

TRAFFORD COUNCIL

Report to: Executive
Date: 24 January 2022
Report for: Information
Report of: Executive Member for Health, Wellbeing & Equalities

Report Title

Progress Report for the Corporate Equality Strategy 2021 to 2025

Summary

The Equality Strategy (“Strategy”) was launched in January 2021 with four key objectives. This report provides a progress update on achievements since the Strategy was launched as well as an update on the work of our Equality Review being carried out by APSE (Association for Public Service Excellence).

Recommendation(s)

It is recommended that Executive:

- 1. Note the contents of the report; and**
- 2. Notes the proposal to present a further progress report containing updates on the success measures within the Corporate Equality Strategy in June 2022.**

Contact person for access to background papers and further information:

Name: Dianne Geary/ Adele Coyne
Extension: 1821/4605

Implications:

Relationship to Policy Framework/Corporate Priorities	There is a Strategy and Action Plan to deliver the Council's Equality duty and its corporate priorities; reducing health inequalities, supporting people out of poverty and addressing the climate crisis. Increased equality will support the delivery of all of these priorities
Relationship to GM Policy or Strategy Framework	The Strategy and Action Plan is in line with GM and national equality strategies and frameworks
Financial	There are no direct financial implications arising from this report
Legal Implications:	Outlined in the body of the report
Equality/Diversity Implications	The aim of the Strategy and Action Plan is to meet our equalities duty
Sustainability Implications	There is nothing in the report that would undermine our sustainability plans
Carbon Reduction	The Equality Strategy aims to improve life opportunities which can assist in supporting carbon reduction
Resource Implications e.g. Staffing / ICT / Assets	No direct impact
Risk Management Implications	This reduces the risk of the Council being exposed to discrimination claims caused by failure to demonstrate compliance with equalities legislation
Health & Wellbeing Implications	Health and wellbeing will be improved through the implementation of this Strategy and Action Plan through improved access to services and opportunities. In addition, by monitoring of outcomes among protected groups, we will be able to target interventions effectively.
Health and Safety Implications	No direct impact

1.0 Background

- 1.1 Trafford Council and Trafford CCG are committed to challenging inequality, discrimination and disadvantage and have worked together to produce a Corporate Equality Strategy for 2021-2025 ("Strategy"). The Strategy outlines the work being done to improve equality of opportunity for our residents, colleagues and partners which is a legal obligation under the Equality Act 2010 for public bodies such as the Council and the CCG.
- 1.2 The Executive approved the joint Strategy on 11th January 2021 and NHS Trafford CCG approved it at their Governing Body Meeting on 8th August 2021.
- 1.3 Reporting on progress with the Strategy is bi-annual to the Executive of the Council and to the CCG Governing Body. Work will continue with our health colleagues following the transfer to the integrated care arrangements post April 2022.

- 1.4 Improving equality across everything we do is a key priority and the unequal impact of Covid-19 has shone a light on areas where inequalities need to be tackled urgently. We are working to ensure that equality and inclusion good practices are implemented and embedded in all areas including our employment policies, service delivery, employment, community engagement and partnership working.
- 1.5 The joint Strategy focuses on the Council and CCG becoming more inclusive employers and delivering high quality services that recognise different needs of our residents, as well as promoting community cohesion in our diverse Trafford neighbourhoods.
- 1.6 This report provides a progress update on achievements since the Strategy was launched in January 2021 as well as an update on the work of our Equality Review being carried out by APSE (Association for Public Service Excellence). It also includes a high level summary of the results of the Fairness and Inclusion Survey recently undertaken by Council employees.

2.0 Governance and Progress Review

- 2.1 A Corporate Equality Steering Group has been established with agreed Terms of Reference which were approved on 7th July 2021. The Equality Steering Group meets bi-monthly and its membership includes our Executive Portfolio Holder, a cross directorate representation of senior management from the council, colleagues from the CCG and one of the chairs of staff forums on a rotating basis. The Steering Group has a strategic role and its key tasks include the following:
 - a) To ensure the Council meets its legal and statutory obligations within the Equality Act 2010 and promotes equality, diversity and inclusion in service delivery and employment at the Council.
 - b) Monitor progress and deliver the Council's Equalities Objectives and Action Plan that underpins the Corporate Equality Strategy.
 - c) Help to shape and influence the external Equality Review and ensure implementation of the Review recommendations and communication of these across the Council.

The Corporate Equality Steering Group has links to the Health and Wellbeing Board and Trafford CCG's Equality and Inclusion Steering Group.

- 2.2 A Corporate Equality Working Group has also been established with its own Terms of Reference which were approved on 26th July 2021. The Equality Working Group, under the guidance of the Corporate Equality Steering Group, works on the operational aspects of the equality work areas and provides regular updates to the Steering Group. The Equality Working Group comprises of officers from a cross section of the Council including HR and frontline services, chairs of staff forums and CCG representation. The Working Group is developing an action plan that will frame how we track the success measures in the Equality Strategy and incorporate recommendations from the External

Equality Review by APSE. The benefit of having such a broad Working Group has enabled staff to easily meet together in sub-groups to focus on:

- a) Further development of anti-discrimination policies
 - b) Explore what it means in practise for the Council to no longer use the term BAME (Black and Minority Ethnic) in our Council documents. Please see 2.3 below.
- 2.3 Several members of the Equality Working Group met as a Focus Group on 11th October to have a discussion about moving on from using the acronym 'BAME', (Black, Asian and Minority Ethnicity). This was in response to recent guidance from the Government and GMCA advising public bodies to stop using the term 'BAME' in council documents and instead use the term 'ethnic minorities'. Some concerns have been expressed that little consultation has taken place about this very complex and sensitive issue with people, particularly with those of BAME backgrounds working and living in our borough.
- The Focus Group meeting is a good example of community cohesion in practise enabling a group of staff from diverse backgrounds to meet in a safe space to:
- Obtain a sense check of how people feel about what is proposed
 - Understand what the guidance means in practice
 - Allow for other possible alternative terms to be considered
 - Work out the next steps to take in the Council.
- 2.4 The consensus in the meeting was to drop the term 'minority' but recognise that it is important to keep the word 'Black' and 'Asian' too. It was felt that the term 'ethnic minority' had negative connotations and should not be referenced at all, moving forward. A couple of alternative suggestions were 'ethnically diverse communities', which the CCG already use, or 'black and ethnically diverse', as this captures how people identify themselves. Also that the term 'mixed heritage' is relevant to many people.
- In addition the Equality Review Staff Survey included a question about the most helpful terminology for describing diverse groups of people. The highest volume of support was for the existing term of 'BAME' which received near to 61% support when taking 'strongly agree' or 'agree' responses together.
- 2.5 Taking into account the feedback from the Focus Group, the BAME Staff Network and the Equality Staff Survey, Trafford Council will continue to use the term 'BAME' in the short-term. Where possible the use of more specific terms to describe ethnicity will be used in documents which is in line with the recent commitment made by UK broadcasters to move away from using the term in their newsrooms and corporate communications. Colleagues will carry on working towards finding a better alternative term in the meantime with guidance from the Equality Steering Group.
- 2.6 In order to improve our equality data collection and to better inform the design of our services, our Insight and Intelligence Team are undertaking a Mapping Exercise of the types of equality data being held across the Council, with support from the Equality Working Group.
- 2.7 The Principal Community Cohesion and Equalities Officer brings regular updates from the GM Equality Officers and Equality Alliance to these Equality Groups. This enables links to be made between the GM Equality Strategy and that of the

Equality Action plan and opportunities to discuss where GM and our equality actions could possibly be aligned.

- 2.8 Our Staff Forums have been in place for a number of years and are ideally placed to communicate and highlight any concerns, share ideas and ask about progress on their particular area of focus. Each forum has a CLT sponsor and we are in the process of refreshing the lead roles.

3.0 Meeting our Legal Obligations in the Equality Act 2010.

- 3.1 The Council and the CCG are legally required to publish key Equality Objectives and have agreed the following which are included in the Strategy:

- Equality Objective 1: Inclusive and Informed Leadership
- Equality Objective 2: Improving our Workforce Data Collection and improving the representativeness of our workforce
- Equality Objective 3: Reducing Health Inequalities
- Equality Objective 4: Reducing Hate Crime

- 3.2 For our Inclusive and Informed Leadership Objective, the EPIC Manager-Equality and Diversity / Inclusive Leadership course is being rolled out to all people managers which numbers around 450. The course content navigates through the concepts of the '6 signature traits of an inclusive leader' and how to embed these into our management and leadership practices. Since the launch of the Equality Strategy, 65 managers have undertaken the training which is around 15% of the targeted cohort of those with line management responsibilities. In addition to this, 5 elected members have attended a session. For further details please see Appendix 1.

- 3.3 The 'Inclusive Leader' session has been revised with new content so we will report on manager attendance to DMT's to encourage further take-up. The course and its importance will be promoted to managers along with the Principal Community Cohesion and Equality Officer and Staff Forum leads.

- 3.4 Work currently underway to meet Equality Objective 2: Improving our Workforce Data Collection includes the following:

- a) Implementation of a new recruitment ATS (application tracking system) to capture a full picture of equalities information of candidates for all advertised roles. Equality questions on the application forms have been updated.
- b) Recruitment and selection training covers unconscious bias and the importance of having a diverse interview panel. This training is mandatory for all Chairs of panels.

For further details please see Appendix 2.

- 3.5 Much work is being achieved to meet Equality Objective 3: Reducing Health Inequalities and includes the following:

- a) Specific measures to improve increase vaccination uptake amongst ethnic communities and vulnerable populations and to reduce variations in cancer screening by population groups/general practices and PCNs (Primary Care Networks).
- b) In order to respond to the low Covid.19 vaccine uptake in key areas, we have a Covid.19 Vaccine Equity Group that meets weekly, considers the latest data and coordinates activity with the Community Engagement Team to target specific groups. The Group liaises with partners to provide stand up pop-up clinics designed to enable those not yet vaccinated to conveniently access a clinic. Please see Appendix 3b.
- c) Trafford being selected as one of three localities across GM to work with the Centre for Mental Health (CfMH) on taking a whole system approach to reducing inequalities in mental health across the borough. This work will commence in the next 6 months with the support of the CfMH team.
- d) Trafford's Suicide Prevention Partnership Board's initiatives to raise awareness for the 'Month of Hope' in October 2021 with widespread promotion of the zero suicide alliance online training and exhibiting the 'Speak Their Name Quilt' at Stretford Public Hall. In addition there were three walks of hope across the borough on Sunday 3rd October.
- e) The redesign of our NHS over 40s health check offer specifically to address inequalities in the current model, including consideration of a lowering of the eligibility age threshold for people from black and ethnic minority communities.
- f) Trafford partnered with Kellogg's during the 'No Smoking' day in March, where we distributed: tools, quit kits, videos, posters and awareness raising of Trafford's E-cigarette. This support continued into the 'Make Smoking History' campaign period in August and September 2021.
- g) Trafford continued to fund the midwife attached to 'Smoke Free Pregnancy' programme currently running across Greater Manchester and in the Manchester Foundation Trust. This meant that Trafford residents who smoke during pregnancy have continued to have an intervention available to them
- h) Work is being commissioned to support people with disabilities through Empower You and Cycling Projects; falls prevention classes for older people; and wellbeing walks and Couch to 5km groups across Trafford.
- i) A wide range of weight management support services for adults are available across Trafford, with new locally-commissioned services having KPIs (Key Performance Indicators) on delivering service and targeted engagement.
- j) For children and young people, the following are being piloted:
 - (i) A community based family healthy lifestyle programme working in Partington and Sale West
 - (ii) A schools healthy lifestyle programme focusing on schools with highest prevalence of excess weight, as determined by the National Child Measurement Programme (NCMP).

Please see Appendices 3a and 3b for further details.

- 3.6 For Equality Objective 4: Reducing Hate Crime our Community Safety Team collects data on hate crime that is reported to us. We have received less than 5* direct reports of hate crime/incidents this year.

With regard to strengthening our communities extensive work has been delivered by Council Staff together with partners in the Community Hubs set up across the borough to support providing a vital lifeline to people who were vulnerable and self-isolating during the pandemic.

Please see Appendix 4 for details.

- 3.7 Under the Equality Act 2010 the Council has to show that it has given 'due regard' to equality in its decision making and this can be in relation to the introduction of, or changes to a policy, procedure or function. The Council has embedded an ongoing work programme of Equality Impact Assessments (EIAs) to help evidence that we have given consideration to the impact of our staff, clients and customer in the protected characteristic groups. Every year our budget proposals are screened via the EIA process and where relevant and proportionate, an EIA is carried out. These EIAs accompany the annual Budget Proposal Report to Executive.
- 3.8 Currently 17 EIAs are published on the equality page on the Council website at [Equality Impact Assessments \(trafford.gov.uk\)](http://trafford.gov.uk)

4.0 Equality Work Updates from our Frontline Services

- 4.1 Libraries, Housing and Adult Social Care have provided detailed updates on their equality success measures contained within the Equality Strategy For example, a new laptop loan scheme is being run via the libraries to help residents who don't have access to IT equipment. Please see Appendix 5.
- 4.2 Our Housing Team are now collecting equality data for Trafford Home Choice for all the protected characteristic groups for the number of people being housed. Initial findings show that the following:
- (i) The gender balance is fairly even with female applicants slightly more likely to be housed than males.
 - (i) Regarding ethnicity 3.7% of black applicants end up being housed as against 6.3% of white applicants. It is notable that a higher percentage of Asian / mixed race applicants appear to be housed.

Further work will be done analysing the data on a regular basis to identify trends, gaps that need to be addressed etc. and for example, the possible reasons underlying the ethnicity gaps. Please see Appendix 6 for a detailed breakdown of the data.

- 4.3 The Insight and Intelligence Service have developed dashboards for Adult Social Care which reports on the profile of adult social care clients. Please see Appendix 7 for a snapshot of data from the dashboard.
- 4.4 Further work is still ongoing with other service areas on their success measures, while other actions are long-term and still under consideration as to the best way to implement for the respective area.

5.0 Making the Equality Strategy Accessible

- 5.1 The Equality Strategy and Executive Summary have been redesigned to incorporate new equality images and an improved layout and has been published on the Council website. Both documents were checked to ensure the content is fully accessible to readers in accordance with the legal obligation for all public organisations to make their online content fully accessible. Please see the links below.

<http://www.trafford.gov.uk/about-your-council/strategies-plans-and-policies/equality-and-diversity/docs/Corporate-Equality-Strategy.pdf>

<http://www.trafford.gov.uk/about-your-council/strategies-plans-and-policies/equality-and-diversity/docs/Corporate-Equality-Strategy-Executive-Summary.pdf>

- 5.2 An 'Easy Read' version of the Executive Summary called 'Our plan to make things fairer for everyone' has been designed to make the Strategy easily accessible for people with learning disabilities. This has been reviewed by a number of self-advocates on a Learning Disability Panel. Please see link below.

<http://www.trafford.gov.uk/about-your-council/strategies-plans-and-policies/equality-and-diversity/docs/Our-plan-to-make-things-fairer-for-everyone.pdf>

6.0 Support for Staff Returning to our Offices

- 6.1 A yellow lanyard scheme has been introduced to support those staff who may feel particularly anxious protecting themselves from coronavirus when back in Council buildings. Yellow lanyards are provided to these members of staff who wish to wear one to signify that the wearer would like extra personal space maintained. The lanyard can be clipped to their ID badge alongside their organisation's branded lanyard which may be the Council, CCG or TLCO (Trafford Local Care Organisation).

7.0 Trafford's Contribution to the GM Inequalities Commission

- 7.1 Trafford has contributed to developing the GM response to the Independent Inequalities Commission. GMCA requested examples about work Trafford are undertaking to tackle inequality. Updates were provided on reducing health inequalities in vaccine uptake, the Poverty Truth Commission, giving children the best start in life, the equality and safety survey, community hubs and supporting health and wellbeing.

8.0 Supporting People out of Poverty

- 8.1 Our Equality Strategy is aligned to both the refreshed Corporate Plan priority 'Supporting People out of Poverty' and to our Poverty Strategy which aims to tackle the root causes of poverty in our communities and assist those people for

whom the poverty and inequalities they were experiencing prior to the pandemic will have deepened since.

- 8.2 In October 2021, Trafford launched its first Poverty Truth Commission which is bringing together people with direct experience of living in poverty (community commissioners) and people who have the power or influence to bring about change (civic commissioners). The aim is to listen to the experiences of the community commissioners and put them at the centre of decisions about how to tackle poverty in Trafford.
- 8.3 The commission want to recruit up to 20 community commissioners and 20 civic commissioners. By working with our partner organisations and residents we now have a number of commissioners who have signed up to part of the commission including:
 - 9 community commissioners from Partington, Stretford and Urmston; and
 - 7 civic commissioners.
- 8.4 The commission will start May 2022 and conclude March 2023. The findings will be included in the three year Poverty Strategy.

9.0 Update on Equality Review & Results of Staff Survey

- 9.1 The Council commissioned the Association for Public Sector Service Excellence (APSE) to undertake an independent review of our approach to equality, diversity and inclusion. Their remit was to undertake a high-level review of equalities and inclusion issues including HR and workforce policies, procedures and outcomes.
- 9.2 Recommendations for the APSE report are currently being drafted and yet to be finalised but below are a few suggestions for continual improvement on our overall equality work programme.
 - a. A more regular workforce fairness and inclusion survey to create a longer term trend analysis
 - b. Harvesting informal datasets where possible to support the formal datasets
 - c. A champions network – across directorates to support the implementation of the equalities strategy
 - d. An equalities dashboard of indicators aligned to the equalities strategy / interface with corporate strategy.
- 9.3 Progress on the above recommendations is already underway as shown by the following.
 - An annual workforce survey is under discussion.
 - The Equality Working Group have started recruiting equality champions from the various directorates.
 - Our Equality Action Plan has success measures in place including for health and social care. Where relevant, these are linked to the priorities in the Health and Social Care system governance, for example, the Health and Wellbeing Board, the One System Board and Trafford Provider Collaborative Board. In addition, there are a variety of thematic dashboards that are utilised to track progress against the agreed Equality Action Plan.

- 9.4 As part of their work in partnership with key stakeholders within the Council APSE designed a Fairness and Inclusion survey for staff. 213 staff responded and of those staff completing the survey, there was an 88% full completion rate. There was a fair representation from across our 6 directorates. In terms of outcomes, although the full survey results will form part of a final report as part of the Equalities Review, some emerging findings from the sentiment questions are positive. These include the following:
- A feeling by the majority of staff that they are valued in the workplace, and by colleagues and managers;
 - That Trafford is strongly committed to equalities and diversity both as an employer and as a service provider of local public services; and
 - Staff feel they are able to raise concerns and be listened to at work.
- The survey findings also show that areas for further consideration and improvement are fairness in pay and rewards and opportunities for progression.
- 9.5 Below is a snapshot of the way in which staff responded to the statements in the survey.
- a) Just under 64% of respondents agreed or strongly agreed with the statement: 'I feel like I belong to Trafford Council'.
 - b) Over 58% stated that they agreed or agreed strongly with the statement: 'Diversity and Inclusion is a key priority for Trafford Council'.
 - c) Near to 58% agreed or strongly agreed with the statement: 'Workforce diversity is valued at Trafford Council'.
 - d) 69% of respondents supported this statement: 'I feel respected and valued by my colleagues at Trafford Council.'
 - e) 66% strongly agreed or agreed with the statement: 'I can bring my whole self to work'.
 - f) Near to 67% of respondents agreed or strongly agreed with the statement: 'During team meetings I feel comfortable to speak up and share my thoughts and ideas.'
- 9.6 Regarding the above data, filtering of questions by the profile data of respondents is necessary to drill down into a more detailed understanding of these sentiments. It should also be noted that the results of the survey will be triangulated with the findings of discussion groups and roundtables, alongside the desk-based review of existing policies and developments.
- 9.7 The consultant from APSE has recently fed the initial survey findings back to the Equality Steering and Working Groups. When the analysis has been finalised and triangulated with the other information obtained, the Equality Groups will agree which areas require most focus and incorporate into the Equality Strategy Action Plan.
- 9.8 The Equalities Steering Group will monitor the action plan and work programmes to ensure that plans to support improvement are captured and delivered in a timely manner.
- 9.9 APSE conducted a desk based review of our Corporate Equality Strategy, People Strategy, and other HR policies such as the Dignity at Work Policy. Overall, the review gave positive feedback and regarding our policies noted that

there is an overarching theme of accessible, comprehensive documents but as would be expected, some need to be updated and further refined.

9.9.1 Finally, for comments about the Equality Strategy please see below.

- It is a very clear, aspirational, well written and easy to read document. It brings together a significant amount of work that is being undertaken by the Council, the CCG as well as other partners into one place and helps make sense of a complex issue.
- It is clear that there is leadership support for the strategy from the Council and the CCG and encouraging to see the emphasis on the importance of leadership throughout the document.
- It is a very thoughtful document with lots of information and ideas and the inclusion of information about the borough and its diversity and what each service is doing to address inequalities gives a real richness to the document.

10.0 Recommendations

10.1 It is recommended that the Executive:

- i. **Note the contents of the report; and**
- ii. **Notes the proposal to present a further progress report containing updates on the success measures within the Corporate Equality Strategy in June 2022.**

Key Decision (*as defined in the Constitution*): / No

Finance Officer Clearance GB
Legal Officer Clearance DS



DEPUTY CHIEF EXECUTIVE & CORPORATE DIRECTOR'S SIGNATURE: Sara Saleh

To confirm that the Financial and Legal Implications have been considered and the Executive Member has cleared the report.

Appendix 1

HR Training Update for Equality Strategy Progress Report to Executive

Item No. in Strategy	Success Measures
3.1	<p>Equality Objective 1: Inclusive & Informed Leadership - Equality is Everybody's Business</p> <ul style="list-style-type: none"> • Uptake of training on mandatory Equality, Diversity & Inclusion (EDI) course 'Equality as a Leader' • Uptake of training on mandatory EDI course, 'Equality is Everybody's Business for all staff'

1. Trafford Council's **EPIC Manager - Equality & Diversity / Inclusive Leadership** is a newly developed course being rolled out to all people managers. As part of the EPIC manager programme we launched our first Equality, Diversity and inclusion learning session for Managers in August 2020. However, following the launch of the Trafford Equality Strategy we reviewed the content of the module to reflect our Equality Objectives, specifically focusing on "Inclusive and informed leadership". Our refreshed "Inclusive leader" module was shaped and designed with the support of our Equality staff Groups. Our Staff groups provided case study examples, piloted the materials and fed back on content. The session explores our own layers of diversity and relationships, navigates through the concepts of the '6 signature traits of an inclusive leader' and how to embed these into our management and leadership practices.

To date we have delivered 5 sessions of the former course and 2 sessions of the revised course in June and September 2021. Moving forward we will report on attendance to DMT's on manager attendance within their own directorates to encourage further take up of the sessions and directly promote and communicate the session and its importance to managers alongside working with the Equality Lead and Staff forums.

Attendance Figures are shown in the Table below.

Directorate & Elected Members	Number of Managers who have completed the course per Directorate
Adult Services	18
Children's Services	14
Finance & Systems	09
Governance & Community Strategy	01
Place	9
Strategy & Resources	14
Elected Members	5

1. To address the need to improve recruitment, selection, training and promotion opportunities for all protected groups, and in particular for the disabled and BAME (Black and Minority Ethnic) members of our workforce we have mandated attendance to our Values Based Recruitment for all chairs of panels.

We run regular sessions that are advertised on the Learning and Development Calendar and diversity and inclusion is a key theme running throughout the content, including the importance of ensuring all panels have diverse representation. Sessions for this and the above inclusive leadership course have also been offered to members.

2. Trafford Council's '**Equality is Everybody's Business for all staff**' – the table below is comprised of staff who have completed either the Equality Essentials course or Equality & Diversity as part of their induction.

	Adults Social Care	Children and Families	Finance and Systems	Governance & Community Strategy	Place	Strategy & Resources	Grand Total
Equality & Diversity Compliance Overall	508	603	250	208	211	311	2091
Completed	299	248	114	88	123	145	1017
In process	7	4	5		4	4	24
Not Started	202	351	131	120	84	162	1050
Completion Rate	58.86%	41.13%	45.60%	42.31%	58.29%	46.62%	48.64%
Grand Total	508	603	250	208	211	311	2091

In addition, colleagues within Adult & Children's Social Care are asked to complete the 'Equality and Diversity - For Health and Social Care' course every 3 years.

3. The Resourcing and Development Team within HR have also identified the following actions to broaden and update staff training on Equality and Diversity:

- Sharing completion of e-learning modules for all new starters with relevant line managers to encourage completion of the e-learning module via follow up conversations in check-ins.
- Review of refresher e-learning module for all colleagues to be undertaken periodically.

Appendix 2

HR Recruitment Update for Equality Strategy Progress Report to Executive

Item No. in Strategy	Success Measures
3.2	Equality Objective 2: Improving Equality Workforce Data Collection and improving the representativeness of our workforce <ul style="list-style-type: none">• Increase in successful applicants from protected groups• Increase in uptake of equality and diversity in recruitment training• Increase in recording of protected characteristics

Work currently underway to meet the above success measures includes the following:

1. Equalities data collected during the recruitment process and how is this stored and used

Earlier this year we implemented a new recruitment ATS (application tracking system) to capture equalities data for all candidates in the external, and now extended to the internal, recruitment processes. This means we will have a full picture of equalities information for all advertised roles. Equality questions on the application forms have been updated. For example we follow the Stonewall guidance in the categories that ask about sexual orientation and gender. The data is stored on the Engage ATS system and can be reported on.

2. What do we do currently to improve the representativeness of our workforce

We have guaranteed interview schemes for disabled candidates, care leavers and ex-service personnel. Recruitment and selection training covers unconscious bias and the importance of having a diverse interview panel. This training is mandatory for all Chairs of panels. Our recruitment process is 'blind' so managers do not have access to personal information until after shortlisting.

3. Future plans to introduce measures that will improve how we use equalities data or improve representation as part of the recruitment process

- Community based recruitment
- Positive action
- We include the following statement in our adverts:

'We recognise that having a diverse workforce is essential to bringing fresh ideas and perspectives to our Council, so we particularly welcome applications from minority, marginalised and diverse groups, and we in turn promise a fair and unbiased recruitment process.'

Appendix 3a

Reducing Health Inequalities Update for Equality Strategy Progress Report to Executive

Item No. in Strategy	Success Measures
3.3	<p>Equality Objective 3: Reducing Health Inequalities</p> <ul style="list-style-type: none">• Improved recording of protected characteristics by services (including primary care)• Narrowing the gap in uptake of key preventative services such as screening and immunisation• Reduced gap in premature mortality including for people with serious mental illness• Reduced gap in relation to smoking, physical activity and obesity

1) Improved recording of protected characteristics by services (including primary care)

- Improvements are being made by Trafford CCG in relation to the recording of equality data of patients by GP practices on a monthly basis. Further work is being done to improve the gathering of data on disability and ethnicity. The initial focus is on ethnicity recording due to historic coding issues affecting a number of records across all practices.
- In social care, Trafford's Insight and Intelligence Team can report on all the protected characteristics and have dashboards developed to understand the data quality issues. For example, ethnicity is fairly well recorded but sexual orientation is not well recorded

2) Narrowing the gap in uptake of key preventative services such as screening and immunisation

- The Primary Care Health Inequalities Quality Improvement Plan focuses on specific measures to improve increase vaccination uptake amongst ethnic communities and vulnerable populations and to reduce variations in cancer screening by population groups/general practices and PCNs (Primary Care Networks). Progress on these measures are updated monthly. For further details about the work of our Covid.19 Vaccine Equity Group in Trafford please see Appendix 3b.
- SMI (Serious Mental Illnesses) Cancer Screening has now been included in the Cancer Early Identification DES (Directed Enhanced Services) with GPs. Where SMI patients are not engaging with screening despite multiple invites by GP practices, the Primary Care Mental Health and Wellbeing Service can accept referrals for additional wellbeing support to access and attend health check appointments.

3) Reduced gap in premature mortality including for people with serious mental illness

- The GP recall system now includes SMI annual health checks alongside other long term condition recalls and cancer screening. A working group led by Dr Liz Clarke focuses on increasing uptake of health checks for people with SMI,
- Trafford has been selected as one of three localities across GM to work with the Centre for Mental Health (CfMH) on taking a whole system approach to reducing inequalities in mental health across the borough. This work will commence in the next 6 months with the support of the CfMH team.
- In October 2021, Trafford's Suicide Prevention Partnership Board put in place a range of initiatives to raise awareness for the 'Month of Hope'. This included widespread promotion of the zero suicide alliance online training, exhibiting the 'Speak Their Name Quilt' at Stretford Public Hall, plus three walks of hope that took place across the borough on Sunday 3rd October.
- We are currently redesigning our NHS over 40s health check offer specifically to address inequalities in the current model, including consideration of a lowering of the eligibility age threshold for people from black and ethnic minority communities.

4) Reduced gap in relation to smoking, physical activity and obesity

Smoking:

- We have reintroduced the E-cigarette pilot in 10 of the 30 pharmacies (located in areas with a higher rate of routine and manual workers) who provide smoking cessation support. Since the inception of the E-cigarette programme 76% (153 of the 206) people who have registered for the smoking cessation intervention have been NEET (Not in Education, Employment or Training) or in a routine or manual job.
- In March 2021 links were established with the Kellogg's factory in Trafford. Kellogg's has a total employee population of 375, 87% of which are male. They also work with partner organisations such as a Mitie who have over 80 employees connected to the factory and are 84% male. Trafford partnered with Kellogg's during the 'No Smoking' day in March, where we distributed: tools, quit kits, videos, posters and awareness raising of Trafford's E-cigarette. This support continued into the 'Make Smoking History' campaign period in August and September 2021.
- Trafford continued to support the 'Smoke Free Pregnancy' programme currently running across Greater Manchester and in the Manchester Foundation Trust. This was done by continuing to fund the midwife attached to the programme and meant that Trafford residents who smoke during pregnancy have continued to have an intervention available to them. The most recent data for 20/21 showed that of the 707 people eligible for a 36 week follow up only 90 were smoking at follow up which is an 88% reduction in smoking in pregnant women, although these women would have not exclusively been Trafford residents.
- Trafford are commencing an intervention targeting people with SMI, through the use of Social Prescribing. Trafford intend to train BlueSci staff to deliver a Tier 2 smoking cessation intervention to people with SMI, plus providing them with E-cigarettes to increase the likelihood of a successful quit attempt.

Physical Activity:

- The Sport England local pilot continues to take a whole system approach to increasing physical activity, working with specific communities and the specified audiences of children outside of school settings; people out of work or at risk of becoming workless; and people aged 40-60 with a long term condition. Alongside this, there is work commissioned to support people with disabilities through Empower You and Cycling Projects; falls prevention classes for older people; and wellbeing walks and Couch to 5km groups across Trafford. Trafford's Active Travel strategy is being drafted, and the resultant action plan will include specific actions to reduce inequalities in walking and cycling opportunities. 'Trafford Moving', our sport and physical activity strategy is being refreshed and will reflect the need to reduce inequalities.

Obesity:

- **Adult healthy weight:** A wide range of weight management support services are available across Trafford, with new locally-commissioned services having KPIs (Key Performance Indicators) on delivering service and targeted engagement. The Healthy Weight Strategy has been signed off by Health & Wellbeing Board and an action plan will be co-produced to deliver the strategy. The focus is on how we support key target groups to achieve and maintain a healthy weight through a whole system approach.
- **Children and Young People healthy weight:** There are two approaches being piloted currently:
 - i) A community based family healthy lifestyle programme working in Partington and Sale West
 - ii) A schools healthy lifestyle programme focusing on schools with highest prevalence of excess weight, as determined by the National Child Measurement Programme (NCMP).

Appendix 3b

Covid.19 Vaccine Equity Update for Equality Strategy Progress Report to Executive

Item No. in Strategy	Success Measures
3.3	Equality Objective 3: Reducing Health Inequalities <ul style="list-style-type: none">Narrowing the gap in uptake of key preventative services such as screening and immunisation

5) Narrowing the gap in uptake of Covid.19 Vaccinations in Trafford

- To respond to the low Covid.19 vaccine uptake in key areas, we have a Covid.19 Vaccine Equity Group that meets weekly, considers the latest data and coordinates activity with the Community Engagement and the Communications Teams to target specific groups. The Group liaises with partners to provide stand up pop-up clinics designed to enable those not yet vaccinated to conveniently access a clinic.
- To better understand the reason behind low vaccine confidence we have surveyed people in one of the areas with lowest uptake and are planning to roll this survey work to other low uptake neighbourhoods. This insight is used to design interventions to address vaccine confidence.

6) Comparing the Covid.19 Vaccine Inequality Gap

- Generally, the uptake of the covid-19 vaccine across Trafford has plateaued in the past few months. Comparing the inequalities gap over the past few months, the following observations can be made:
 - By Gender, the gap has remained fairly constant across gender lines with females leading in the percentage uptake (5.4% higher).
 - By age group, the gap has narrowed slightly (**-1.8%**) between the people who are 20-49 years old and the residents aged 50 and above, with people aged 50+ leading by 13.1%.
 - By deprivation, The Gap has also narrowed (**-1.1%**) between the Affluent (5) and Deprived (1) quantiles of the population, with affluent quantile leading by 19.6%.
 - By Locality, the gap has also narrowed (**-1.5%**) between the North and South of the Borough, with the South still leading by 13.3%.

Appendix 4

Reducing Hate Crime Update for Equality Strategy Progress Report to Executive

Item No. in Strategy	Success Measures
3. 4	<p>Equality Objective 4: Reducing Hate Crime</p> <ul style="list-style-type: none">• Keeping People Safe Partnership approach to reduce hate crime incidents• Reducing Harm & Offending Ensuring an effective responsive where hate crime occurs• Strengthening Communities & Places - Community Cohesion Work

- 1) The Community Safety Team collects data on hate crime that is reported to us. We have only received less than 5* direct reports of hate crime/incidents this year.
- 2) For an effective response, the nature of the incident, the needs and wishes of the victim, and the type of hate are key factors in determining an appropriate response, and provision or sign-posting of support. This may include supporting a resident to improve their current circumstances of a practical nature while addressing their hate-crime related concerns within their report.
- 3) Regarding Community Cohesion work, funding is extremely limited and at present cannot support a dedicated Community Cohesion role. However extensive work has been delivered by Trafford Council Staff together with partner organisations in the Community Hubs set up across the borough to support providing a vital lifeline to people who were vulnerable and self-isolating during the pandemic. With the support of local volunteers and the voluntary community section this has greatly contributed towards strengthening communities and continue to help the most vulnerable in our communities providing vital medical and food supplies.

*Please note that if the numbers reported are 5 or less then to ensure the victims cannot be identified in a public document such as this Appendix to a Report, we must state 'less than 5'. This is in accordance with Data Protection Regulations.

Appendix 5

Access Trafford & Libraries Update for Equality Strategy Progress Report to Executive

Item No. in Strategy	Success Measure
8.1	<p>Access Trafford & Libraries</p> <ul style="list-style-type: none"> • Feedback from service users

1. The Contact Centre conducted a survey of customers in June 2021. Please see a brief summary of the findings below.

<ul style="list-style-type: none"> • Out of the 152 responses we had at least one response from each borough in the authority, with Sale being the highest and Partington the lowest.
<ul style="list-style-type: none"> • The main ethnic group was White British, however out of the 152 respondents 14 different ethnicity groups were selected by residents indicating that residents from varying backgrounds actively use our services.
<ul style="list-style-type: none"> • Surprisingly 45 % of residents stated they had accessed the website before calling and 30% of residents stating they were unable to find the information they were looking for.
<ul style="list-style-type: none"> • Yet again the Customer Service Advisors scored highly with regards to quality of help and advice given as well as professionalism and willingness to help. • Council Tax is by far our biggest service area, however we had a wider range of contact over 13 different service areas we currently take calls for

2. A general customer survey will be undertaken next year as part of our Libraries Strategy which will include a question on for satisfaction levels.

3. Age UK conduct a specific survey with the customers of the Home Library Service and Talking Book Service and are being asked to conduct one before Christmas now that the service is running on a near normal basis.

4. Other equality work being undertaken by the library service includes the following:

- When the new Timperley Library opens people will be able to access it on Wednesday using the Open + system which allows people to access libraries when no staff are present. This system is already in place at Altrincham, Coppice and Woodsend libraries and works very well.
- The laptop loan scheme run via the libraries is proving to be very popular. Staff are helping residents who either don't have access to IT equipment or who don't have the skills to enable them to benefit from access to the internet.

Appendix 6

Housing Update for Equality Strategy Progress Report to Executive

Item No. in Strategy	Success Measures
8.6	Place Services – Equalities <ul style="list-style-type: none">• Monitor access to housing by protected group

1. The housing data below for Trafford Home Choice provides a snapshot as at end of Quarter 2 (30th September 2021) and a breakdown of who is on the Council's Housing Register by the protected characteristics. This shows percentages for each category and also identified the following key findings:

No. of People Housed

- 61.2% of applicants housed are female, and 38.1% were male.
- 1 applicant housed identifies as transgender (0.2%).
- 41.5% of applicants housed are aged 35 or under.
- Of those applicants housed whose ethnicity is recorded, 75.7% are white and 24.3% are members of the BAME community.
- Of those applicants housed whose sexual orientation is recorded 95.8% identify as heterosexual and 4.2% identify as LGBTQA+.
- Of those applicants housed whose religious beliefs are recorded 55.4% do not follow a religion, 34.9% are Christian, and 7.9% are Muslim.
- Of those applicants housed whose marital status is recorded 53.5% are single, 16.7% are married, 6.7% are co-habiting, and 2% are in a civil partnership.
- 10.4% of housed applicants have a physical disability.
- 5.4% of housed applicants have a learning disability.
- 7.2% of house applicants are registered as either receiving or providing care.

Please see attached spreadsheet, THC Analysis Workbook for more detailed data.

2. Initial analysis shows that 5.29% of male applications end up with a person being housed and 6.02% of female applications end up with housing. This shows that the gender balance isn't too far astray, but with female applicants slightly more likely to be housed than male.

Regarding ethnicity 3.7% of black applicants end up being housed as against 6.3% of white applicants. It is notable that a higher percentage of Asian / mixed race applicants appear to be housed.

Further work will be done on the analysing the data on a regular basis to identify trends, gaps that need to be addressed etc. and for example, the possible reasons underlying the ethnicity gaps.

Appendix 7

Adult Social Care Equality Data Collection Update for Equality Strategy Progress Report to Executive

Item No. in Strategy	Success Measure
8.3	Adult Social Care & Equalities <ul style="list-style-type: none">• Improved data collection of equality profile of adult social care clients to enable improved tailored provision of care to meet needs especially with regard to identity, ethnicity, religion etc.

The Insight and Intelligence Service have developed dashboards for Adult Social Care which reports on the profile of adult social care clients. Please see attached document 20-21 Adult Social Care Demographics, for a snapshot of data from the dashboard.