

**BRIDGEND COUNTY BOROUGH COUNCIL**

**REPORT TO REPORT TO CABINET COMMITTEE - EQUALITIES**

**13 DECEMBER 2010**

**REPORT OF THE ASSISTANT CHIEF EXECUTIVE – CORPORATE DEVELOPMENT & PARTNERSHIPS**

**CORPORATE EQUALITY SCHEME – HALF-YEARLY PROGRESS REPORT 2010-11**

**1. Purpose of Report.**

1.1 To introduce the half-yearly progress report on the Corporate Equality Scheme.

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

2.1 The Corporate Equality Scheme is a statutory scheme and a cross-cutting issue that impacts upon the work of the whole 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 At the meeting on 19<sup>th</sup> July 2010 it was agreed that the Committee would receive a half-yearly progress report on the Corporate Equality Scheme.

**4. Current situation / proposal.**

4.1 The Committee is invited to receive this progress report.

4.2. A half-yearly progress report is attached in Appendix A. This sets out those actions that have slipped from the previous financial year and confirms where improvements have been made in a number of areas. Examples of improvements are:

- A new domestic abuse protocol was launched in September 2010 demonstrating the Authority's commitment to offering workplace responses to violence in the home and ensuring that every member of staff has a safe and supportive workplace.
- The Community Safety and Community First Partnerships launched the '*Community Cohesion Strategy and Action Plan*' research project in response to the Welsh Assembly Government's (WAG) '*Getting on Together: A Community Cohesion Strategy for Wales*'.
- The Community Safety Partnership has raised awareness and improved reporting of hate incidents and crimes to the Bridgend & District Community Cohesion Group.
- Bridgend Equality Forum hosted a workshop as part of the '*All Wales Hate Crime Research Project*'. The Forum has provisionally agreed a work programme for 2011.

- The Council supported the Bridgend Coalition of Disabled People to run a successful '*Access Quest*' event in September 2010.
- Good progress continues to be made in improving access to council premises for disabled people and an '*Access Improvement Strategy for Council Premises*' is currently being prepared.
- A customer service, Welsh language and equality training needs survey has been completed and an equality training programme is currently being developed.
- The Council continues to make steady improvements in monitoring and reporting on equality in its workforce.

4.3 A summary of progress on the equality objectives are set out in the table attached in Appendix B.

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

5.1 As this is a progress report, 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 information which will positively assist in the delivery of the Authority's equality duties.

## **7. Financial Implications.**

7.1 This is a progress report and therefore has no direct financial implications. Actions are being resourced from current budgets and will help the Authority to mitigate exposure to risk over its responsibilities in this area, as noted in the report to the Committee on 12<sup>th</sup> April 2010. The Community Safety Partnership are continuing to access and use Welsh Assembly Government funding to deliver the scheme objectives on promoting strong relationships between people from different backgrounds in our community.

## **8. Recommendation.**

- 8.1 It is recommended that the Cabinet Equalities Committee receives and considers the half-yearly progress report.

**David MacGregor**

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**13 December 2010**

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### **Background documents:**

Bridgend County Borough Council Corporate Equality Scheme 2009-2012.

Getting on Together: A Community Cohesion Strategy for Wales (WAG, 2009).

## Bridgend County Borough Council

### Half-yearly Progress Report – Corporate Equality Scheme

The half-yearly progress report identifies the actions where problems are being experienced and the areas where improvements have been made.

#### Summary of Progress

The following chart summarises progress, measured against the corporate equality objectives and disability, race and gender equality priorities set out in the Scheme (figures in brackets relate to the previous year as a comparison):

<b>Equality Objectives and Priorities 2010-11 (Cumulative)</b>				
<b>Number of Directorate actions</b>	<b>Green</b>	<b>Amber</b>	<b>Red</b>	<b>Total</b>
	<b>No</b>	<b>No</b>	<b>No</b>	<b>No.</b>
<b>ICT &amp; Property</b>	5 (4)	3 (1)	0 (2)	<b>8 (7)</b>
<b>Legal &amp; Regulatory Services</b>	1 (0)	0 (1)	0	<b>1 (1)</b>
<b>Children's</b>	1(0)	1 (2)	0	<b>2 (2)</b>
<b>Corporate Development &amp; Partnerships</b>	19 (12)	17 (21)	7 (6)	<b>43 (39)</b>
<b>Communities</b>	3 (3)	2 (0)	0	<b>5 (3)</b>
<b>Wellbeing</b>	4 (4)	0 (0)	0 (0)	<b>4 (4)</b>
<b>Total</b>	<b>33 (23)</b>	<b>23 (25)</b>	<b>7 (8)</b>	<b>63 (56)</b>

<b>Red</b>	Situation not progressing as per objective. There is cause for concern. Worse than 10% off target.
<b>Amber</b>	Situation progressing but not in line with objective. There is potential cause for concern. Equal to or less than 10% off target.
<b>Green</b>	Situation in line with objective. There is no known cause for concern. Target achieved or exceeded.

Steady progress has been made in most areas but in some areas delivery has continued to be inhibited due to changes in national policies or have been affected by organisational capacity issues. The results suggest that:

- 33 of the planned actions are on track;
- 23 of the planned actions are progressing but not at the pace originally planned;
- 7 of the planned actions are giving cause for concern.

At the Committee meeting on 19<sup>th</sup> July 2010 Members were advised that since the scheme was published changes in UK legislation and Government policy have impacted on the scheme and that a review of the Corporate Equality Scheme will be carried out in order:

- To ensure that the scheme is compliant with the Equality Act 2010 and to take account of the new Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011. It is anticipated that these will come into effect on 6<sup>th</sup> April 2011.
- To align our equality outcomes with the objectives set out in the Community Strategy and the improvement objectives of the authority set out in the Corporate Plan as required by the Local Government (Wales) Measure 2009.
- To ensure that the scheme sets out actions that are more SMART (Specific, Measurable, Achievable, Realistic and Timebound) and will deliver outcome focused equality objectives for our community.

## Actions Giving Cause for Concern

The chart shows that 7 planned actions are giving cause for concern. Below is an update on the current status of these actions:

<b>Customers are treated fairly and with respect and our services take account of people's different access needs</b>	
1. Review diversity data gathered through our existing customer record systems.	This work has not progressed as we are currently awaiting new Regulations from the Welsh Assembly Government. Once the final Regulations are published in Spring 2011, BCBC will need to take action accordingly.
<b>Effective community and employee involvement and customer feedback</b>	
2. Develop Best Practice Guide to Consultation.	These actions on community involvement have been delayed due to the ill-health of the lead officer which affected progress with the work on the Citizen Engagement Strategy.  Guidance on how to conduct inclusive consultations will be included in a new toolkit that will be available by February 2011.
3. Develop equality involvement programme to review Corporate Equality Scheme.	We are currently awaiting new Regulations from the Welsh Assembly Government that will include engagement provisions. Once the final Regulations are published in Spring 2011, BCBC will need to take action accordingly.
4. Set up a Customer Participation Group to review delivery on Customer Charter and work with local disability groups to agree involvement mechanisms.	This action has been put on hold awaiting new Regulations from the Welsh Assembly Government on engagement provisions. It should be noted that the Authority has continued to develop its engagement with disability groups over the past year.
<b>Measure progress against the WLGA Equality Improvement Framework (EIF)</b>	
5. To develop and carry out a self-assessment process in line with the WLGA Equality Improvement Framework (EIF).	This action has slipped due to delays in the rollout of the WLGA self-assessment guidance. The WLGA are currently revising the framework and guidance.  The Committee was provided with an up-date on this action on 29.9.10
6. To report on the outcomes to the Cabinet Equality Committee.	
<b>Communicate positive messages on equality and diversity</b>	
7. Develop myth-busting projects with local disability	This action has slipped due to lack of capacity in Bridgend Coalition of Disabled People. Work is on-going to support the Coalition and engage with other disability groups to develop this project.

## Summary of Improved Areas

**Objective: Customers are treated fairly and with respect and our services take account of people's different access needs Customers are treated fairly**

In response to new requirements introduced by the Equality Act 2010 the Authority is drawing up *'Making information accessible'* guidance for staff. This guidance will include information about interpretation and translation services available nationally and locally. The guidance will assist the corporate communication team and officers across the Authority to improve the design, production and, where relevant, translation of information about council services. The guidance is based on good practice recognised by the Office of Disability Issues. This will help the Authority to further improve the way it communicates with people including those with a range of impairments, people with low literacy levels and people for whom English is a second language.

Local disability groups will be involved in finalising the guidance. This engagement will give the Authority an opportunity to raise awareness about how it is making our customer services more accessible, through the availability of Browsealoud software on its website, the provision of hearing loops and a text phone service, and training staff in British Sign Language.

**Objective: Effective community and employee involvement and customer feedback**

The Corporate Complaints Team has improved its procedure to make it more responsive to the access needs of individuals and to monitor complaints for equality issues.

The Authority has continued to support the development of the Bridgend Equality Forum. The forum enjoys good attendance with a balanced representation between community groups and public agencies. The table below shows membership of the Forum:

<ul style="list-style-type: none"><li>▪ ABMU Health Board</li><li>▪ Black Association of Women Step Out</li><li>▪ Bridgend and District Community Cohesion Group</li><li>▪ Bridgend Care &amp; Repair</li><li>▪ Bridgend Coalition Against Racism</li><li>▪ Bridgend College</li><li>▪ British Deaf Association</li><li>▪ Bridgend Women's Aid</li><li>▪ Bridgend Coalition of Disabled People</li><li>▪ Bridgend People's First</li></ul>	<ul style="list-style-type: none"><li>▪ Glamorgan Deaf Club</li><li>▪ Glamorgan Muslim Association</li><li>▪ Gweini, Bridgend (Christian Voluntary Sector in Wales)</li><li>▪ HMP Parc</li><li>▪ SHOUT</li><li>▪ South Wales Police Neighbourhood Policing</li><li>▪ South Wales Police Minorities Support Unit</li><li>▪ South Wales Police Authority</li><li>▪ VALREC</li></ul>
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Council services representation includes officers from Children and Young People Partnership, Youth Offending Service, Communities First Partnerships, Strategic Housing & Innovation and the Community Safety Partnership.

In the summer the forum hosted a workshop as part of the *'All Wales Hate Crime Research Project'*. The project is funded by the Big Lottery and is being carried out by Race Equality First in partnership with Cardiff University and the Cardiff and the Vale

Equalities and Human Rights Network. During the workshop participants looked at how hate crime impacts on local communities and how local agencies are working together to tackle the issue.

In the autumn the Forum received a presentation about the '*Community Cohesion Strategy and Action Plan*' research project the Community Safety Partnership is undertaking. It also revisited its terms of reference and its membership to make its remit more robust and explore ways to recruit new members. The Forum has provisionally agreed a work programme for 2011 based on the following themes:

- Host a Community Cohesion Strategy Visioning consultation event with Safer Bridgend and the Communities First Partnerships (February 2011).
- Host a discussion panel on the impact of changes to welfare benefits on our local community (March 2011).
- Hosting an intergenerational workshop to build mutual respect in local communities (May 2011).
- Improving local responses to hate crime and anti-social behaviour (August 2011).
- Hosting a seminar on accessible communication (November 2011).

The Authority has continued to find ways to improve its engagement with local disability groups such as the Bridgend Coalition of Disabled People, Bridgend Visual Impairment Society, the Stoke Association, Every Link Counts, Bridgend People First and the Glamorgan Deaf Club.

This resulted in a successful '*Access Quest*' event being run in September 2010 by the Coalition and hosted by Bridgend Citizen Advice Bureaux. The event was opened by the First Minister for Wales, Carwyn Jones AM, and was supported by Cabinet Members. Representatives from HMP & YOI Parc, Councillors and officers from various council services took part.

The Authority is seeking to take a more inclusive approach to its engagement activities such as the consultation it has undertaken on the library service review, and in the approach it is taking to developing new plans and strategies such as the Children and Young People Plan and the Health, Social Care and Well-being Strategy. The Authority has continued to make good progress with community representatives through existing consultation mechanisms, for example the Carers Forum, Community First Partnerships and School Councils.

**Objective: Promote a positive equality and diversity culture in the council**

A customer service, Welsh language and equality training needs survey has been completed. We received 53 responses from a total of 93 managers that were contacted. The survey covered a range of topics including, customer service, Welsh language skills, British Sign Language skills, equalities and human rights. This has helped to establish what additional training managers feel their staff teams need in order to improve responses to customer contacts. Following analysis of the survey a prioritised list of training provision has been identified, based on demand and reflecting the council's capacity, current financial constraints and relevant statutory guidance on improvement, Welsh language and equalities.

During 2010-11 the following training modules have been prioritised to meet the commitments set out in the Customer Service Charter, Welsh Language Scheme and Corporate Equality Scheme:

- Introduction to Customer Service
- Welsh language
- British Sign Language
- Equality & Diversity Awareness

Between December 2010 and March 2011 Organisational Development will provide e-learning training modules in the following areas:

- General Equality and Diversity Awareness Training
- Disability Equality Training
- Race and Cultural Awareness Training.

E-learning modules are being developed in general equality and diversity, disability equality, race and cultural awareness. E-learning is a cost-effective way to deliver training to a wide employee base that allows the Authority to monitor and report on training provision. This provision will supplement existing training being accessed by managers and employees in customer service, Welsh language, BSL courses and dignity at work training.

Cost-effective options for delivering training identified by specific service areas, such as domestic abuse, will continue to be explored, linking in with existing provision to ensure there is no duplication and to target specific service needs.

**Objective: Monitoring equality in our workforce**

It was agreed at Cabinet Committee – Equalities on 19<sup>th</sup> July 2010 that ‘*Equality in our Workforce Monitoring Reports*’ will be submitted to the Committee on a half-yearly basis. These will be summarised for inclusion in the annual report and further work will be undertaken to update records of existing employees.

Improvements have been implemented to the on-line application form to ensure questions are included across the equality strands. The Employee Data Collection project contains a commitment to update records on the TRENT database. The Human Resources service will pilot a revised equal opportunities form by March 2011, and this will be evaluated before rolling-out to full implementation.

A case management system has been developed to monitor employment relations cases, which will enable equality reports to be produced on grievances and disciplinaries related to discrimination, bullying, victimisation or harassment.

**Objective Promote equality as an employer of choice**

The Authority launched its internal protocol and communication plan on domestic abuse at the Cabinet Committee – Equalities meeting on 29<sup>th</sup> September 2010. This gives guidance on how the Authority will provide a workplace response to the practical issues affecting managers and employees who are dealing with issues related to domestic abuse. The WLGA will be using the Authority's protocol as an example of good practice.

A profile of employees by equality groups who attended the Management Development Programme has been completed. This will provide baseline information to monitor future promotion and career development.

A revised policy and guidelines for members of recruitment panels on equal opportunities will be completed by December 2010. Current training for members of recruitment panels



already includes equal opportunities and has helped to raise awareness about the requirements of the Disability Symbol and the implications of the new Equality Act.

Good progress has been made in 2010 with the job evaluation scheme and work is progressing on the development of a new pay and grading structure. Job evaluation outcomes have been moderated to ensure consistency both within and between service areas. Job Families and benchmarks are being developed to deal with related roles across the Council. The trade unions have now confirmed they will not enter into a collective agreement and a consultation/communication plan is being developed in order to ensure the project can continue to move forward.

The Authority also continues to make good progress to promote itself as an inclusive workplace through its commitments as a Disability Symbol user, its Basic Skills Initiative and the Apprenticeship Programme. The latter programme supports young people to undertake apprenticeships in building trades. The programme specifically encourages care leavers to apply for a placement in recognition of the Council's corporate parenting obligations and responsibilities towards young people leaving care.

**Objective Promote strong relationships between people from different backgrounds in our community**

In response to the Welsh Assembly Government's (WAG) '*Getting on Together: A Community Cohesion Strategy for Wales*' the Safer Bridgend Partnership, working closely with the Community First Partnerships, have allocated funding to an external contractor to develop a '*Community Cohesion Strategy and Action Plan*' for the County Borough. The research and engagement activities being undertaken as part of this project will help build sound evidence and understanding of the specific community cohesion issues affecting neighbourhoods and minority groups within our area. This project is being rolled out between November 2010 and February 2011. The outcomes from the initial stages of the research will inform the allocation of the remaining Community Cohesion Fund in the county which will support local projects that build understanding between people from different backgrounds and enhance a sense of community.

In addition, the Safer Bridgend Partnership supports the Bridgend and District Community Cohesion Group. This group is made up of individuals who live or work in the Bridgend area and are people who can represent the views and experiences of minority groups. The group acts as a critical friend to the police service and local partners on community safety matters. The group receives reports on hate crime and incidents; stop and search; and stop and account within the Basic Command Unit area. Its main objectives are to monitor this data for trends, advice on proposed policing strategies and to help increase trust and confidence in policing amongst all communities. Over the last six months the group has maintained its diverse membership and South Wales Police have taken steps to improve the standard of information reported to the group.

To supplement this work the Authority has agreed a service level agreement with the Valleys Regional Equality Council. This includes specific actions to support individuals affected by discrimination, harassment or hate crime. The first monitoring report has been received and includes information regarding 29 cases dealt with by VALREC during April to September 2010. This report suggests improved working relationships have been developed between South Wales Police and VALREC during this period.

The Cabinet Committee – Equalities received a report and presentation on community cohesion and hate crime on 29<sup>th</sup> September 2010. Subsequently a report has also been

made on this issue to the Community Safety and Governance Scrutiny committee on 1<sup>st</sup> November 2010. These reports have helped to ensure elected members are kept informed of developments being taken forward by public agencies to engage with members of our local community who are directly affected by discrimination and harassment.

### **Objective Promote equality and diversity in procurement**

As reported to the Annual Monitoring Report the planned review of the Authority's commissioning and procurement processes was delayed to enable the Authority to take into account measures introduced under the Equality Act 2010. It should be noted that in England the Government has indicated that it will not be implementing specific duties on public procurement at this time. WAG is currently consulting on draft statutory regulations about how it intends to implement specific regulations on public procurement in Wales. The draft regulations propose that public sector organisations should include in relevant contracts award criteria or conditions that will improve its performance against the general equality duty. This approach will build on the good practice already developed by Value Wales

The Authority has begun to review its corporate procurement process to take account of guidance and good practice available from Value Wales. This has helped to identify the following equality objective in terms of procurement:

*“To ensure that all staff involved in the procurement of goods, works and services are aware of their obligations under the Equality Act and integrate such within the tendering process”*

To achieve this objective the Procurement Team has integrated equality and Welsh language into the Commissioning Toolkit and Delivery Plan. The Team has also worked with Value Wales to develop a standardised tender pre-qualification questionnaire that includes an equalities section. This will be used across the Welsh Public Sector. The Procurement team has used the document in two recent construction tenders.

In addition a number of key actions have been identified which link with the overall objective of raising awareness and integrating equality into the procurement of goods, works and services. These include:

- A review of contract procedure rules and the strengthening of the equalities aspect within. This is being undertaken within the Authority and also the wider Welsh Purchasing Consortium.
- Producing guidance for use by all staff regarding how equality is included in the procurement process.
- The training of key staff identified.

One key issue that has been identified as requiring further clarification is how the Authority will monitor supplier conformance pre and post contract award, and the potential use of a third party accreditation system.

The review will be completed when the specific regulations on public procurement come into effect across the public sector in Wales.

### **Objective: Recognise equality and fairness as critical to our business performance**

The Cabinet Committee – Equalities received a report on 29<sup>th</sup> September 2010 advising Members of the delays that had impacted on the timescale for implementing the new WLGA Equality Improvement Framework for local authorities in Wales. Blaenau Gwent County Borough Council and Flintshire County Council gave presentations to the WLGA Equality and Social Justice Unit Network meeting on 4<sup>th</sup> November about the pilot projects

they had taken forward. The presentations were very instructive and highlighted the organisational challenges that need to be considered in undertaking the self-assessment and peer review process. The WLGA are currently revising the framework and guidance and have advised the Authority that a training programme for peer review will be delivered in Spring 2011. The Authority will continue to monitor developments in this area.

On 29<sup>th</sup> September 2010 the Committee also received a report advising members of the progress made by the Authority in implementing equality impact assessments. This outlined the toolkit, guidance and training that have been provided to officers. The toolkit and guidance is being revised to simplify the template and to ensure it is compliant with the new Equality Act 2010 and to take account of the draft regulations that became available from WAG in October 2010. An e-learning module is also being developed to support officers in carrying out these assessments.

**Objective: Implement a programme of access audits and physical improvements to council properties**

Good progress continues to be made by the Authority in improving physical access to its properties in line with its Asset Management Plan (2021). The Authority has shown year on year improvement against the Consortium for Local Authorities (CLAW) performance indicators. These measure the percentage of the authority's operational buildings for which an access audit has been undertaken and the access plans that have been put in place. The Authority now has access audits and plans in place for over 30% of its properties. To provide a coherent approach to this work an '*Access Improvement Strategy for Council Premises*' is currently being prepared.

In addition to this work the Council has established a street Cafe, Goods Display and A-Board Sign licensing scheme in town centres. The scheme enables the Authority to control the positioning of furniture and signage placed on the highway and ensure that routes are safer. This development has been welcomed by local disability groups.

**Conclusion**

There has been steady improvement in the Authority's overall delivery of the equality scheme. However the introduction of the Equality Act 2010 and reforms to the improvement duties introduced by the Local Government (Wales) Measure 2009 make it clear that local authorities should seek to become more focused on achieving equality objectives by putting in place proportionate arrangements to deliver outcomes.

The information from this progress report will inform the review of our current scheme. The review will take into consideration the draft regulations approved for consultation by the Minister for Social Justice and Local Government. These propose that public sector organisations will be required to publicise their equality objectives by 2<sup>nd</sup> April 2012.

## Appendix B.

<b>CORPORATE EQUALITY SCHEME – HALF-YEARLY PROGRESS REPORT DECEMBER 2010</b>				
	<b>Action</b>	<b>Date</b>	<b>Update</b>	<b>RAG</b>
<b>Desired Outcome: Customers are treated fairly and with respect</b>				
<b>1</b>	Carry out promotional activities to raise awareness among customers about the interpretation, translation and communication support available through our Customer Service Centre.	<b>Oct-09</b>	Progress continues to be made in this area.	<b>Green</b>
<b>2</b>	Develop guidelines and promote awareness for staff about the interpretation, translation and communication support available through our Customer Service Centre	<b>Oct-09</b>	Progress continues to be made in this area.	<b>Green</b>
<b>3</b>	Develop guidelines on accessible information for services	<b>Dec-09</b>	Progress is being made. Guidance has been drafted. This will also promote awareness of interpretation, translation and communication support.	<b>Amber</b>
<b>4</b>	Review diversity data gathered through customer record systems by the Authority	<b>Jul-10</b>	This work has not progressed as we are currently awaiting new Regulations from the Welsh Assembly Government. Once the final Regulations are published in Spring 2011, BCBC will need to take action accordingly.	<b>Red</b>
<b>5</b>	Identify ways to measure equality performance in line with national developments	<b>Jul-10</b>	This work will be developed in the context of the new Local government (Wales) Measure and specific equality duties for the public sector in Wales. Once the final Regulations are published in Spring 2011, BCBC will need to take action accordingly.	<b>Amber</b>
<b>6</b>	Promote Customer Service Charter across community and targeted activities with specific impairment groups	<b>May-10</b>	This action is progressing.	<b>Amber</b>
<b>7</b>	Work with local disability groups to identify and deliver training opportunities that promote disability equality awareness in our services and community	<b>May-10</b>	Some progress has been made. Further development will be taken forward based on outcomes of training needs survey and prioritised training options based on service need.	<b>Amber</b>
<b>Desired outcome: Effective community and employee involvement and customer feedback</b>				
<b>8</b>	Carry out Neighbourhood & Society Survey with Citizens Panel & report on findings	<b>Jul-09</b>	Completed. Reported to Cabinet in November 2009 and Cabinet Equality Committee in January 2010.	<b>Green</b>
<b>9</b>	Develop Equality Involvement Programme to monitor and review Corporate Equality Scheme	<b>Aug-09</b>	This has been delayed to be developed in line with the new Citizen Engagement Strategy.	<b>Red</b>

10	Develop Best Practice Guide to Consultation for services, with specific ref to disabled people	Sep-09	This action was delayed due to the ill-health of the lead officer which affected progress with the work on the Citizen Engagement Strategy. Guidance will be included in a new toolkit that will be available by February 2011. We are currently awaiting new WAG Regulations on engagement with equality groups. Once the final Regulations are published in Spring 2011, BCBC will need to take action accordingly.	Red
11	Review Bridgend Equality Forum and agree terms of reference and forward work programme	Jan-10	Completed. New terms of reference agreed September 2009. Work Programme for 2010 - 11 provisionally agreed.	Green
12	Set up Customer Participation Group to review deliver against the Customer Service Charter and work with local disability groups to agree involvement mechanisms	May-10	Engagement with local disability groups is on-going. This action delayed pending new WAG Regulations on engagement. Once the final Regulations are published in Spring 2011, BCBC will need to take action accordingly	Red
13	Work with local disabled people and voluntary sector organisations to support the development and recruit new members to the Bridgend Coalition of Disabled People.	May-10	Steady progress has been made.	Amber
14	Develop ways to monitor complaints for equality.	May-10	Completed.	Green
<b>Desired outcome: Have a positive equality and diversity culture and demonstrate commitment to achieving equality outcomes</b>				
15	Develop guidelines on Corporate Equality Scheme and up-date website	Aug-09	On-going. Content to be reviewed in line with new Equality Act.	Amber
16	Build equality module in Leadership & Management Development Programme	Mar-10	Completed.	Green
17	Monitor and evaluate Leadership & Management Development Programme training.	Mar-10	Delayed due to programme rolling forward to August 2010. A profile of employees by equality groups who attended the Management Development Programme has been completed. This will provide baseline information to monitor future promotion and career development.	Amber
18	Build equality measures into management appraisal system	Mar-10	Completed.	Green
19	Develop and implement corporate equality training for staff, managers, members and school governors.	May-10	First round of general equality training delivered by May 2010. Training needs survey completed. Training options have been prioritised based on service need. E-learning training modules to be provided between December 2010 and March 2011.	Amber
20	Monitor and evaluate equality and diversity training delivered in year.	May-10	Postponed - see above	Amber

<b>Desired outcome: Monitor equality in our workforce</b>				
<b>21</b>	Develop guidelines on <i>Monitoring Equality in Employment</i> linked to performance measures.	<b>Aug-09</b>	Guidelines to be revised in line with new equality legislation.	<b>Amber</b>
<b>22</b>	Implement measures to encourage better self-declaration by staff across the equality strands	<b>Dec-10</b>	Progressing. Improvements have been implemented to the on-line application form. The Employee Data Collection project will pilot a revised form by March 2011, before rolling-out to full implementation.	<b>Green</b>
<b>23</b>	Monitor grievances and disciplinaries for discrimination, bullying, victimisation or harassment	<b>May-10</b>	Good progress has been made on this action. A case management system has been developed. Reports will be produced from 1st April 2010.	<b>Green</b>
<b>24</b>	Produce quarterly <i>Equality in our Workforce</i> Monitoring Reports for Cabinet Equality Committee	<b>May-10</b>	Completed.	<b>Green</b>
<b>25</b>	Produce annual <i>Equality in our Workforce</i> Monitoring Report for inclusion in Annual monitoring report on Corporate Equality Scheme with specific reference to disability.	<b>May-10</b>	Good progress have been made, It has been agreed that the Authority will undertake half-yearly workforce monitoring reports. Summary reports will be included in annual report.	<b>Green</b>
<b>Desired outcome: Promote equality as an employer of choice</b>				
<b>26</b>	Carry out equality impact assessments on all new and revised employment policies.	<b>Sep-09</b>	Good progress. This is an on-going process as part of the annual HR policy review timetable.	<b>Green</b>
<b>27</b>	Develop guidelines and training for members of recruitment panels on equal opportunities in the recruitment and selection process, with specific reference to disability.	<b>Apr-10</b>	Good progress. A revised policy and guidelines are will be completed by December 2010. Current training for members of recruitment panels covers equal opportunities.	<b>Amber</b>
<b>28</b>	Complete our job evaluation process.	<b>Apr-11</b>	Timeline for this action has been revised. Good Progress has been made with the job evaluation scheme and establishing a new pay and grading structure.	<b>Amber</b>
<b>29</b>	Establish a new pay and grading structure following an equality impact assessment to ensure compliance with equal opportunities and employment legislation.	<b>Apr-11</b>	As above	<b>Amber</b>
<b>30</b>	Monitor management development programmes by equality groups to ensure all staff have opportunities for promotion and career development	<b>May-10</b>	This action has been delayed due to training continuing until August 2010. A profile of employees by equality groups will provide baseline information to monitor future promotion and career development.	<b>Amber</b>

31	Develop and implement a protocol and guidance for employees on domestic abuse.	May-10	Good progress has been made. A protocol and communication plan on domestic abuse has been implemented. Work will be undertaken to raise awareness about the protocol with managers and employees.	Green
32	Use annual 'Equality in our Workforce' Monitoring Reports to identify target audiences for recruitment	Jun-10	This action has been delayed and will be progressed as part of the Employee Data Collection project.	Amber
33	Develop options for targeting recruitment to encourage people from diverse backgrounds to consider applying to the Council.	Jun-10	Good progress has been made in this area.	Green
34	Develop recruitment methods that target opportunities at disabled people and work with local agencies to support disabled people to take up work experience and recruitment opportunities.	Jun-10	Good progress has been made in this area. The Council has become a disability symbol user.	Green
<b>Desired outcome: Promote strong relationships between people from different backgrounds in our community</b>				
35	Carry out and report on findings of the 'Neighbourhood and Society' survey.	Jun-09	Completed.	Green
36	Develop promotional activities in our services and across our community to raise awareness about hate crimes.	Dec-09	Good progress continues to be made in this area linked to developments around Community Cohesion Strategy.	Green
37	Report on hate crime incidents in Corporate Equality Scheme Annual Monitoring Report	May-10	Completed.	Green
38	Develop working arrangements between Bridgend Equality Forum and the local Community Cohesion Group	Mar-11	Preliminary work completed. Further progress will be made as part of the developments around Community Cohesion Strategy.	Green
39	Develop local options for responding to national strategic developments on community cohesion	Mar-11	Good progress continues to be made in this area. A Community Cohesion Strategy is being developed in response to WAG 'Getting on Together Strategy for Wales'.	Amber
<b>Desired outcome: Promote equality and diversity in procurement</b>				
40	Carry out a review of equality in our current commissioning and procurement processes	May-10	Steady progress has been made in this area. We are currently awaiting new Regulations from the Welsh Assembly Government covering public procurement. Once the final Regulations are published in Spring 2011, BCBC will need to take action accordingly.	Amber
41	Report on findings and make recommendations for improvement as part of Corporate Equality Scheme annual monitoring report		See above	Amber
42	Provide guidelines to managers and staff on mainstreaming equality and social responsibility requirements into commissioning and procurement	Jul-10	Good Progress has been made in this area.	Amber

43	Provide guidelines to contractors on equality in our commissioning and procurement process		Good progress has been made in this area.	Amber
<b>Desired outcome: Measure progress against the WLGA Equality Improvement Framework</b>				
44	Develop and carry out a self-assessment process in line with the WLGA Equality Improvement Framework guidance	Dec-09	This action has slipped due to delays in the rollout of the WLGA self-assessment guidance. The WLGA are currently revising the framework and guidance and have advised the Authority that a training programme for peer review will be delivered in Spring 2011. The Committee was provided with an up-date on this action on 29.9.10.	Red
45	Carry out self-assessment across the authority to identify equality improvement objectives in our services.	May-10	See above	Red
46	Report on findings and make recommendations for improvement as part of Corporate Equality Scheme annual monitoring report		See above	Red
<b>Desired outcome: Recognise equality and fairness as critical to our business performance</b>				
47	Provide services with guidance and templates to carry out EIA.	Jun-09	Guidance and templates completed.	Green
48	Roll-out our EIA process across Directorates		Progressed.	Green
49	Each Directorate to produce a list of policies and functions and agree annual timetable for EIA screening	Oct-09	Limited progress has been made in this area as we are currently awaiting new Regulations from the Welsh Assembly Government. Once the final Regulations are published in Spring 2011, BCBC will need to take action accordingly.	Amber
50	Report and publish an EIA summary as part of the Corporate Equality Scheme annual monitoring report	May-10	Completed. Process to be reviewed as per above Regulations.	Amber
51	Develop and delivery of EIA training	Oct-10	Completed.	Green
<b>Desired outcome: Monitor, review and report on our equality performance</b>				
52	Maintain membership and agree annual work programme for the Cabinet Equality Committee and Corporate Equality Management Group	May-10	Completed.	Green
53	Publish an annual monitoring report on Corporate Equality Scheme	May-10	Completed.	Green
<b>Desired outcome: Communicate positive messages on equality and diversity</b>				
54	Use photography and other forms of illustration in our publicity materials to challenge assumptions about disability and promote awareness of the achievements of disabled people	Sep-09	Progress continues to be made in this area.	Green
55	Develop myth-busting projects with local disability groups to challenge prejudice, assumptions and stereotypes about disabled people	Apr-10	This action has slipped due to lack of capacity in Bridgend Coalition of Disabled People. Work is on-going to support the Coalition and engage with other disability groups to develop this project.	Red



<b>Desired outcome: Implement a programme of access audits and physical improvements to council premises</b>				
<b>56</b>	Implement a prioritised programme of work to improve access to council premises.	<b>May-10</b>	Good progress has been made in this area.	<b>Green</b>
<b>57</b>	Involve disabled people in the prioritisation process.	<b>May-10</b>	Completed program of work 2010. Engagement with disabled people for 2011 - 12 will be undertaken by May 2011.	<b>Green</b>
<b>58</b>	Report on access improvements to council premises in line with Asset Management Plan.	<b>May-10</b>	Completed.	<b>Green</b>
<b>Desired outcome: Children and young people from diverse backgrounds to take part in Youth Service activities</b>				
<b>59</b>	Improve representation and participation rates of disabled children and young people through the Children & Young People's Participation Strategy	<b>May-10</b>	Good progress has been made in this area.	<b>Green</b>
<b>60</b>	Encourage greater take-up of Youth Service activities among disabled young people by removing barriers that prevent them taking part and by providing a range of innovative and diverse activities.		Progress continues to be made in this area.	<b>Amber</b>
<b>Desired outcome: Develop and improve services for carers</b>				
<b>61</b>	Consult with carers in the development of a revised local Carer's Strategy	<b>Sep-09</b>	Completed. Carers Forum continues to be engaged with as part of strategy implementation.	<b>Green</b>
<b>62</b>	Produce and distribute information booklets for carers		Completed.	<b>Green</b>
<b>63</b>	Develop and implement a revised local Carer's Strategy.		Endorsed by Cabinet 18.5.10. Implementation progressing.	<b>Green</b>