

Wales Community Rehabilitation Company (CRC)

Equality Annual Report 2015/2016

Wales CRC Equality Annual Report 2015/16

INTRODUCTION

Wales Community Rehabilitation Company (CRC) was created on 1st June 2014 as part of the Government's reform of probation services.

Wales CRC is committed to promoting and providing Equality of opportunity for everyone. This means ensuring Equality is embedded throughout employment and service provision and to fulfil the requirements of the Public Sector Equality Duty (section 149 of the Equality Act) in demonstrating due regard and compliance with the Equality duty.

Progress and coordination of the activities for the Action Plan is monitored by the Welsh Language & Equalities Coordinator. Progress reports are submitted to the Equalities Forum which meets quarterly to monitor and review the action plan and to help implement new ideas and initiatives. The forum has representatives from the five business areas across Wales. The Equality Forum is being merged with the Welsh Language Forum in April 2016 to strengthen the strategic role of the forum and increase our capacity to work on Equality as well as Welsh Language issues.

Wales CRC is owned by Working Links. Working Links are a public, private, voluntary sector organisation committed to help people change their lives for the better. They pro-actively support our commitment to advancing Equality for our service users and employees.

This Annual Report is divided into two sections. Section 1 shows the development and implementation of the Equality Objectives through the our Action Plan during the period 1 April 2015 to 31 March 2016. Section 2 details our employee and service user Equality data.

SECTION ONE – EQUALITY OBJECTIVES

In order to comply with the Public Sector Equality Duty (Section 149 Equality Act 2010) Wales CRC identified six Equality Objectives in 2015. In line with the ongoing transforming rehabilitation agenda, and in order to align our objectives across the Working Links group, the Equality Objectives were revised to four Equality Objectives for 2015/16 reflected in the action plan below which records the progress for this period:

Objective 1: To work towards eliminating discrimination for our staff and offenders through the identification, monitoring and analysis of our Equality data.

Objective 2: To embed and promote equality into organisational processes and relationships to ensure that due regard can be demonstrated across all functions and the impact can be measured.

Objective 3: To recruit, retain and deploy a diverse workforce who are informed, understand and kept up to date about equality legislation and compliance.

Objective 4: To ensure that the provision of service delivery to offenders is not discriminatory and provides equality of access, fosters good relationships and facilitates advancement of opportunity.

WALES COMMUNITY REHABILITATION COMPANY EQUALITY OBJECTIVES ACTION PLAN 1st APRIL 2015 TO 31st MARCH 2016

Objective 1 :To work towards eliminating discrimination for staff and service users through the identification, monitoring and analysis of Equality Data					
Ref	Aim	Action	Target	Owner	Progress
1.1	To ensure that Equality considerations and non-discriminatory practices are embedded in design/review process of all procedures	1.Undertake EA's on all new service provision and any recommendations for improvement to be developed for implementation during transformation	Q4	LDU Heads/Senior Managers	Completed EA's are being completed and advice sought from WLEC. EA's being completed also for new service design work
		2.Ensure that Welsh Language &Equalities Coordinator is notified of all planned process changes and EA's are being completed	Q4	Service Intelligence & Improvement Team	Completed Process changes are addressed by way of service design team so is being addressed this way.
1.2	To ensure our Equality Data is robust and can help drive our work towards eliminating discrimination	1.Undertake a review of the most recent E&D reports and statistics in relation to staff sensitive personal data	Q2	WLEC	Completed Analysis made of staff profile and Welsh Language skills. Staff profile consistent with last year and no further action necessary. Data gathered on this for Equality

					Analysis purpose for integration work in February
		2.Undertake a review of the most recent E&D reports and statistics in relation to service user data	Q3	WLEC	Completed Data was obtained earlier in the year and again in January in order to consider for Equality Analysis purpose of integration work
		3. Consult with relevant protected groups in addition to analysis of internal data collated	Q3	WLEC	Completed. Consulted as part on North Wales event where feedback was given that addressing/raising awareness of hate crime should be a priority.
1.3	Ensure staff are not subject to discrimination	1.Ascertain if staff are aware of how to report concerns in relation to discrimination, bullying and harassment	Q2	WLEC	Completed This has been discussed at team meetings.
		2. React accordingly if staff are not aware of how to report concerns in relation to discrimination, bullying and harassment	Q3	WLEC	Completed No current action needed
Objective 2 : To embed and promote equality into organisational processes and relationships to ensure that due regard can be demonstrated across all functions and the impact can be measured					
Ref	Aim	Action	Target	Owner	Progress

2.1	To ensure that the Equality Forum meets quarterly and discusses Equality issues, suggests improvements and makes recommendation for change	1.Welsh Language & Equalities Coordinator to arrange meetings and publish minutes on intranet	Q1-Q4	WLEC	Completed WLEC attending frequent meetings around Wales to discuss Equality issues
		2.Monitor and report on relevant issues/topics for discussion	Q1-Q4	WLEC	Completed Reasonable Adjustments guidance is the most frequent issue raised and guidance has been issued on this now
2.2	To proactively promote and raise awareness of Equality	1.Welsh Language & Equalities Coordinator to attend team meetings across Wales	Q1-Q4	WLEC	Completed WLEC attending frequent meetings around Wales to discuss Equality issues
		2.Publish relevant articles in staff newsletter	Q1-Q4	WLEC	Completed A number of articles has been published in the newsletter
		3. To develop and publish articles on the Equality Resource on the intranet	Q1-Q4	WLEC	Completed Articles on dealing with transgender and bisexual individuals and on reasonable adjustments published .
		4.To make contact with new recruits and offer appropriate induction information to them either individually or in a group presentation	Q1-Q4	WLEC	Completed WLEC makes contact with all new recruits to provide information to them.

2.3	To consider any reasonable adjustments for disabled employees and service users	1.Publish revised guidance on reasonable adjustments	Q2	WLEC	Completed This is now on the Equality page on the intranet
		2. Record, monitor and report on the number of adjustments requested	Q3	Head of Finance & Infrastructure	Completed A mid year check was undertaken which detailed consistency with last year.
2.4	To benchmark our processes against good practice to ensure equality	1.To exchange good practice at equality networks e.g. National Equality Development Group and Human Rights Commission	Q1-Q4	WLEC	Completed WLEC frequently attends these meetings
Objective 3: To recruit, retain and deploy a diverse workforce who are informed ,understand and are kept up to date about equality legislation and compliance					
Ref	Aim	Action	Target	Owner	Progress
3.1	To ensure staff receive adequate training on Equality Legislation & Equality awareness	1.Design a staff survey which tests the knowledge learnt and applied from this training	Q3	WLEC	Completed The aim was met by staff attending hate crime awareness training but the action is outstanding.

Ref	Aim	Action	Target	Owner	Progress
Objective 4: To ensure that the provision of service delivery to service users is not discriminatory and provides equality of access ,fosters good relationships and facilitates advancement of opportunity					
4.1	To ensure service users can access our services	1.Monitor the feedback received from service users	Q4	WLEC	Completed No adverse feedback received via staff and tea meetings
		2.Check with Estates & Facilities to ensure compliance with Equality Legislation in relation to accessibility	Q2	WLEC	Completed Check made and no issues reported
4.2	To ensure no groups receive disproportionate / lower outcomes/service	1.Monitor complaints made by service users.	Q4	WLEC	Completed Analysis made and no group have made a disproportionate number of complaints
		2. Monitor data in relation to protected groups	Q4	WLEC	Partly completed Data was produced in June 2015 which analysed the previous performance measures used. This data was shared within teams

					to drive improvement. As the performance measures have changed, comparison is not possible to analyse the impact.
4.3	To work alongside service users to ensure we meet our Public Sector Equality Duty	1.To set up arrangements to obtain feedback from service users whether service satisfied Equality Legislation	Q2-Q4	WLEC	Partially completed Working with Meg Jenkins to develop this.
4.4	To raise awareness of hate crime behaviour	1.Frequently publish articles on hate crime in staff newsletter.	Q2-Q4	WLEC	Completed Articles have been published to raise awareness which included some in hate crime awareness week

Going Forward

Wales CRC believes that Equality is a dynamic and highly important area of work that will significantly help us to deliver inclusiveness of services that meet the needs of service users, our people and our partners. At a time of significant change it is essential to maintain and develop this culture going forward. Equality Objectives assist in assessing the impact of our policies and practices on protected groups and will inform us on the actions that we need to take to continually eliminate inequality.

Wales CRC have 4 main objectives for 2016-17

Objective 1: To ensure our systems, processes and procedures work towards eliminating discrimination for our staff and service users

Objective 2: To embed and promote equality in the organisation to ensure that due regard can be demonstrated across all functions and the impact can be measured.

Objective 3: : To recruit, retain, and deploy a diverse workforce who are informed, understand and kept up to date about equality legislation and compliance.

Objective 4 : To ensure that the provision of service delivery to offenders is not discriminatory and provides equality of access, fosters good relationships and facilitates advancement of opportunity

Priorities for planned activity in 2016-17 include:

- Ensuring all new systems of work comply with Equality legislation
- Ensuring that we can capture local Equality data within the new integrated system of work
- Evidencing compliance through pro-active measures
- Providing Equality guidance and support to staff

SECTION TWO – EQUALITY INFORMATION

Employee and Service User data across areas such as grade, turnover, recruitment and employee relations cases is regularly reported, reviewed and monitored.

The information in this section is a snapshot of this statistical data on the protected characteristics for both employees and service users.

Employee Equality Data

Wales CRC collects relevant data of its employees in relation to Equality and Diversity, however, in order to maintain employees confidentiality and in line with data protection, detailed information of the employee profile will not be published in this report. The following data gives a snapshot of the characteristics of employees highlighting differences between groups.

Wales CRC records full-time employees, part-time employees, grade/responsibility, redundancies, leavers, grievances and disciplinary, across the protected characteristics of sex, sexual orientation, gender reassignment, race and ethnicity, religion, pregnancy and maternity, marriage and civil partnership, age and disability.

Workforce profile according to age and sex :

25 and under	25-34	35-44	45-54	55-64	65 and above
20	141	168	200	121	18

Work Status	Female	Male
Full time	65.43%	34.57%
Part time	70.56%	29.44%

1. Sex

Within Wales CRC there are a total of 668 employees of which 454 (67%) are female and 214 (32%) are male. This is consistent with the data from the report for 2014/15.

Wales CRC employs more part-time women than men which reflects the national picture . 151 females are employed part time which equates to 33% of the female workforce. 70% of all part time staff are females.

2. Race and Ethnicity

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The 2011 Census in Wales report stated that 96% of the population identified as being White. Within Wales CRC 89.86% identified as White British (90.4% in 2014/15). 4.02% of employees identified as being from a black minority ethnic group (3.2% in 2014/15). Data was not available for 4.62% of staff and 1.19% of staff declared a preference not to say. These compare with the figures for 2014/15 as 4.0% and 1.0% respectively.

In Wales CRC 69 employees are at pay scale 5 and above. 62 employees identify as white, 2 as mixed, 1 as Caribbean and 6 who prefer not to say. This is comparable with the data for 2014/15.

3. Disability

The 2011 Census in Wales report indicated that 23% of people have a long term health problem or disability. Within Wales CRC 13.71% of staff identify as disabled. There is a downwards trend here with 14.5% reporting as disabled in 2014/15 and 15% in 2013/14. Employees at pay band 5 and above, 16.90% identified as being disabled.

4. Age

Within Wales CRC the largest group of employees are those within the 45-54 age group (29%) followed by the 35-44 age group (25%).

5. Pregnancy

During 2015/16, 18 employees went on maternity leave or have identified that they are due to commence maternity leave. None requested flexible working arrangements upon their return to work..

6. Religion

The 2011 Census in Wales reported that 58% of the population stated that Christianity was their religion. Within Wales CRC 37.56% of staff identified as being Christian, however data was not available for 32% of staff (an increase from 31% in 2014/15)

Details of other Religion preferences :

Religion	Percentage
Muslim	1.04%
No Religion	26.83%
Sikh	0.15%
Buddhist	0.75%
Any Other Religion	1.19%

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7. Sexual Orientation

72.28% of employees have provided information on their sexual orientation, showing an increase from 67% of employees in 2014/15.

Heterosexual	67.06%
Gay	0.75%
Lesbian	1.04%
Prefer Not to Say	2.98%
Did Not Answer	27.72%
Bi-Sexual	0.30%
Other	0.15%

Service User Equality Data

1. Sex

Our service user caseload in 2015/16 was made up of 9911(83.7%) male service users and 1457 (16.3%) female service users. There are consistent with the figures for 2014/15.

2. Race and Ethnicity

A total of 8966 of service users identified as White British (89.7%) and 4.7% as BME. These are consistent with the figures for 2014/15.

3. Disability

74.5% of service users identified as non-disabled showing a decrease from 79% in 2014/15. 5.1% of service users did not provide an answer . 20.20% identified as being disabled, showing an increase from 17.1% in 2014/15. Mental Illness accounted for the largest disability, accounting to 9.2% of the caseload (981 cases)

4. Age

The most represented age group amongst the service user caseload was 31-40 year olds which accounted for 29.7% of service users. This shows a difference from 2014/15 where the most represented age group was the 17-25 bracket which accounted for 28.5% of service users.

Age Group	Proportion of Service Users
18-21 years	9.8%
22-25 years	15.3%
26 -30 years	20.4%
31-40 years	29.7%

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41-50 years	17.3%
Over 50 years	7.4%

5. Religion and Belief

45.8% of service users reported as not having a religion, an increase from 41.3% in 2014/15. 1.6% of service users were Muslim, 2.7% Atheist, 6.4% Christians and 2.9% Agnostic. In 17.5% of cases, service users did not disclose their religion and 12.3% of service users stated their religion was unknown.

6. Sexual Orientation

14.6% of service users did not provide information in relation to this question, showing a decrease from 18% in 2014/15. 80.0% of service users identified as heterosexual, 0.7% as gay/lesbian and 0.5% as bisexual. These are consistent with 2014/15.

7. Nationality

94.1% of service users identified as British an increase from 81.0% in 2014/15. Similar to last year, the next largest nationality was Polish representing 0.8% of the caseload (84 service users). There was consistent use of our translating service with Polish being the most used language.

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