

## Appendix 2: Action Plan (2021-2024)

| <b>Objective 1: Being a leading employer</b> |                                                                                                                                           |                                           |                                                                                                   |                  |
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| <b>Action</b>                                |                                                                                                                                           | <b>Division</b>                           | <b>Outcome</b>                                                                                    | <b>Timescale</b> |
| 1.                                           | Promote our commitment to the Disability Confident Employer scheme and act to improve how we recruit, retain, and develop disabled people | People Management                         | Drawing employees from the widest possible pool of talent                                         | 2021-24          |
| 2.                                           | Continue to close and monitor pay differences and continue to publish an annual Workforce Pay Gap report                                  | People Management                         | Workforce Pay gaps continues to close                                                             | 2021-24          |
| 3.                                           | Improve our workforce equality information and Welsh language skills data from current and new staff                                      | People Management / IT & Corporate Policy | Increased number of staff disclosing equality and Welsh language data                             | 2021-24          |
| 4.                                           | Mainstream Equality and Diversity in our Learning & Development opportunities                                                             | People Management                         | Increased number of staff completing E&D opportunities                                            | 2021-24          |
| 5.                                           | Ensure that staff involved in recruitment and management receive effective training around unconscious bias                               | People Management                         | Increased number of staff completing opportunities<br><br>Increased awareness of unconscious bias | 2021-24          |
| 6.                                           | Continue to support and promote our staff Well-being through various initiatives such as the 'Time to Change' pledge                      | People Management                         | Improved staff well-being                                                                         | 2021-24          |

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| 7.  | Review existing policies (e.g. adoption, maternity, paternity, and parental leave) to ensure that they use gender neutral language throughout                                                                                           | People Management                         | Drawing employees from the widest possible pool of talent                              | COMPLETED                                                           |
| 8.  | Promote and monitor our workplace policies, such as Flexible Working, Equality and Diversity and Behavioural Standards                                                                                                                  | People Management                         | Drawing employees from the widest possible pool of talent                              | 2021-24                                                             |
| 9.  | Promote and enact our membership with the Stonewall Diversity Champions programme                                                                                                                                                       | People Management / IT & Corporate Policy | Drawing employees from the widest possible pool of talent                              | COMPLETED<br>Formal submission to Stonewall Cymru in September 2021 |
| 10. | Develop Transgender guidance to support our employees and managers in understanding the experience and process of transitioning and the potential barriers that may inhibit a trans person in reaching their potential in the workplace | People Management                         | Improved support for Transgender employees                                             | COMPLETED                                                           |
| 11. | Promote key workplace messages based on the Carmarthenshire Equalities and Diversity Calendar                                                                                                                                           | People Management                         | Improved awareness of protected groups<br><br>Improved involvement of protected groups | 2021-24                                                             |
| 12. | Support the EHRC pledge 'Working Forward' which supports pregnant women and new parents                                                                                                                                                 | People Management                         | Improved support for new parents                                                       | 2021-24                                                             |
| 13. | Introduce a diversity mentoring scheme to enable staff from under-represented groups to reach their full potential                                                                                                                      | People Management                         | Improved involvement of protected groups<br><br>Improved workplace participation       | 2021-22                                                             |

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| 14. | Reflect and consider the impact of the Covid-19 pandemic on our workforce and workplace | People Management | <p>Improved understanding of the impact on our workforce and workplace</p> <p>Key actions to promote the support available to our staff</p> | <p>2021-22</p> <p>Evidence of initial reflection as part of the SEP Annual Report for 2021-21</p> |
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## Objective 2: The needs and rights of people with Protected Characteristics shape the design of services

| Action                                                                                                                                                                                                                                                                            | Division                                    | Outcome                                                                                                                                                                           | Timescale                                                       |
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| 15. Ensure that 'due regard' is given to all Protected Groups through our Integrated Assessment process and that support / challenge is provided on key managerial and policy-based decisions                                                                                     | IT & Corporate Policy                       | Improved information for Elected Members on which to base their decisions<br><br>Improved decisions, with a clear evidence base of consideration across key pieces of legislation | 2021-24                                                         |
| 16. Ensure that our Elected Members have the best possible evidence and information, on which to base their decisions                                                                                                                                                             | IT & Corporate Policy / Democratic Services | Improved information for Elected Members on which to base their decisions                                                                                                         | 2021-24                                                         |
| 17. Implement the Socio-Economic Duty for Wales across all departments (The socio-economic duty is a duty on public authorities to address the inequality that arises from socio-economic disadvantage, and to place this objective at the core of their policies and programmes) | IT & Corporate Policy                       | Improved outcomes for those who experience socio-economic disadvantage                                                                                                            | 2021-24                                                         |
| 18. Strengthen our relationship with Protected Groups through forums such as Equality Carmarthenshire, the Carmarthenshire Disability Partnership, and the 50+ Forum                                                                                                              | IT & Corporate Policy                       | Improved involvement of protected groups                                                                                                                                          | 2021-24                                                         |
| 19. Enable the Carmarthenshire Disability Coalition to influence policy decisions and key developments, in partnership with other public sector bodies                                                                                                                            | IT & Corporate Policy                       | Improved involvement of protected groups                                                                                                                                          | 2021-24<br><br>Case study included within the SEP Annual Report |

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| 20. | Encourage and support age-friendly communities                                                                                                                                                                                                             | Integrated Services / IT & Corporate Policy | Communities where age is not a barrier to living well and where the environment, activities and services support and enable older people | 2021-24<br><br>Initial discussions held with the Older People's Commissioner's Office |
| 21. | Encourage and support Dementia friendly communities                                                                                                                                                                                                        | Integrated Services                         | Communities where people with dementia are understood, respected, and supported                                                          | 2021-24<br><br>Dementia Friendly Communities led by Community Connector               |
| 22. | Review and develop our Involvement Policy to establish a range of consultation and involvement methods                                                                                                                                                     | IT & Corporate Policy                       | Improved involvement across all communities and protected groups                                                                         | 2021-22                                                                               |
| 23. | Support County Youth Council/Youth Forum structures to be as inclusive as possible and informed by and linked to their local democratic structures                                                                                                         | Curriculum & Well-being                     | Improved involvement with young people                                                                                                   | 2021-24                                                                               |
| 24. | Identify and address any gaps in the groups / forums of young people engaged for consultation and engagement to ensure they are fully inclusive                                                                                                            | Curriculum & Well-being                     | Improved involvement with young people                                                                                                   | 2021-24                                                                               |
| 25. | Create and implement a new Children and Young Peoples Participation & Children's Rights Strategy to ensure the Council delivers on its statutory and moral obligations for ensuring children and young people have their say on decisions that affect them | Curriculum & Well-being                     | Improved involvement with young people in the council's decision-making processes                                                        | 2021-24                                                                               |
| 26. | Revisit and review the 2015 Children's Rights Promise that sets out a clear commitment to children's rights                                                                                                                                                | Curriculum & Well-being                     | Children's Rights are considered in our decision-making processes                                                                        | 2021-24                                                                               |

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| 27. | Adopt the National Standards for Children and Young People's Participation and work with 5 services to complete National Standards Self-Assessments               | Curriculum & Well-being | Improved involvement with young people                                                                                                                                                                    | 2021-24 |
| 28. | Reflect and consider the impact of the Covid-19 pandemic on our communities, building on the information on our Community Impact Assessment and national research | IT & Corporate Policy   | Improved understanding of the impact on our communities<br><br>Involvement across all protected groups in the redesign of services<br><br>Key actions to promote the support available to our communities | 2021-22 |

### Objective 3: Safe and Cohesive communities that are resilient, fair, and equal

| Action |                                                                                                                                                                                                                                                                      | Division                                          | Outcome                                                                                                         | Timescale                                                                                                                               |
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| 29.    | Continue to raise awareness of hate crime and to signpost potential victims to report and support services                                                                                                                                                           | Homes & Safer Communities                         | Increased awareness of hate crime and ways of reporting<br><br>Potential increase in number of hate crime cases | 2021-22<br><br>Hate Crime awareness is part of the Equality & Diversity Calendar and the Community Cohesion Team workplan               |
| 30.    | Monitor and respond to community tensions relating to the Brexit process                                                                                                                                                                                             | Homes & Safer Communities                         | Increased number of interventions and de-escalations                                                            | Constant Tension monitoring held throughout the Covid-19 pandemic                                                                       |
| 31.    | Signpost EU citizens living in Carmarthenshire to the Home Office EU Settlement Scheme and provide the appropriate level of local authority support                                                                                                                  | Homes & Safer Communities                         | Increased number of EU citizens resident in Carmarthenshire who apply to the scheme                             | Clear communication of the EUSS through various channels                                                                                |
| 32.    | Implement the Carmarthenshire Equality and Diversity Calendar and review the focus on an annual basis. Examples will include Black History Month, Hate Crime Awareness Week, the International Day Against Homophobia, Transphobia and Biphobia and White Ribbon Day | Homes & Safer Communities / IT & Corporate Policy | Increased awareness of protected groups and significant events / days<br><br>Increased number of campaigns      | 2021-24<br><br>Good progress made during the first year of implementation; however, further work to be done on consistency of messaging |
| 33.    | Implement and promote the 'Every Learner Matters' strategy, to promote equity, Well-being, Inclusion and Excellence in our learning communities                                                                                                                      | Curriculum & Well-being                           | Diversity amongst learners is valued and supported<br><br>Barriers within learning environments are reduced     | 2021-24                                                                                                                                 |

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| 34. | Support Carmarthenshire Schools to develop and monitor their Strategic Equality Plans and Objectives | Education & Inclusion   | Strategic Equality Plans are promoted and monitored across all schools                                                                              | 2021-24                                                                                                                                                                              |
| 35. | Support Carmarthenshire Schools to monitor and address Identity Based Bullying                       | Curriculum & well-being | <p>Improved monitoring of identity-based bullying</p> <p>Improved consistency and support across schools in relation to identity-based bullying</p> | <p>2021-24</p> <p>Specific task &amp; finish group established to support Transgender young people within schools and to lead on the development of a clear policy and resources</p> |



**Objective 4: Improving access to our services and access to our environment**

| Action |                                                                                                                                                       | Division                                  | Outcome                                                                                                                                                                                   | Timescale                                                                                                                          |
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| 36.    | Work within the ethos of the Social Services and Well-being Act to ensure that people have received the right information and advice when needed      | Integrated Services                       | Improved information and advice<br><br>Increase in number of referrals                                                                                                                    | 2021-24                                                                                                                            |
| 37.    | Work with individuals and organisations from the sensory loss community to embed the All Wales Standards for Accessible Communication and information | Marketing & Media / IT & Corporate Policy | Improved accessibility across all forms of communication                                                                                                                                  | 2021-22<br><br>Accessibility guidance published on the corporate intranet site. Constant monitoring of information being published |
| 38.    | Identify a consistent approach to diversity monitoring of service users and citizens                                                                  | IT & Corporate Policy                     | Consistent approach across all services in monitoring questions<br><br>Increased returns from citizens across Carmarthenshire<br><br>Improved use of data in influencing policy decisions | 2021-22                                                                                                                            |
| 39.    | Work with key stakeholders to ensure inclusive design principles for all new premises and developments                                                | Property Services                         | Increased involvement of protected groups<br><br>Access considerations across all new premises and developments                                                                           | 2021-24                                                                                                                            |

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| 40. | Reflect and consider the impact of the Covid-19 pandemic on our communities and how are services are being accessed | Across departments | Involvement across all protected groups in the redesign of services<br><br>Key actions to promote the support available to our communities | 2021-22 |
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