close during lockdown. Mental health deterioration has been greatest in the young, with young women being particularly affected.
- Although not within the IFS research, there has also been a surge in reports of violence against women, domestic abuse and sexual violence (VAWDASV) during lock-down in the UK.

### **Housing**

- Investigations into the impacts on the housing market and on homelessness are at a very early stage. The UK Government's Housing, Communities and Local Government Committee (HCLG) has launched an inquiry into the impact of the COVID-19 pandemic on homelessness and the private rented sector, with outcomes yet to be reported. In addition, the Welsh Government is undertaking its own review of the impacts of COVID-19 on the housing market. It is likely to be sometime before the impacts of the COVID-19 pandemic on housing provision in Pembrokeshire can be assessed.

## **Civil Unrest**

On the 25<sup>th</sup> May 2020, George Floyd, a 46-year-old black man, was killed during an arrest in Minneapolis, Minnesota, in America. His death sparked national and international black and minority ethnic civil rights protests. Protests within the UK occasioned the removal of a statue of Edward Colston in Bristol. This, in turn, prompted a review of the appropriateness of memorials associated with other public figures who had associations with the ill-treatment of black and ethnic minorities. We have included a review of Pembrokeshire statutes and building names within our action plan. London also witnessed a number of counter-protests for far right-wing groups.

Pembrokeshire witnessed a peaceful protest in Haverfordwest on Wednesday 11<sup>th</sup> June. The flooding of County Hall with purple lightening, overnight on Tuesday 10<sup>th</sup> June, as a symbol of support for black and ethnic minority rights (in-line with similar gestures by local authorities elsewhere across the UK), prompted lengthy debate in the local media and on the Council's own social media pages.

This period of civil unrest, coupled with the evidence that the health impacts of the COVID-19 pandemic have fallen disproportionately on those from black and ethnic minorities, has given a higher profile to the lives of those from black and ethnic minorities within the UK, which could potentially result in some social reforms.

## OUR ACTION PLAN 2020 – 24

This Action Plan outlines how we will address the inequalities identified in Appendix 1 Supporting Evidence through the delivery of our Strategic Equality Objectives for 2020 - 24

### 1.GOVERNANCE AND THE SOCIO-ECONOMIC DUTIES

Action	By whom	Evidence	By when
<ul style="list-style-type: none"> <li>▪ We will establish a Pembrokeshire County Council Action Planning Group to oversee the implementation and monitoring of our Strategic Equality Plan</li> </ul>	Steven Richards-Downes	<ul style="list-style-type: none"> <li>▪ Terms of reference and membership</li> <li>▪ Schedule of meetings</li> <li>▪ Monitoring framework</li> </ul>	December 2020
<ul style="list-style-type: none"> <li>• Develop a range of equality and diversity training programmes to be delivered, both as part of the Elected Members’ induction process and, during the remainder of members’ term of office</li> <li>▪ Add inclusion questions to Elected Members learning needs analysis and annual performance development review process</li> </ul>	Claire Incledon	<ul style="list-style-type: none"> <li>▪ Training developed, promoted and delivered</li> <li>▪ Evaluation of training</li> </ul>	December 2021
<p>We will aim to improve the impact strategic decisions have for those living in poverty and deprivation in Pembrokeshire by:</p> <ul style="list-style-type: none"> <li>▪ Revising our current Integrated Impact Assessment Guidance and Template to take account of the Social Economic Duty, which becomes effective from March 2021</li> <li>▪ Providing training for members and relevant employees on the use of the revised Integrated Impact Assessment Guidance</li> </ul>	<p>Dan Shaw / Sarah Worby</p> <p>Dan Shaw / Sarah Worby</p>	<ul style="list-style-type: none"> <li>▪ Revised Integrated Impact Assessment Guidance and Template in place</li> <li>▪ Training Developed</li> <li>▪ Training Promoted</li> <li>▪ Training Implemented</li> </ul>	<p>March 2021</p> <p>April 2021</p>

<ul style="list-style-type: none"> <li>▪ We will undertake research to: <ul style="list-style-type: none"> <li>- gain a better understanding of barriers to women and BAME individuals standing as candidates in local Council elections, being elected as Councillors and taking up Committee Chairing and Cabinet positions</li> <li>- develop an agreed action plan to help address perceived barriers</li> </ul> </li> </ul>	Claire Incledon	<ul style="list-style-type: none"> <li>▪ Research undertaken</li> <li>▪ Action plan developed</li> <li>▪ Action plan implemented</li> </ul>	May 2022
<ul style="list-style-type: none"> <li>▪ We will undertake a review of, and take any appropriate action in relation to, Pembrokeshire statues and building names and identify any associated with the ill-treatment of black and ethnic minorities</li> </ul>	Dan Shaw	<ul style="list-style-type: none"> <li>▪ Audit complete</li> </ul>	April 2021

## EMPLOYMENT – WHAT ACTIONS WILL WE TAKE?

Action	By whom?	Evidence	By when?
<p>In line with the Equality Act (Gender Pay Gap Information) Regulations 2017:</p> <ul style="list-style-type: none"> <li>▪ We will continue to report annually on the gender pay gap within our organisation</li> </ul>	HR Systems / Cathy Evans	Annual published figures ( <i>last published 31/03/19- nb. employers do not have to report their data for 2019-20 because of coronavirus</i> )	Annually from March 2021
<p>In line with the Welsh Government's Specific Duties for Wales:</p> <ul style="list-style-type: none"> <li>• We will continue to publish employment monitoring information (as at 31/03) annually</li> </ul>	Dan Shaw / Cathy Evans	<ul style="list-style-type: none"> <li>▪ Annual report to Cabinet (last report December 2019)</li> </ul>	Annually from December 2020
<ul style="list-style-type: none"> <li>▪ We will review our recruitment procedures and practices, including robustness of recruitment training to level the playing field for all protected characteristics, to ensure our community is reflected in</li> </ul>	Human Resources / Cathy Evans	<ul style="list-style-type: none"> <li>▪ Review completed</li> <li>▪ Recommendations agreed</li> </ul>	March 2024

our workforce and diversify our campaigns to breakdown occupational segregation		▪ Recommendations implemented	
▪ We will offer support to apply for vacancies through our Employability Pembrokeshire service to people with a disability or from other protected groups that feel disadvantaged in applying for jobs	Karen Davies	Implemented support	March 2024
<p>▪ Our Learning &amp; Development staff surveys will include questions relating to equality and diversity, this will measure employee perceptions of inclusion, as well as evaluating people management practices and line manager capabilities, and highlight areas for improvement</p> <p>▪ We will continue to develop a range of equality and diversity training packages for all employees</p> <p>▪ Our induction and Leadership and Management Development programmes will promote equality and inclusion</p>	Victoria Hall	<p>▪ Data from surveys to inform training provision</p> <p>▪ Training developed, resourced, promoted and delivered</p> <p>▪ Training evaluated</p>	December 2021
▪ As part of our Disability Confident Leader accreditation scheme, we will ensure that all staff have access to support and training to support with a disability in the workplace	Karen Davies	<p>▪ Review actions and update training / support plan</p> <p>▪ Implement training / support plan</p>	March 2024
<p>▪ To help address identified gender pay gap around protected characteristics in our workforce, we will:</p> <p>-continue to support flexible working practices across the authority</p> <p>- ensure gender balanced senior staff recruitment, coaching and mentoring for our future women leaders to support female representation at Chief Officer level</p>	<p>Cathy Evans</p> <p>Head of Human Resources</p>	Flexible Working Policy / Homeworking Policy	In place / Review

-continue to promote the schemes which support the provision of childcare for working parents	Hayli Gibson	Number of Pembrokeshire families accessing thirty-hours free childcare offer ( <i>baseline March 2020 – 700</i> )	Annually
▪ Welsh Government’s Code of Practice on Ethical Employment in Supply Chains – implementation of action plan agreed April 2018, and review	Paul Ashley-Jones	▪ Review of action plan agreed April 2018 to go to Cabinet before April 2021	Review report to Cabinet by April 2021
▪ We will review our current procedures and practices in relation to the ‘gig economy’ and use of casual employment contracts, and comply with the commitments signed up to in the Workforce Partnership Council’s ‘Acceptable Use of Non-Guaranteed Hours Arrangements’	Cathy Evans	▪ Implemented	March 2024
▪ Implement a strategy to improve the numbers of employees aged 16 – 24 by maximising opportunities for employees to take up apprenticeships, both as a means of existing employee development and as a means of on-boarding	Cathy Evans	Our Apprenticeship Policy commits to working with the National Training Federation of Wales to embed apprenticeships at the heart of work-force planning and succession planning	March 2024
▪ Monitor the take up of apprenticeships within the authority by age, disability and ethnic minority	Cathy Evans	Mechanism for monitoring take up of apprenticeships within the authority by age, disability and ethnic minority - developed - implemented - figures reported	Figures reported annually from March 2021
▪ Implement the Tackling Poverty Pembrokeshire project to improve the economic well-being of people experiencing in-work poverty	Karen Davies	▪ Project launch July 2020 ▪ Service delivery from July 2020	March 2024

<ul style="list-style-type: none"> <li>▪ Extend the reach and increase employability support offered through Welsh Government's Community Employability Programmes (Communities for Work in Communities 1<sup>st</sup> Clusters (WIMD 10% most deprived wards) and Communities for Work+) to improve the economic well-being of citizens' experiencing either out of work or in work poverty</li> </ul>	Amanda Boyce	<ul style="list-style-type: none"> <li>▪ Increased support from November 2020</li> </ul>	Annually
<ul style="list-style-type: none"> <li>▪ Deliver the UK Government's Kickstart scheme to create 26 week paid work placements for 16-24 year olds to improve the economic well-being of young people who are at risk of long-term unemployment</li> </ul>	Amanda Boyce	<ul style="list-style-type: none"> <li>▪ Increased support from August 2020</li> </ul>	Annually

## EDUCATION – WHAT ACTIONS WILL WE TAKE?

Action	By whom?	Evidence	By when?
To provide support so that every child and young person maximises their potential and reduces inequality.	Steven Richards Downes	<p><b>What will success look like?</b></p> <p>All learners are able to achieve their full potential</p> <p>All children and young people feel proud of their identity and are able to participate fully in school life.</p>	March 2024
Gaps in educational attainment are reduced	Steven Richards Downes	The gender gaps in all indicators are reduced to a minimum. The gaps for children living in poverty are significantly reduced.	September 2023
Reduce exclusions and address any equalities issues based on protected characteristics	James White	Exclusions are reduced to a minimum	July 2022
Review attendance data on the basis of protected characteristics	James White	Attendance rates for those with protected characteristics	July 2020

		are equal to the national averages	
Review the use of additional learning needs (ALN) data to ensure that protected vulnerable groups are able to make good progress	James White	ALN data is used effectively and vulnerable learners make good progress	September 2023
Provide an agreed Local Authority equality monitoring process that is routinely used to consistently collect and report on the progress of vulnerable and protected groups	Lisa Jenkins	Agreed format within the directorate for equality monitoring is used consistently	July 2021
Monitor the impact of Pupil Deprivation Grant (PDG) and PDG Access to reduce the impact of poverty on protected groups	Rob Hillier	PDG and PDG Access have a positive impact on protected groups	July 2021
Increase traineeship provision for 16 – 18 year olds most disadvantaged due to low educational achievement, low skills or other barriers to address inequality of access to further work related learning, training and employment	Amanda Boyce	Delivery commences November 2020	June 2022

## ACCESS TO COMMUNITY LIFE AND SERVICES – WHAT ACTIONS WILL WE TAKE?

Action	By whom?	Evidence	By when?
<ul style="list-style-type: none"> <li>Support the continued roll-out of the ultra-fast broadband scheme in Pembrokeshire, which aims to improve digital connectivity for households and businesses in the county</li> </ul>	Lee McSparron	Improvement connective from current position where less than 6% of premises in Pembrokeshire currently have access to broadband at a speed of 300Mbps (ultrafast broadband) and 2.5% have speeds of less than 2Mbps	Pilot project completed by 31/03/21 with possible extension beyond
<ul style="list-style-type: none"> <li>Support the continued roll-out of digital inclusion initiatives, as part of the Customer Service Channel</li> </ul>	Paul Ashley-Jones	Increased number of customers confident to	Completion of Customer Service Channel Shift

Shift Strategy, which provide assistance for those less confident in the use of digital technology		undertake transactions digitally	strategy (March 2022)
<ul style="list-style-type: none"> <li>▪ Maintain our commitment to the provision of a telephone customer contact centre and the opportunity for customers to make payments of housing rent and Council Tax in Post Offices. Monitoring and review of Customer Service Centre provision in Haverfordwest</li> </ul>	Paul Ashley-Jones	Continued provision of services	Completion of Customer Service Channel Shift strategy (March 2022)
<ul style="list-style-type: none"> <li>▪ Support work towards the development of an appointments system (for all but acute statutory need), to help us improve service for those with additional communication needs</li> </ul>	Lee McSparron	<ul style="list-style-type: none"> <li>▪ Appointment system developed</li> <li>▪ Appointment system implemented</li> <li>▪ Appointment system publicised</li> </ul>	March 2024
<ul style="list-style-type: none"> <li>▪ Support efforts to make local public and community transport more accessible</li> </ul>	Owen Roberts	<ul style="list-style-type: none"> <li>▪ Improved bus stop accessibility</li> <li>▪ Increased number of vehicles with next stop digital and audio information</li> <li>▪ Promote access to and use of Easier to Read timetables</li> <li>▪ Continue training provision for vehicle operators and passengers</li> </ul>	March 2024
<ul style="list-style-type: none"> <li>▪ Support the implementation of the Pembrokeshire Local Public Toilet Strategy</li> </ul>	Katie Daly	<ul style="list-style-type: none"> <li>▪ Secure the future of public toilet provision</li> <li>▪ Improve accessibility</li> </ul>	March 2024
<ul style="list-style-type: none"> <li>▪ Support the continued development of more preventative approaches in adult and children's social services</li> <li>- identify new models of preventative support by building on the success of the community hub</li> </ul>	Tracy Amos	<ul style="list-style-type: none"> <li>▪ Volume of calls to the Contact Centre requesting information and social services assessments</li> </ul>	Annual (Direct of Social Services Report) – March 2022

<p>established to support people during the COVID outbreak</p> <ul style="list-style-type: none"> <li>- Support the wide range of community groups established during the COVID outbreak to ensure that people are able to access quality community support as part of preventative services</li> </ul>		<ul style="list-style-type: none"> <li>▪ Number of referrals to community support workers</li> <li>▪ Number of community groups registered with PAVS</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Identify new models of preventative support by building on the success of the community hub established to support people during the COVID-19 outbreak</li> </ul>	Tracy Amos	<ul style="list-style-type: none"> <li>▪ Develop new models</li> <li>▪ Pilot new models</li> <li>▪ Implementation of new models</li> </ul>	March 2024
<ul style="list-style-type: none"> <li>▪ Work towards the achievement of the insport Development Gold Standard</li> </ul>	Ben Field	<ul style="list-style-type: none"> <li>▪ Undertake actions necessary for the achievement of insport Gold Standard</li> </ul>	March 2024
<ul style="list-style-type: none"> <li>▪ A targeted sports development approach to the engagement of vulnerable pupils and groups at secondary school age (i.e. eFSM, ALN, anxious &amp; phobic, etc)</li> </ul>	Ben Field	<ul style="list-style-type: none"> <li>▪ Increased participation rates in sport and physical activity</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>▪ Sports Development workforce development programme, targeting the upskilling of school and leisure staff, parents, community volunteers and pupils i.e. Disability Inclusion Training (DIT) and mini DIT</li> </ul>	Ben Field	<ul style="list-style-type: none"> <li>▪ Increasing the number of people trained</li> </ul>	Ongoing

## HOUSING – WHAT ACTIONS WILL WE TAKE?

Action?	By whom?	Evidence	By when?
<ul style="list-style-type: none"> <li>▪ Support work, being undertaken as part of the HRA Business Plan 2020-50, to increase the availability of affordable housing appropriate to local need</li> </ul>	Gaynor Toft	Increased availability of affordable housing appropriate to local need	March 2024

		(March 2020 estimate was 390 by 2025)	
▪ Support on-going work to adapt housing provision to better meet the needs of older people, those with learning disabilities and those who have left care	Gaynor Toft	The supply of housing meeting the needs of those requiring support to live independently within the community is increased.	March 2024
▪ Support further work to identify social housing needs of those with protected characteristics	Andrew Davies-Wrigley	Data on the social housing needs of those with protected characteristics has been collected	March 2024
▪ Continue to work to prevent homelessness through implementing our Strategic Homelessness Action Plan and develop a holistic approach to reducing youth homelessness in Pembrokeshire	Gaynor Toft		Completion of the Homelessness Strategy Action Plan (March 2023)
▪ Support actions to further improve the average number of calendar days taken to deliver a Disabled Facilities Grant	Andrew Davies-Wrigley	Disabled Facilities Grants Action Plan June 2018 completed	Initially planned for March 2020 - but a revised date will now be set
▪ Support accommodation needs of the Gypsy Traveller community in line with recommendations in the revised Local Development Plan (LDP2 2021-2033) – <i>subject to approval by Welsh Ministers</i>	Andrew Davies-Wrigley	Accommodation needs of Gypsy Travellers are met in line with recommendations in the Local Development Plan (LDP2 )	Progress by completion of the Strategic Equality Plan in March 2024
▪ Support the delivery of the Tenant Participation Strategy (TPS) 2020 – 23 Action Plan, which seeks to promote greater engagement involvement of those aged 50 and under, particularly younger tenants; tenants from ethnic minority backgrounds; tenants with disabilities and those with caring responsibilities	Rachel Knight	Actions delivered and outcomes monitored, in line with TPS Action Plan	2023

## COMMUNITY COHESION – WHAT ACTIONS WILL WE TAKE?

Action	By whom?	Evidence	By when?
<ul style="list-style-type: none"> <li>We will continue to raise awareness of hate crime and encourage all incidents to be reported</li> </ul>	Kay Howells	Update relevant <a href="http://www.pembrokeshire.gov.uk">www.pembrokeshire.gov.uk</a> web pages  Increase in reported incidents  Promote information about organisations which support victims of The Crime  Continue to train our staff in awareness raising of hate crime	2021  2024  2021  2021
<ul style="list-style-type: none"> <li>Working with other regions, partners or Welsh Government as appropriate, we will develop or support campaigns around key calendar events to challenge myth and misconceptions, promoting positive messages, celebrating diversity and promote a sense of belonging</li> </ul>	Kay Howells	The Council will publish a calendar of culture events and campaigns to promote these to both employees and to residents and visitors	2024
<ul style="list-style-type: none"> <li>We will promote an inclusive COVID-19 response within the local authority and within our most vulnerable communities</li> </ul>	Sinead Henehan	Integrated Impact Assessment undertaken  Community research undertaken  Increased number of vulnerable groups / minority communities accessing services	2021  2020

<p>▪ We will raise awareness, amongst appropriate staff and customers, on potential impacts of BREXIT on people's rights to access our services, including the promotion of the EU Settlement Scheme (to EU citizens generally, employees and vulnerable customers)</p>	<p>Kay Howells</p>	<p>Increased number of staff trained in promoting EU Settlement Scheme</p> <p>Increased number of schools promoting EU Settlement Scheme to parents</p> <p>Increased number of media posts to promote EU Settlement Scheme</p> <p>Increased number of EU Citizens applying to the scheme</p>	<p>2021</p>
<p>▪ We will work with partners to raise awareness around Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) and put in place effective and timely interventions and support</p>	<p>TBC</p>	<p>Update relevant <a href="http://www.pembrokeshire.gov.uk">www.pembrokeshire.gov.uk</a> web pages</p> <p>Promote information about organisations that support victims of domestic violence or abuse</p> <p>Highlight across social media campaigns that offer support to victims of domestic violence or abuse</p> <p>Increased in reported incidents</p>	<p>2020</p> <p>2020</p> <p>2020</p> <p>2021</p> <p>2020</p>

		Continue to train our staff in awareness raising of domestic violence	
▪ We will increase our understanding of people's perceptions of safety within their community	Sinead Henehan	Community safety consultation completed	2021
		Action plan in place	2022