

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO REPORT TO CABINET COMMITTEE - EQUALITIES

23 May 2011

REPORT OF THE ASSISTANT CHIEF EXECUTIVE – PERFORMANCE

CORPORATE EQUALITY SCHEME – ANNUAL MONITORING REPORT 2010-11

1. Purpose of Report.

1.1 To introduce the annual monitoring 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 An annual monitoring report is required in accordance with the Council's Corporate Equality Scheme.

4. Current situation / proposal.

4.1 An annual monitoring report is attached as Appendix A; it confirms where improvements have been made in a number of areas and identifies actions that have slipped from the previous financial year. Examples of improvements are:

- The Community Safety and Community First Partnerships progressed work on developing the '*Community Cohesion Strategy and Action Plan*' in response to the Welsh Assembly Government's (WAG) '*Getting on Together: A Community Cohesion Strategy for Wales*'. This has involved consultation with groups, workshops and questionnaires to develop a thorough understanding of issues for local communities.
- The customer service centre now includes monitoring of all kinds of language and access needs in its customer relationship management system and encourages visitors to the customer service centre to provide feedback on the service received.
- 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 developed.
- Disabled people are being actively involved in the prioritisation of access improvements and in the implementation of regeneration schemes.

- Revised guidelines and a toolkit for completing equality impact assessments have been completed and published to support managers undertake such assessments on policy proposals and service changes across the authority.
- A basic Equalities assessment is now included in all major tenders involving pre-qualification and a more detailed evaluation is conducted where the service equalities impact assessment has determined a need.

4.3 A summary of progress with specific actions is provided in Appendix B.

5. Effect upon Policy Framework & Procedure Rules.

5.1 As this is a progress report, there are no 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.

8. Recommendation.

8.1 It is recommended that the Cabinet Equalities Committee receives and considers the annual monitoring report.

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13th May 2010

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Background documents:

Bridgend County Borough Council Corporate Equality Scheme 2009-2012.

Bridgend County Borough Council

Annual Monitoring Report – Corporate Equality Scheme

The annual monitoring report identifies the actions where problems are being experienced and the areas where improvements have been made.

1. 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):

Equality Objectives and Priorities 2010-11 (Cumulative)					
Number of Directorate actions	White	Green	Amber	Red	Total
		No	No	No	No.
ICT & Property		6 (5)	0 (3)	0 (0)	6 (8)
Legal & Regulatory Services		1 (1)	0 (0)	0 (0)	1 (1)
Children's		2(1)	0(1)	0 (0)	2 (2)
Performance	7	25(19)	13 (17)	2 (7)	47 (43)
Communities		3 (3)	1 (2)	0 (0)	4 (5)
Wellbeing		3(4)	0 (0)	0 (0)	3 (4)
Total	7	40 (33)	14 (23)	2 (7)	63 (63)

Green	Situation in line with objective. There is no known cause for concern. Target achieved or exceeded.
Amber	Situation progressing but not in line with objective. There is potential cause for concern. Equal to or less than 10% off target.
Red	Situation not progressing as per objective. There is cause for concern. Worse than 10% off target.
White	Awaiting national guidance or other information at all Wales level.

Steady progress has continued to be made in most areas with an increase again on those objectives showing green. 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:

- 40 of the planned actions are on track or have been completed;
- 14 of the planned actions are progressing but not at the pace originally planned;
- 2 of the planned actions are giving cause for concern.
- 7 of the planned actions are depending on publication of national guidance

The new public sector equality duties under the Equality Act 2010 require that the corporate equality scheme be replaced with a new strategic equality plan. Over the next 12 months the authority will need to

- review current information available across all equality groups
- engage with all equality groups on the significant and most pressing issues that face them
- develop equality objectives and publish these in a strategic equality plan.

The delivery of objectives in the current scheme has reflected the introduction of these new requirements and the development of the new strategic equality plan will be a key priority for the coming year.

2. 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

Customer service centre staff have had 3 days of specific training on equalities to help them to deal sensitively and effectively with a wide range of issues. General customer service training includes equalities issues.

A recent review prompted the customer service centre to develop 'can do' charts that set out service standards linked to training plans that included both general customer service and specific equality elements.

One of the customer service advisers is a BSL learner and also won the also the young face of Bridgend CBC in the FACE awards that recognise exceptional contributions from BCBC members of staff. The customer service centre uses big word for most of its translation into other languages.

Objective: Effective community and employee involvement and customer feedback

The customer service centre encourages customers to complete a customer feedback questionnaire to highlight any issues that can be improved upon. To date no specific issues have been raised concerning any of the protected characteristics. This information contributed to the review, which also includes some specific consultation with customers. There is a 6 monthly citizen's panel questionnaire that asks about customer service experience and provides an opportunity for issues to be raised.

An equalities monitoring questionnaire was developed for the corporate complaints formal complaint form and implemented in May 2010. Upon receipt of a completed complaint form by Legal's Business Support Team, the equalities monitoring questionnaire is detached and the information entered as anonymous data on a monitoring system, before the complaint form is forwarded to the Complaints Officer to handle the complaint.

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 Council's Corporate Complaints Policy provides that formal complaints can be made either by using the complaint form, by letter or by email. The complaint form is made available to the public including via the Council's website, from the Customer Service Centre or upon request in hard copy or by email. However, the majority of complaints received for the previous financial year have been made in an email rather than by use of the form. For the period 1st June 2010 to 31 March 2011 a total of 74 complaints were received but only 3 equalities monitoring questionnaires have been completed and returned. This is too small a sample from which to determine any possible equality trends within the complaints received. However, the information collated from the three forms is shown in the following table :-

Age	Gender	Disability	Support Required	Ethnicity	Marital Status	Religion	Received in Welsh
55-64	Male	No	No	White British	Married	Prefer not to say	No
45-54	Female	No	No	White Welsh	Separated	Christian	No
35-44	Female	No	No	White British	Single	None	No

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"> ▪ ABMU Health Board ▪ Black Association of Women Step Out ▪ Bridgend and District Community Cohesion Group ▪ Bridgend Care & Repair ▪ Bridgend Coalition Against Racism ▪ Bridgend College ▪ British Deaf Association ▪ Bridgend Women's Aid ▪ Bridgend Coalition of Disabled People ▪ Bridgend People First 	<ul style="list-style-type: none"> ▪ Glamorgan Deaf Club ▪ Glamorgan Muslim Association ▪ Gweini, Bridgend (Christian Voluntary Sector in Wales) ▪ HMP Parc ▪ SHOUT ▪ South Wales Police Neighbourhood Policing ▪ South Wales Police Minorities Support Unit ▪ South Wales Police Authority ▪ VALREC
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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.

The Authority has continued to explore ways to improve its engagement with local equality groups and is working with VALREC on linking a forum developed under its Voice of the Valleys programme to Bridgend Equality Forum. This will provide a more direct link to service users' views, support better consultation and engagement practice and provide a wider network of citizens to engage with.

A successful 'Access Quest' event was held 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.

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

Through the corporate volunteering scheme staff have become involved in a range of projects with community groups improving facilities, supporting projects for disabled people and groups and promoting a greater understanding and positive attitude to disabled people and customers in our communities.

A customer service, Welsh language and equality training needs survey was undertaken in 2010. 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 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 have provided e-learning training modules in the following areas:

- General Equality and Diversity Awareness Training
- Disability Equality Training
- Race and Cultural Awareness Training.(being finalised currently)

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.

Objective: Monitoring equality in our workforce

'*Equality in our Workforce Monitoring Reports*' have been submitted to the Committee on a half-yearly basis. Further work will be undertaken with staff to update records in relation to equality characteristics.

Improvements have been made to the on-line application form to ensure questions are included across the equality strands and the Employee Data Collection project has a commitment to update records in the TRENT database. The Human Resources service is piloting a revised equal opportunities form 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

A revised policy and guidelines for members of recruitment panels on equal opportunities has been completed. This includes the arrangements for the guaranteed interview scheme, which makes provision for applicants with a disability, who meet the criteria for an advertised position to be shortlisted for interview. 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.

The publication of the domestic violence protocol has been communicated to managers and staff and this included raising awareness of domestic abuse issues on White Ribbon Day in November 2010. The manager of Women's Aid has been working closely with Officers in HR to ensure that they are aware of referral routes and support mechanisms

available for any employees who seek support. Briefings for managers are also being explored.

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, commissioned work around the development of a '*Community Cohesion Strategy and Action Plan*' for the County Borough. This work is nearing completion and will have an equalities impact assessment. The draft plan is currently being translated into 'Welsh' and is expected to be ready for wider circulation in June 2011.

The Strategic Cohesion Priorities

This vision has been adopted as an aspirational principle for the delivery of our strategic cohesion priorities. Although there are clear links between them, these priorities have been categorised as follows:

- Respecting Differences;
- Improving Access;
- Raising Awareness; and
- Understanding Neighbourhoods.

For each priority, the plan will provide:

- A summary of the aim of the priority;
- The rationale for the priority based on the evidence gathered; and
- The outcomes for the priority in terms of what it should achieve.

This will be supported by a Strategic Action Plan for 2011 to 2014 which, for each priority sets out:

- The actions required to deliver the priority;
- The timescales and key milestones for their delivery; and
- The key outputs and outcome measures.

The Safer Bridgend Partnership framework 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. Further discussion will take place with the group in the coming months around supporting the delivery of the strategy alongside the Bridgend Equalities Forum and Contest Prevent Group.

The Cabinet Committee – Equalities will receive a report and presentation on the 2011-14 Community Cohesion Strategy and Action on the 23rd May 2011. The presentation will help to ensure elected members are informed of the work being taken forward to engage with our local communities.

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 is now using the document in all new tenders, which involve a pre-qualification process. To date, the list of tenders that have adopted this approach includes:

- Porthcawl Harbour
- Bridgend Town Centre Regeneration
- Maesteg Regeneration
- Gateways to Valleys school
- Pen- y-fai Primary school
- Healthy Living Partnership
- Care and Support services for Extra Care
- Housing Support Services for Extra Care
- Real Foodshop
- Breathing Spaces
- Seeds for renewal and stitching together landscape

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 these. This is being undertaken within the Authority and with the wider Welsh Purchasing Consortium; it is scheduled for completion in July 2011
- Producing guidance for use by all staff regarding how equality is included in the procurement process. This will follow the adoption of the new contract procedure rules.
- The training of key staff identified.

An 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.

The CCTV unit is staffed by officers from the customer and community support unit. They provide monitoring for CCTV, alarms and loan worker situations. Officers receive training in NVQ customer service and work to the security industry standard. Following assessment officers become licensed recognising their ability to promote good customer

service, respect human rights, equalities and data protection legislation. The CCTV unit supports the community safety partnership in responding to community concerns and incidents, some of which have been hate crime incidents related to equality groups.

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

The toolkit and guidance for equality impact assessments has been revised to simplify the template and to ensure it is compliant with the new Equality Act 2010 and public sector equality duties. An e-learning module has also been developed to support officers in carrying out these assessments and further training is being incorporated into a three year rolling programme of equality training to ensure the right skills are in place to undertake these assessments and ensure that they make a positive contribution to the mainstreaming of equality across services.

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 completed access audits on 228 assets out of the 386 requiring access audits. In floor area terms this represents 34.7% of the floor area of assets requiring audits and 28% of the floor area of the authority's assets as a whole. A coherent approach to this work is provided in the '*Access Improvement Strategy for Council Premises*'.

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.

3. Actions Giving Cause for Concern

The summary table in section 1 shows that two planned actions are giving cause for concern. Below is an up-date on the current status of these actions with references linked to the table in Appendix B:

Customers are treated fairly and with respect and our services take account of people's different access needs	
Develop guidelines on accessible information for services.	<p>Elements of the guidance have been drafted but completion has been delayed due to the change in staff.</p> <p>Accessible information guidelines will be incorporated within the corporate guidelines on publicity and information.</p> <p>The corporate guidelines already include advice on font size, accessible design, use of colour, and bilingual design. This will also promote awareness of interpretation, translation and communication support.</p>
Review diversity data gathered through our existing customer record systems.	<p>The public sector equality duties that came into force on 6th April 2011 set out specific requirements. The development of equality objectives will require a review of data and the publishing of an assessment of that data by 2nd April 2012.</p>

4. Conclusion

There has been steady improvement in the Authority's overall delivery of the equality scheme. The development of the new strategic equality plan will support the further improvement of approaches to engagement, information and monitoring and will bring equality objectives into the heart of the local authority business. This approach will secure improved outcomes for citizens with the protected characteristics under the Equality Act 2010.

Appendix B

CORPORATE EQUALITY SCHEME – ANNUAL REPORT 2010/11				
	Action	Original Date	Update	RAG
Desired Outcome: Customers are treated fairly and with respect				
1	Carry out promotional activities to raise awareness among customers about the interpretation, translation and communication support available through our Customer Service Centre.	Oct-09	<p>Individuals with hearing and visual impairments and with physical disabilities helped test the new customer service centre facilities. This activity also raised awareness of the facilities that were available and these were fed back via their individual networks.</p> <p>On calling the customer service centre, individual are signposted to the website where browse aloud is available and information available on other support available to make access easier for equality groups.</p> <p>Each customer service point advertises the availability of the hearing loop, that is always available.</p>	Green
2	Develop guidelines and promote awareness for staff about the interpretation, translation and communication support available through our Customer Service Centre.	Oct-09	The customer relationship management system identifies the demand for other languages, Braille, BSL and other access and communication issues provided by the customer. The customer service charter promotes the accessibility to minority languages.	Green
3	Develop guidelines on accessible information for services.	Dec-09	<p>Elements of the guidance have been drafted but completion has been delayed due to the change in staff.</p> <p>Accessible information guidelines will be incorporated within the corporate guidelines on publicity and information.</p> <p>The corporate guidelines already include advice on font size, accessible design, use of colour, and bilingual design. This will also promote awareness of interpretation, translation and communication support.</p>	Red
4	Review diversity data gathered through customer record systems by the Authority.	Jul-10	The public sector equality duties that came into force on 6 th April 2011 set out specific requirements for diversity data monitoring for staff. The development of equality objectives requires a review of data and the publishing of an assessment of that data by 2 nd April 2012. BCBC will adhere to that requirement for data and information.	Red

5	Identify ways to measure equality performance in line with national developments.	Jul-10	Performance measures will be incorporated into the strategic equality plan to be published by 2 nd April 2012	Amber
6	Promote Customer Service Charter across community and targeted activities with specific impairment groups.	May-10	The evaluation and progress with the customer service charter is published and reported on in the Annual report.	Green
7	Work with local disability groups to identify and deliver training opportunities that promote disability equality awareness in our services and community.	May-10	An Access Quest event was held in September 2010 where representatives from disability groups, staff and councillors in visiting Bridgend town centre, looking at the accessibility of shops and facilities. This event raised awareness of access issues with businesses, staff and councillors Objectives within the community cohesion strategy promote community awareness and good relations.	Amber
Desired outcome: Effective community and employee involvement and customer feedback				
8	Carry out Neighbourhood & Society Survey with Citizens Panel & report on findings.	Jul-09	Completed and reported in Jan 2010	Green
9	Develop Equality Involvement Programme to monitor and review Corporate Equality Scheme.	Aug-09	The new public sector duties require engagement with equality groups in developing objectives for the strategic equality plan. Guidelines on the new duties are due to be published in June 2011 and we will reflect these when developing the engagement programme for the new plan and future monitoring.	White
10	Develop Best Practice Guide to Consultation for services, with specific ref to disabled people.	Sep-09	Consultation guidelines are being developed nationally by Participation Cymru and will be part of the Citizen Engagement Strategy. The guidance on the public sector equality duties is expected to set out requirements in relation to engagement and will be published soon. The strategic partnerships (CYPP) and HSCWB have consulted widely with groups within the local community and the Disabled Children and Young People's strategy has also been subject to this process. The work done has informed the CES strategy and future consultation practice. The CYPP Participation Strategy sets out in detail how children and young people will be engaged and involved in developing services.	White
11	Review Bridgend Equality Forum and agree terms of reference and forward work programme.	Jan-10	Completed. The terms of reference were reviewed and a revised outline forward work programme agreed in November 2010. The role of the group will need to be reviewed in light of the development of the community cohesion strategy due to be published in May	Green

			2011 and in the development of the voice of the valleys project by VALREC.	
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. The VALREC voice of the valleys project has replaced initial proposals and will provide a means of linking to service users across all protected characteristics. This forum will be in place in June 2011 and will link to the Equality Forum and support the Citizen Engagement Strategy, services and the LSB.	Amber
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. The new forum, voices of the valleys, will include the Coalition and will provide support through that forum and a link into the Equalities forum.	Amber
14	Develop ways to monitor complaints for equality.	May-10	Completed. New forms have been developed. We will go on to explore how these can be incorporated into the online complaints format	Green
Desired outcome: Have a positive equality and diversity culture and demonstrate commitment to achieving equality outcomes				
15	Develop guidelines on Corporate Equality Scheme and up-date website.	Aug-09	On-going. New guidelines and advice will be developed as part of the implementation of the new public sector duties. The website and other information will be updated to reflect the new duties.	Amber
16	Build equality module in Leadership & Management Development Programme.	Mar-10	Completed. A module on equalities was provided within the programme.	Green
17	Monitor and evaluate Leadership & Management Development Programme training.	Mar-10	Evaluation received from the training provider Insight. Additional modules have been identified on change management. Based on the evaluation, the next programme will be amended and is currently being planned. 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. Employee appraisal managers' guidelines support the promotion of equality and fairness.	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. First of E-learning training modules rolled out and completed (Equality and Diversity). Second module rolled out and nearing completion (Disability). Third module (Race) to follow for rollout in May 2011	Amber
20	Monitor and evaluate equality and diversity training delivered in year.	May-10	Modules monitored for registration and completion. To be evaluated following completion of third module.	Amber

Desired outcome: Monitor equality in our workforce				
21	Develop guidelines on <i>Monitoring Equality in Employment</i> linked to performance measures.	Aug-09	The council has updated its guidance on Equality Impact Assessment in line with the new equality legislation.	Green
22	Implement measures to encourage better self-declaration by staff across the equality strands.	Dec-10	Improvements in the web application process have been made to the :- <ul style="list-style-type: none"> on-line equalities form (which has been updated to cover all equality strands) data capture of equality information. 	Green
23	Monitor grievances and disciplinaries for discrimination, bullying, victimisation or harassment.	May-10	Monitoring arrangements are in place to identify discrimination, bullying, victimisation or harassment.	Green
24	Produce quarterly <i>Equality in our Workforce</i> Monitoring Reports for Cabinet Equality Committee.	May-10	Half-yearly monitoring reports on <i>Equality in our Workforce</i> have been presented to the Cabinet Committee – Equalities	Green
25	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.	May-10	Annual monitoring report on <i>Equality in our Workforce</i> has been prepared for inclusion in the annual monitoring report on the Corporate Equality Scheme.	Green
Desired outcome: Promote equality as an employer of choice				
26	Carry out equality impact assessments on all new and revised employment policies.	Sep-09	Equality impact assessments are undertaken as part of the annual HR policy review timetable.	Green
27	Develop guidelines and training for members of recruitment panels on equal opportunities in the recruitment and selection process, with specific reference to disability.	Apr-10	The recruitment and selection policy has been reviewed and detailed managers' guidelines have been developed which take account of the new Equality Act and incorporate advice and guidance on equality and Welsh language issues. This guidance is reinforced through the recruitment and selection workshop for managers.	Green
28	Complete our job evaluation process.	Apr-11	Timeline for this action has been revised. Good Progress is now being made with the job evaluation scheme and establishing a new pay and grading structure.	Amber
29	Establish a new pay and grading structure following an equality impact assessment to ensure compliance with equal opportunities and employment legislation.	Apr-11	As above.	Amber

30	Monitor management development programmes by equality groups to ensure all staff have opportunities for promotion and career development.	May-10	An equality profile of all managers who have completed the management development programme has been completed. The council has integrated equality and fairness into its recruitment and training processes.	Green
31	Develop and implement a protocol and guidance for employees on domestic abuse.	May-10	The domestic abuse protocol was launched at the Cabinet Committee – Equalities meeting on 29 September 2010. The provisions of the protocol have been communicated to all employees and managers,	Green
32	Use annual 'Equality in our Workforce' Monitoring Reports to identify target audiences for recruitment.	Jun-10	The council's disability symbol status will encourage people with a disability to apply for jobs. The implementation of bilingual advertising and the availability of bilingual on-line recruitment will encourage applications from both English and Welsh speakers.	Green
33	Develop options for targeting recruitment to encourage people from diverse backgrounds to consider applying to the Council.	Jun-10	As above	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	The Council has worked with Job Centre Plus in achieving the 2 ticks disability symbol and has responded to work experience requests for people with a disability.	Green
Desired outcome: Promote strong relationships between people from different backgrounds in our community				
35	Carry out and report on findings of the 'Neighbourhood and Society' survey.	Jun-09	Completed and reported in January 2010. The results of the survey have contributed to the development of the community cohesion strategy.	Green
36	Develop promotional activities in our services and across our community to raise awareness about hate crimes.	Dec-09	Undertaken as part of the Visioning Workshop; Focus Groups, and On Street Surveys that have taken place to support the development of the 2011-14 Bridgend Community Cohesion Strategy and Action Plan.	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	This continues to be work in progress with the publication of the 2011-14 Bridgend Community Cohesion Strategy and Action Plan providing the necessary information to take such areas of work forward.	Amber
39	Develop local options for responding to national strategic developments on community cohesion.	Mar-11	The publication of the 2011-14 Bridgend Community Cohesion Strategy will complement the WAG 'Getting on Together Strategy for Wales' as well as proving helpful local guidance to all partners around the kind of proposals that need to be submitted for	Green

			consideration of funding from the WAG 2011-12 Community Cohesion Grant for Bridgend County Borough.	
Desired outcome: Promote equality and diversity in procurement				
40	Carry out a review of equality in our current commissioning and procurement processes.	May-10	We are currently awaiting new Regulations from the Welsh Assembly Government covering public procurement. A basic Equalities assessment is now included in all major tenders involving pre-qualification and a more detailed evaluation is conducted where the service equalities impact assessment has determined a need. New applications for inclusion on the Council's list of approved contractors are also assessed and all existing contractors are being asked to complete the equalities assessment when they renew their insurance details (annually).	Amber
41	Report on findings and make recommendations for improvement as part of Corporate Equality Scheme annual monitoring report.		Once direction is issued by WAG (due imminently - Spring 2011), BCBC will incorporate this within Contract Procedure Rules and subsequent tender guidance.	White
42	Provide guidelines to managers and staff on mainstreaming equality and social responsibility requirements into commissioning and procurement.	Jul-10	Guidance has not yet been produced (see comments in 41) although equalities are being integrated within all new tenders/projects being let by the Corporate Procurement Unit.	White
43	Provide guidelines to contractors on equality in our commissioning and procurement process.		A statement explaining why we are assessing contractors in terms of equalities is included with major tenders.	Green
Desired outcome: Measure progress against the WLGA Equality Improvement Framework				
44	Develop and carry out a self-assessment process in line with the WLGA Equality Improvement Framework guidance.	Dec-09	This action is on hold awaiting guidance from the WLGA. The framework is being revised by WLGA and a new framework is expected to be published in May/June 2011. BCBC will review the role of the improvement framework in light of the public sector equality duties and propose an approach to the Cabinet Equality Committee.	White
45	Carry out self-assessment across the authority to identify equality improvement objectives in our services.	Revised to 2 nd April 2012	Delayed as above. The development of the Strategic Equality Plan as required by the public sector equality duties will involve an assessment and development of equality objectives by 2 nd April 2012.	White
46	Report on findings and make recommendations for improvement as part of Corporate Equality Scheme annual monitoring report.		See above.	
Desired outcome: Recognise equality and fairness as critical to our business performance				
47	Provide services with guidance and templates to carry out EIA.	Jun-09	Original guidance and templates completed. Following a review, revised guidance and templates have been completed..	Green
48	Roll-out our EIA process across Directorates.		Completed. Directorates are completing EIA's on policy and proposals to cabinet and council. Further training is being prepared in light of the Equality Act 2010	Green

49	Each Directorate to produce a list of policies and functions and agree annual timetable for EIA screening.	Oct-09	Completed. Policies and proposals are subject to an EIA as they come up for renewal. The first stage of the EIA is incorporated into the Integrated Screening Tool that guides officers in reviewing and developing policy and proposals against equality, sustainability, community safety and health standards.	Green
50	Report and publish an EIA summary as part of the Corporate Equality Scheme annual monitoring report.	May-10	Completed. A revised reporting mechanism on the website is being developed in light of the responsibilities under the new public sector equality duties.	Amber
51	Develop and delivery of EIA training.	Oct-10	Completed. Revised training to reflect the new toolkit and updated to reflect the new public sector equality duties is being developed as part of a three year rolling programme of equality training.	Green
Desired outcome: Monitor, review and report on our equality performance				
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
Desired outcome: Communicate positive messages on equality and diversity				
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	A new set of images reflecting the diversity of Bridgend were developed as part of the community strategy and these continue to be widely used across all services. Guidance on the use of images is included in the corporate style guidelines. Images and stories reflecting equality groups' achievements are included in the bulletin sent to every household and business. Promotional material for customer service has been designed to include photographs and designs reflecting our diverse community. CYPP continues to use its logo. Photographs within the new CYP Plan have included disabled young people from Bridgend.	Green
55	Develop myth-busting projects with local disability groups to challenge prejudice, assumptions and stereotypes about disabled people.	Apr-10	The Access quest was held in September 2010 that challenged businesses in Bridgend town centre to think about disabled people and their access needs. The CYPP through the Youth Service has commissioned and launched a social networking site for disabled children and young people and those with ASD.	Amber
Desired outcome: Implement a programme of access audits and physical improvements to council premises				
56	Implement a prioritised programme of work to improve access to council premises.	May-10	Completed – programme prioritised for 11/12.	Green
57	Involve disabled people in the prioritisation process.	May-10	Completed – process put in place to consult with Bridgend Coalition of Disabled People.	Green

58	Report on access improvements to council premises in line with Asset Management Plan.	May-10	Completed.	Green
Desired outcome: Children and young people from diverse backgrounds to take part in Youth Service activities				
59	Improve representation and participation rates of disabled children and young people through the Children & Young People's Participation Strategy.	May-10	Good progress has been made in this area. A Communications Network has been developed for young people with autistic spectrum disorders arising from the establishment of a school council or children/young people attending mainstream school settings.	Green
60	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. A new social networking site has been launched that is accessible for all young people, however social networking is particularly popular with disabled young people. Commissioning of projects and activities through Cymorth requires all services for children and young people to be accessible. Cymorth has also funded specific activities for disabled young people and children e.g. in play opportunities.	Green
Desired outcome: Develop and improve services for carers				
61	Consult with carers in the development of a revised local Carer's Strategy.	Sep-09	Completed. Carers Forum continues to be engaged with as part of strategy implementation.	Green
62	Produce and distribute information booklets for carers.		Completed.	Green
63	Develop and implement a revised local Carer's Strategy.		Endorsed by Cabinet 18.5.10. Implementation progressing. Cymorth commissions a Young Carers Service and their needs are recognised in the CYP Plan 2011-14 31/03/11	Green