

Public Document Pack  
**Bridgend County Borough Council**  
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr



Civic Offices, Angel Street, Bridgend, CF31 4WB / Swyddfeydd Dinesig, Stryd yr Angel, Pen-y-bont, CF31 4WB

Legal and Regulatory Services /  
**Gwasanaethau Cyfreithiol a Rheoleiddiol**  
Direct line / Deialu uniongyrchol: 01656 643148  
Ask for / Gofynnwch am: Mark Galvin

Our ref / Ein cyf:  
Your ref / Eich cyf:

**Date / Dyddiad: 27 March 2015**

Dear Councillor,

**CABINET COMMITTEE EQUALITIES**

A meeting of the Cabinet Committee Equalities will be held in Committee Rooms 2/3, Civic Offices Angel Street Bridgend CF31 4WB on **Dydd Iau, 2 Ebrill 2015 at 10.00 am.**

**AGENDA**

1. Ymddiheuriadau am absenoldeb  
To receive apologies for absence (to include reasons, where appropriate) from Members/Officers
2. Datganiadau o fuddiant  
To receive declarations of personal and prejudicial interest (if any) from Members/Officers in accordance with the provisions of the Members' Code of Conduct adopted by Council from 1 September 2008
3. Cymeradwyaeth Cofnodion 3 - 8  
To receive for approval the Minutes of a meeting of the Cabinet Equalities Committee dated 5 February 2015
4. Issues facing Disabled People in Bridgend County Borough 9 - 10
5. Blaenraglen Waith 11 - 14
6. Equality and Diversity Learning and Development 15 - 20
7. Materion Brys  
To consider any other item(s) of business in respect of which notice has been given in accordance with Rule 4 of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency

Yours faithfully

**P A Jolley**

Assistant Chief Executive Legal and Regulatory Services

**Distribution:**

Councillors:

HJ David  
M Gregory  
LC Morgan

Councillors

MEJ Nott OBE  
D Sage  
CE Smith

Councillors

PJ White

MINUTES OF A MEETING OF THE CABINET COMMITTEE - EQUALITIES HELD IN COMMITTEE ROOM 2/3, CIVIC OFFICES, ANGEL STREET, BRIDGEND, ON THURSDAY, 5 FEBRUARY 2015 AT 10.00AM

Present:

Councillor M Gregory – Chairperson

Councillors

M E J Nott MBE  
H J David  
C E Smith

Councillors

L C Morgan  
P J White

Invitees:

Councillors

M Butcher  
C A Green  
R C Jones  
A D Owen

Councillors

C L Reeves  
M Thomas  
H J Townsend

Officers:

S Kingsbury - Head of Human Resources and Organisational Development  
P Williams - Equalities and Engagement Officer  
A Harris - Consultation and Engagement Officer  
J Monks - Democratic Services Officer - Committees

88 ELECTION OF CHAIRPERSON

RESOLVED: That in the absence of Councillor D Sage, Chairperson of the Cabinet Committee – Equalities the Committee agreed that Councillor Gregory be appointed Chairperson for the meeting.

Councillor Gregory took the Chair.

89 APOLOGIES FOR ABSENCE

Apologies for absence were received from the following Members:

Councillor C L Jones - Unwell  
Councillor M Reeves - Work Commitments  
Councillor D Sage - Unwell

90 DECLARATIONS OF INTEREST

None.

91 MINUTES OF THE PREVIOUS COMMITTEE MEETING

RESOLVED: That the minutes of a meeting of the Cabinet Committee - Equalities held on the 16<sup>th</sup> October 2014 were approved as a true and accurate record.

92 CONSULTATION IN BRIDGEND COUNTY BOROUGH COUNCIL

The Consultation and Engagement Officer gave a presentation to inform the Committee of the consultation work undertaken by the Council's Engagement Team.

He explained that consultation is a formal process in which the policy makers and service providers invite interested groups and individuals to give their views. Engagement is an active and participative process which can influence and shape policies and services and includes a wide range of methods and techniques. He advised on the importance of ensuring that all residents of the Borough are given the opportunity to share their views with the Council on changes that affect them, and took Members through the methods in creating a consultation or engagement exercise, in which an internal toolkit is used and includes the ten national principles for engagement, as devised by Participation Cymru:

1. Engagement is effectively designed to make a difference.
2. Encourage and enable everyone affected to be involved, if they choose so.
3. Engagement is planned and delivered in a timely and appropriate way.
4. Work with relevant partner organisations.
5. The information provided will be jargon free, appropriate and understandable.
6. Make it easier for people to participate.
7. Enable people to take part effectively.
8. Engagement is given the right resources and support to be effective.
9. People are told the impact of their contribution.
10. Learn and share lessons to improve the process of engagement.

The Consultation and Engagement Officer advised that constituents were beginning to understand the financial constraints local authorities were facing, and consultation with those likely to be affected by a decision increases the transparency of the process. Furthermore, knowing the audience can make for better use of resources and improve the success of a project. Consultations or engagement can be segregated into the following three categories:

1. Statutory obligation – when organisations have a legal duty to consult.
2. Policy commitment – when a particular service provider has its own policy to consult or engage.
3. Discretionary engagement – when engagement may be considered by services in order to learn from the experience of others, to confirm stakeholders' priorities, or communicate change and collect views.

The methods selected for consultation or engagement and the resources available are:

- Websites – Council website, dedicated site, partner sites;
- Social Media – Twitter, Facebook, Flickr;
- Push strategy promotion – press releases, bulletins, customer service screens;
- Internal promotion;
- Paid advertising – newspapers and radio stations;
- Posters/leaflet drops – hospitals, surgeries, community centres;
- Face to face – presentations, public meetings, events;
- Partnerships;
- Specific groups and organisations;
- Other consultations and engagement activities.

The Consultation and Engagement Officer advised that data collected is analyzed in depth, with the findings being made available to all, giving all stakeholders an equal opportunity to respond. He informed Members that the Citizens Panel is an integral part of the Council's key targets in order to increase the following:

- a) Ward representation
- b) Improve age representation (16 to 34 year olds)
- c) Improve Welsh language representation

He advised that there were currently 16 Wards in the Borough who were not represented which needed consideration and that people should be encouraged to communicate through e-mail. He commented that it was also important to encourage Welsh speakers to get involved, particularly as provision through the Welsh medium was already provided.

He then invited questions from Members.

Discussion took place and one Member asked whether visual impairment was addressed on consultations and whether publications were screen readable and dyslexia friendly.

The Consultation and Engagement Officer advised that the corporate colours were used in all publications; however there was an on-line version which turns everything into basic text. Also, "browse aloud" was available for those who were visually impaired. They were currently looking into making the system dyslexia friendly and throughout the whole process people are invited to contact his department if they were experiencing any problems.

Another Member referred to the recent issue regarding Welsh speakers and whether there was a strategy to transferring them. Also with regard to the consultation on learner transport and nursery provision, she asked how children and young people were consulted.

The Consultation and Engagement Officer advised that this issue would come under the easy read format. Research undertaken had not found an example of best practice in this area in any other local authority. He advised that the Authority worked with a charitable organisation known as Bridgend People First, a self-advocacy organisation for people with learning disabilities. He had been working with the Wellbeing team regarding children and as part of their annual review had requested one link on the website to include parents, foster carers, teachers and children which would make it more child-friendly.

In response to a question from a Member, he advised that the communication needs of Deaf, deafened and hard of hearing people were taken into consideration as signing was always available.

One Member referred to the timing of consultations during half term times and school holidays and asked whether there was a process in place to ensure that consultation did not take place at such times.

The Consultation and Engagement Officer explained that if the consultations were directly linked to schools then they would have to be conducted at least 20 out of the 42 days during the school year; however if not linked to the schools they would be carried out during half term times.

Another Member asked whether Welsh media consultation had been carried out in secondary schools.

The Consultation and Engagement Officer advised that they had been working with secondary schools on learner transport and would build on that to include collaboration with the Headteachers.

**RESOLVED:** That the Committee considered the report and requested that details of the 16 Wards currently unrepresented are circulated to Members.

## 93 SIX MONTHLY REPORT ON EQUALITY IN THE WORKFORCE

The Equalities and Engagement Officer presented a report to provide the Committee with data on the Council's workforce, together with comparative information and an update on employment related developments.

He informed Members that the data collection project, which includes Members, had been ongoing for the last two years. He advised that collecting data provided better understanding of the workforce, delivering regular training to staff which included dignity at work training, in order to promote equality and diversity across the workforce. He explained that the training was in the pilot phase and 90 people had already completed it. Three training sessions had been held so far, with a further three being run during February and the plan was to widen training across other service areas as well. He described the formation of the Lesbian, Gay, Bisexual and Transsexual (LGBT) Network and the first meeting held recently had been a success. Guidance on dealing with customers and service users who may be transgender had been developed as well as guidance on race and religion. They were currently in the process of developing a Carers' Network with an on-line Forum. He asked the Committee whether they wanted the data presented in a different way.

One Member suggested a swingometer column to show decreases and increases in the workforce to show movement. Another Member suggested a breakdown to show whether there were more females employed on a part time basis and what areas of the Authority they were predominant.

The Head of Human Resources and Organisational Development advised that the number of part time employees had increased, which were generally taken up by females.

The Leader referred to the format and queried the actual data presented between the 31<sup>st</sup> March 2014 and the 30<sup>th</sup> September 2014, which showed the number of gay men had increased from 11 to 19. He asked whether this was due to the fact that people were now more comfortable in providing detailed information, which he believed was a positive step forward.

The Equalities and Engagement Officer confirmed that it was partly due to the fact they did feel more comfortable, but it was also the way agenda was managed and the fact that the data collection project was more in depth.

One Member asked whether they had sought the support of the Trade Unions in the data collection exercise and if it was advertised. She further asked whether they intended to have other networks and group mail boxes.

The Equalities and Engagement Officer advised that the Trade Unions had not been involved as they had considered best practice in other local authorities; however it was not too late to include the Unions. Other networks they were considering as part of the Strategic Equalities Plan were disabilities, race and religion. With regard to group mail boxes, he advised that there was a dedicated Equalities mail box which he was responsible for.

Another Member was encouraged by the fact that people felt more able to come out and asked how many of the 54 elected Members had completed their forms.

The Equalities and Engagement Officer stated that the figure was around 30%.

The Chairperson suggested placing the form electronically on the Members' page. A Member asked whether data was being collected on sign language. The Equalities and Engagement Officer advised that he was aware of two people.

**RESOLVED:** That the Committee considered the workforce report.

94 WELSH LANGUAGE (WALES) MEASURE 2011/WELSH LANGUAGE STANDARDS

The Equalities and Engagement Officer presented a report to update the Committee on developments with the Welsh Language (Wales) Measure 2011 and Welsh Language Standards.

He reported that following debate over the last 12 months in relation to the Welsh language, the First Minister announced a timetable for 133 new related standards to be introduced during 2015. The Welsh Government is due to debate all those standards on the 23<sup>rd</sup> March at which point either all or none of those standards will be approved. If they are approved, the Authority will then receive a Compliance Notice during April and May. A further consultation period will then take place whilst the standards are introduced and the standards would then become Law towards the end of the year with all local authorities in Wales being required to demonstrate they are working towards compliance.

He advised that the Annual Monitoring report would continue, and although the Welsh Language Scheme would cease to be a statutory requirement, when the standards are introduced it was hoped there would still be a scheme in place. He informed Members that it was envisaged there would be around 11 of those standards which the Authority would have difficulty in complying with; however support would be given to managers and service areas. Welsh language training would be provided to those staff with customer contact so that Welsh speaking customers are met and greeted in Welsh.

Discussion took place and Members agreed that this would have considerable financial implications for all local authorities at a time when they could ill afford it.

RESOLVED: That the Committee considered the report.

95 VALREC 6 MONTHLY REPORT ON CASEWORK UNDERTAKEN IN BRIDGEND COUNTY BOROUGH

The Equalities and Engagement Officer presented a report to inform Members of the casework undertaken within the Borough during the current financial year by VALREC (the Valleys Regional Equality Council). VALREC assists local authorities in complying with their duties to promote equality through consultation exercises and access to services and the Authority has worked with and part funded VALREC since 2008 making an annual payment to that organisation of £10,000 under a Service Level Agreement. The casework report for the six months from April to September in the current financial year was attached at Appendix 1 and related data was attached at Appendix 2.

The Head of Human Resources and Organisational Development informed Members that the last presentation given by VALREC had been perplexing and in the interim a meeting was held with their Chief Executive as it was felt that the Authority was not being provided with adequate support. Despite having clearly informed VALREC of the expected requirements, communication had still proved difficult as the organisation had to be regularly contacted to chase up requested information.

She advised that the annual fee of £10,000, although being reduced to £8,000 was not meeting the expected conditions as laid out in the Service Agreement and the data provided appeared to be inaccurate. Therefore she recommended that the value of VALREC's service to the Authority should be reviewed.

RESOLVED: That the Committee recommended that the report be referred to Cabinet for consideration.

The meeting closed at 11.55am.

This page is intentionally left blank



## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO CABINET COMMITTEE - EQUALITIES

2 APRIL 2015

#### REPORT OF THE CORPORATE DIRECTOR - RESOURCES

#### ISSUES FACING DISABLED PEOPLE IN BRIDGEND COUNTY BOROUGH

##### 1. Purpose of Report.

The purpose of this report is to inform Cabinet Equalities Committee of the issues faced by Disabled people in our communities and to outline the influence that the council has on improving service and information accessibility.

##### 2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

The Strategic Equality Plan is a statutory plan and a cross cutting issue that impacts on the whole of the council. It is linked to the Welsh Language Scheme and the council's Customer Care Programme and supports the community cohesion agenda.

##### 3. Background.

- 3.1 Cabinet Equalities Committee receives regular reports and presentations on topic areas relevant to their remit. Community representatives present on relevant topics at meetings to achieve a broader overview of issues and wider engagement.

##### 4. Current situation / proposal.

- 4.1 The Strategic Equality Plan and Action Plan were produced following an extensive consultation and engagement exercise involving Bridgend Coalition of Disabled People, Bridgend Visually Impaired Society and the Bridgend Deaf Club. Access to council services for disabled people is improving however more can be done to ensure that all council services are fully accessible to disabled people.
- 4.2 At the Bridgend Equality Forum various issues have been raised which focus on the council's need to review the ways services are delivered. These issues will be addressed in detail by representatives of the Bridgend Coalition for Disabled People which is an advocacy organisation whose main activities are:
- To campaign for improvements in the quality of life for Disabled People in Bridgend County Borough;
  - To meet and network with other Disabled People in Bridgend County Borough and ensure their voices are heard;
  - To have a strong united voice with other Disabled People;
  - To ensure the Coalition is representative of all Disabled People;
  - Obtain the support of other Coalition members;
  - To be part of the Disability Movement in the United Kingdom.

4.2 Issues to be addressed by the Coalition include:

- Direct Payments
- Wheelchair accessible taxis
- Development of a dedicated bus shuttle service between Bridgend Railway Station and Bridgend Bus Station.

**5. Effect upon Policy Framework & Procedure Rules.**

- 5.1 The report has no direct effect upon the policy framework or procedure rules but is required to effectively implement the Council's statutory duties in relation to equalities and human rights.

**6. Equality Impact Assessment**

Whilst no Equality Impact Assessment has been carried out, this report provides the Committee with information which will positively assist in the delivery of the Authority's equality duties.

**7. Financial Implications.**

None in this report.

**8. Recommendation.**

- 8.1 That the Cabinet Equalities Committee receives and considers this workforce report.

**Sarah Kingsbury**

**Head of Human Resources and Organisational Development**

**Date: 12 March 2015**

**9. Contact officers:**

**Paul Williams, Equality and Engagement Officer, Wing 3, Ravens Court, Brewery Lane, Bridgend CF31 4AP**

**Email: [Paul.williams2@bridgend.gov.uk](mailto:Paul.williams2@bridgend.gov.uk)**

**Telephone: 643606**

**Background papers: None.**

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT TO CABINET EQUALITIES COMMITTEE**

**2 APRIL 2015**

**REPORT OF THE CORPORATE DIRECTOR - RESOURCES**

**FORWARD WORK PROGRAMME**

**1. Purpose of Report**

To provide Cabinet Equalities Committee with a proposal for a forward work programme for the committee for the next year (Appendix 1).

**2. Connection to Corporate Improvement Objectives/Other Corporate Priorities**

2.1 The committee is responsible for the council's approach in meeting its equalities duties. The forward work programme aims to support the committee's understanding of a wide range of equalities issues. It is directly linked with the council's improvement objectives, the Welsh Language Scheme, the Strategic Equality Plan and the council's Customer Care Programme.

2.2 This report also supports the following priorities in the Corporate Plan 2013 – 2017:

- Working together to help vulnerable people to stay independent;
- Working together to make the best use of our resources.

**3. Background**

3.1 The committee has a wide area of activity to oversee in meeting the equalities duties of the council. A forward work programme allows the committee to consider key issues on equalities in a structured way alongside its regular business items. A forward work programme is set and reviewed annually.

**4. Current Situation / Proposal**

4.1 Appendix 1 sets out suggestions for the main items and business items for the committee to consider up to September 2016.

4.2 These proposals are based on:

- key areas of the Strategic Equality Plan and Welsh Language Scheme;
- suggestions from the committee over the last year;
- changes to the national equalities agenda;
- established half yearly reporting arrangements for the Strategic Equality Plan and Welsh Language Scheme/Standards.

**5. Effect upon Policy Framework & Procedure Rules**

5.1 There are no proposed changes to the policy framework and procedure rules.

## **6. Equality Impact Assessment**

- 6.1 Whilst no equality impact assessment has been carried out, this report provides the committee with a forward work programme that will positively assist in the delivery of the authority's equality duties.

## **7. Financial Implications**

There are no financial implications arising from this report.

## **8. Recommendation**

- 8.1 That the Cabinet Equalities Committee approves proposals for the forward work programme.

**Sarah Kingsbury**

**Head of Human Resources and Organisational Development**

**Date: 12 March 2015**

**Contact Officer:** Paul Williams  
Equalities and Engagement Officer

**Telephone:** (01656) 643606

**E-mail:** [Paul.williams2@bridgend.gov.uk](mailto:Paul.williams2@bridgend.gov.uk)

**Postal Address:** Wing 3, Ravens Court, Brewery Lane, Bridgend CF31 4AP.

### **Background documents:**

None

## Cabinet Committee – Equalities

### Forward Work Programme 2015/16

Date	Main Item/s	Business Items
2 April 2015	<ul style="list-style-type: none"> <li>• Issues facing Disabled People in Bridgend County Borough: Cathy Rogers and Simon Green, Bridgend Coalition of Disabled People</li> </ul>	<ul style="list-style-type: none"> <li>• Forward Work Programme 2015/16</li> <li>• Equality and diversity training and development update</li> </ul>
June 2015	<ul style="list-style-type: none"> <li>• Support for victims of Domestic Abuse, violence against women and sexual violence in Bridgend County Borough: Bethan Lyndsay Gaylard, Domestic Abuse Coordinator – Bridgend</li> </ul>	<ul style="list-style-type: none"> <li>• 6 Monthly report on equality in the workforce</li> <li>• 6 monthly update report on implementation of Welsh Language Standards</li> <li>• Annual Monitoring Report on the Welsh Language Scheme 2014/15</li> <li>• Welsh Language Standards Implementation Plan 2015 - 2017</li> </ul>
October 2015	<ul style="list-style-type: none"> <li>• Wales Extremism and Counter Terrorism Unit: Jane Morris, South Wales Police</li> </ul>	<ul style="list-style-type: none"> <li>• Presentation on progress with the development of the Welsh Language Standards</li> <li>• Mental Health services in Bridgend County Borough</li> <li>• 6 Monthly report on progress with the implementation of the Strategic Equality Plan</li> <li>• Strategic Equality Plan Annual Report 2014/2015</li> </ul>
January 2016	<ul style="list-style-type: none"> <li>• Human Trafficking and slavery in Bridgend: Riaz Hassan, Regional Community Cohesion Coordinator.</li> </ul>	<ul style="list-style-type: none"> <li>• 6 Monthly report on equality in the workforce</li> <li>• Update report on implementation of Welsh Language Standards</li> <li>• Strategic Equality Plan 2016 - 2020</li> </ul>
April 2016	<ul style="list-style-type: none"> <li>• Community Relations in Bridgend County Borough: Paul Evans, Hate Crime Officer, South Wales Police</li> </ul>	<ul style="list-style-type: none"> <li>• Update report on implementation of Welsh Language Standards</li> <li>• Forward Work Programme 2016/17</li> </ul>
June 2016	<ul style="list-style-type: none"> <li>• Aberkenfig Mosque and Bridgend County Borough's Muslim Community: Suleman Hawas</li> </ul>	<ul style="list-style-type: none"> <li>• 6 Monthly report on equality in the workforce</li> <li>• Annual Welsh Language "Scheme" Monitoring Report 2015/16</li> </ul>
September 2016	<ul style="list-style-type: none"> <li>• The Gypsy and Traveler Community in Bridgend: Isaac Blake, Director, Romani Culture and Arts</li> </ul>	<ul style="list-style-type: none"> <li>• 6 Monthly report on equality in the workforce</li> <li>• Annual Welsh Language "Scheme" Monitoring Report 2015/16</li> </ul>



## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO CABINET COMMITTEE – EQUALITIES

2 APRIL 2015

#### REPORT OF THE CORPORATE DIRECTOR - RESOURCES

#### EQUALITY AND DIVERSITY LEARNING AND DEVELOPMENT

##### 1. Purpose of Report

- 1.1. The purpose of this report is to provide the Cabinet Committee with an update on equality and diversity learning and development for council employees.

##### 2. Connection to Corporate Improvement Plan / Other Corporate Priority

- 2.1. The Strategic Equality Plan and Welsh Language Scheme are statutory and cross-cutting and impact on the work of the whole Council. They are linked to the Community Strategy and the Customer Care Programme.

This report also supports the following priorities in the Corporate Plan 2013 – 2017:

- **Priority 2:** Working together to raise ambitions and drive up educational achievement;
- **Priority 4:** Working together to help vulnerable people to stay independent;
- **Priority 6:** Working together to make the best use of our resources.

Both the Strategic Equality Plan and Welsh Language Scheme outline training objectives to ensure that the council's duties can be met and to ensure staff are aware of customers' diverse backgrounds and the impact this may have upon service need.

##### 3. Background

- 3.1 The requirement for training is outlined in the Public Sector Equality Duty and Welsh Language Scheme. There is a clear need for managers and staff to have an awareness and understanding of equality and diversity issues when preparing EIAs and policy and when delivering frontline services. Welsh language training and awareness is based on identified business need for front line services.

#### 4. Current situation / proposal

The Strategic Equality Plan and Welsh Language Scheme outline a commitment to implement, evaluate and monitor the effectiveness of equality, diversity and Welsh language training for staff covering the protected characteristics of age, disability, gender reassignment, race, religion or belief, sex and sexual orientation related to job roles. Welsh is not a protected characteristic under the Equality Act but Welsh language learning for appropriate employees must be considered by the council.

4.1 A 3 year learning and development plan, approved by Cabinet Equalities Committee in October 2014, is in place outlining the levels and types of training to be provided, together with targeted numbers of staff (based on business needs identified by Directorate Business Managers).

4.2 The delivery of equality and diversity training is a mix of E Learning, face to face provision and partners such as Bridgend Coalition of Disabled People and comprises:

- **Welsh Language Awareness / Promotion of culture;**
  - E: Learning to be launched and available to all employees in April/May 2015;
- **Welsh Speaker and Learner Practice Sessions;**
  - Groups/face to face sessions to be launched following conclusion of the employee data collection project;
- **More than just words (Shwd dych chi heddiw?);**
  - Classroom setting facilitated by University of South Wales, to be coordinated by the Social Care Workforce Development Team;
- **Welsh in the workplace;**
  - Classroom setting facilitated by University of South Wales, targeted at employee groups to be identified by service managers;
- **Equality and Diversity (basic and advanced);**
  - E: Learning package in place followed by face to face training session facilitated by Equality and Engagement Officer;
- **Equality Impact Assessments;**
  - E: Learning package in place followed by face to face training session facilitated by Equality and Engagement Officer;
- **Focussed awareness training sessions;**
  - To be facilitated by representative groups at team meetings and covering specific issues around disability, sexuality; British Sign Language, mental health awareness;

4.3 Equality and Diversity training will also inform the ongoing development of the council's workforce plan.



4.4 It is hoped from the information provided within this report that Members are reassured from the progress being made, that gaps in employees' knowledge and skills are being identified and addressed.

**4.5 Equality and Diversity training:**

Between November 2014 and February 2015 a pilot Equality and diversity training programme was held comprising employees from the Resources Directorate. During the pilot phase, 70+ employees attended one of 6 sessions preceded by Equality and Diversity E: Learning. Services represented by these employees were Communications, Marketing and Engagement, Human Resources, Customer Services, Taxation, Benefits, Project Management, Customer and Community Support Unit and Finance.

A summary of feedback from employees is:

	<b>Number</b>	<b>%</b>
<b>Course quality</b>	Excellent/good: 61	97%
<b>Course amount</b>	Excellent/good: 58	92%
<b>Relevant now</b>	Relevant/useful: 60	95%
<b>Relevant for future</b>	Relevant/useful: 58	92%
<b>Facilitator</b>	Excellent/good: 61	97%
<b>Structure</b>	Excellent/good: 61	97%
<b>Did course achieve what hoped?</b>	Completely: 51	81%

Following the success of the pilot phase, the programme will now be delivered to other service areas within BCBC.

**4.6 Equality Impact Assessment training:**

There has been a steep increase in the number of Consultations being undertaken across the council by service areas and the Marketing and Engagement Team. An integral element of consultation and engagement is the Equality Impact Assessment process. Equality Impact Assessment (EIA) has been identified as a training need for all service managers and employees responsible for developing or reviewing policy. EIA training is in development and builds on the Equality and Diversity training programme being rolled across the council. An EIA training pilot programme will be developed within the Resources Directorate. EIA training will then be introduced across all other service areas from April 2015.

**4.7 Elected Members:**

Elected Members have previously received equality and diversity awareness training. However, a number of Members were elected after that training was provided. This meeting of Cabinet Equalities Committee will canvass the views of Elected Members on whether a further Equality

and Diversity training programme should be delivered to them. The programme would cover an overview of points such as:

- Protected characteristics
- Stereotyping
- Discrimination
- Prejudice
- Responsibilities

and would be facilitated by the Equality and Engagement Officer.

#### 4.9 **Welsh Language:**

- **More Than Just Words:** working in partnership with the University of South Wales, BCBC's Social Care Workforce Development Programme (SCWDP) is developing More Than Just Words training for frontline social care employees within Bridgend County Borough (all sectors);
- **Welsh culture and language E: Learning:** BCBC's E: Learning package offering advice and guidance on Welsh culture and language has been reviewed and updated;
- **Welsh at work:** the new Welsh Language Standards (due to be introduced in 2015) highlight the requirement for BCBC's customers to undertake their business with us in the language of their choice. Whilst there is no requirement or recommendation for all frontline employees to be fluent in the Welsh language, customers and visitors can expect an initial meet and greet (and some basic business) to be conducted through the medium of Welsh. BCBC is working with the University of South Wales to develop a programme of Business Welsh which will be delivered to all employees whose roles include a public interface such as the Customer Contact Service. A pilot comprising a number of service areas will be developed following which consideration will be given to rolling the training out across all services during spring/summer 2015. This training will be preceded by the Welsh Language and Culture E: Learning package.

### 5. **Effect upon Policy Framework and Procedure Rules**

- 5.1 As this is an information report there are no proposals requiring consideration involving changes to the Policy Framework and Procedure Rules

## **6. Equality Impact Assessment**

- 6.1 No equality impact assessment has been carried out this report as it provides the Cabinet Committee with information which will positively assist in the delivery of the Authority's equality duties.

## **7. Financial Implications**

- 7.1. Equality and Diversity training costs will be met mainly from the Engagement Team budget; however, where service areas identify a specific business need for Welsh at Work, costs will be met from Departmental budgets. Delivery of this training will help the Authority to mitigate exposure to risk over its responsibilities.

## **8. Recommendation**

8. It is recommended that the Cabinet Equalities Committee receives and considers this progress report.

**Sarah Kingsbury**  
**Head of Human Resources and Organisational Development**  
**16 February 2015**

**Contact Officer:** Paul Williams  
Equality and Engagement Officer

**Telephone:** (01656) 643606

**Email:** [Paul.williams2@bridgend.gov.uk](mailto:Paul.williams2@bridgend.gov.uk)

**Postal Address:** Raven's Court, Brewery Lane, Bridgend CF31 4AP

**Background documents:**  
None

This page is intentionally left blank