

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: Mr Mark Galvin

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

**Date / Dyddiad: 10 October 2014**

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 on **Thursday, 16 October 2014 at 10.00 am.**

**AGENDA**

1. Apologies for Absence  
To receive apologies for absence (to include reasons, where appropriate) from Members/Officers
2. Minutes of Previous Meeting 3 - 8  
To receive for approval the minutes of a meeting of the Cabinet Committee Equalities dated 17 July 2014
3. Declarations of Interest  
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
4. Democratic Diversity 9 - 18
5. Community Cohesion 19 - 50
6. 6 Monthly update on the Implementation of the Strategic Equality Plan Action Plan 51 - 106
7. Equality and Diversity Learning and Development 107 - 110
8. Urgent Items  
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

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meeting as a matter of urgency

Yours faithfully

**P A Jolley**

Assistant Chief Executive Legal and Regulatory Services

**Distribution:**

Councillors:

H J David  
M Gregory

Councillors

L C Morgan  
M E J Nott OBE

Councillors

D Sage  
P J White

Invitees:

Councillors

M W Butcher  
C A Green  
D M Hughes  
C Jones

Councillors

C L Jones  
A D Owen  
M Thomas

Councillors

C Reeves  
M Reeves  
H Townsend

MINUTES OF A MEETING OF THE CABINET COMMITTEE - EQUALITIES HELD IN COMMITTEE ROOM 2/3, CIVIC OFFICES, ANGEL STREET, BRIDGEND, ON THURSDAY, 17 JULY 2014 AT 2.00PM

Present:

Councillor D Sage - Deputy Leader and Chairperson

Councillors

H J David  
M Gregory  
P J White

Invitees:

Councillors

M Butcher  
C A Green  
C L Jones  
R C Jones

Councillors

A D Owen  
M Thomas  
H J Townsend

Officers:

S Kingsbury - Head of Human Resources and Organisational Development  
E Blandon - Marketing and Engagement Manger  
P Williams - Equalities and Engagement Officer  
H Lewis - Marketing and Engagement Assistant  
A Rees - Senior Democratic Services Officer - Committees

71 INTRODUCTIONS TO THE COMMITTEE

The Committee was introduced to Sunil Patel, Amy Jones and Ian Simpson of Show Racism the Red Card and to Elaine Clayton Chief Executive of VALREC.

72 APOLOGIES FOR ABSENCE

Apologies for absence were received from the following Members for the reasons where stated:-

Councillor L C Morgan - Hospital appointment  
Councillor M E J Nott OBE - Other Council Business  
Councillor C Reeves - Holiday  
Councillor M Reeves - Holiday

73 DECLARATIONS OF INTEREST

None.

74 MINUTES OF THE PREVIOUS COMMITTEE MEETING

RESOLVED: That the minutes of the meeting of the Cabinet Committee - Equalities of 19 May 2014 be approved as a true and accurate record, subject to the recording of the following invitees in the list of Members present:-

Councillor M Butcher  
Councillor C A Green  
Councillor R C Jones  
Councillor A D Owen  
Councillor M Reeves  
Councillor M Thomas  
Councillor H J Townsend

75 SHOW RACISM THE RED CARD

The Committee received a presentation on the work undertaken by Show Racism the Red Card.

Sunil Patel informed the Committee that Show Racism the Red Card had commenced as a campaign in 1996 as a result of racist abuse suffered by a then professional footballer who influenced several of his fellow professional footballers to visit schools to raise awareness amongst young people about racism in society. He stated that Show Racism the Red Card is an anti-racism charity and UNISON had become the first trade union to become involved in the charity. He stated that the charity produced resource material with footballers who undertake anti-racism workshops in schools, youth clubs and pupil referral units. The campaign has enlisted a number of footballers to deliver workshops and has facilitated training on the Equalities Act at Companies House and also undertook training for the Scarlets Rugby Team.

Sunil Patel informed the Committee that up until three years ago the campaign had received funding from the Council to visit schools in the Bridgend area to deliver anti-racism training. The funding had since ceased and the campaign was keen to explore avenues to work with the Council going forward.

The Committee viewed footage from a workshop it had undertaken with young people in Swansea using players and staff of Swansea City FC.

Sunil Patel highlighted to the Committee a case study involving a young person who was nine years of age at the time, whereby the campaign had undertaken a workshop at her school and two pupils had apologised for racially abusing that person. The young person had recently got in touch with the campaign as a 15 year old and her self-esteem had now risen.

Amy Jones of Show Racism the Red Card outlined to the Committee the feedback from teachers of Caerau, Pencoed and Bettws Primary schools as a result of anti-racism workshops being delivered there. The workshop undertaken at Caerau Primary School had been instigated by one of the local Councillors and Police Community Support Officers as a result of racist incidents in Caerau. An adult training session had been undertaken at the Noddfa Centre, with two more workshops to follow and an all-day football tournament would be held during the summer holidays.

Amy Jones also informed the Committee that the campaign worked with regional co-ordinators on community cohesion and outlined the outcomes of the Community Cohesion Workshops. She welcomed Councillors to attend and assist in workshops which they would deliver in the future.

In response to a question from the Committee, Sunil Patel stated that there the campaign's work in delivering workshops was directed by the funders themselves. He stated that work is easier to undertake in primary schools than in secondary schools, however its workshops were tailored to the target audience.

In response to a question from the Committee Sunil Patel stated that workshops were undertaken with parents, which was a harder audience to reach and also with teachers.

The Committee questioned whether follow-up workshops were undertaken with schools which had been previously visited. Ian Simpson stated that the workshops were directed by the funders themselves; however the organisation was keen to undertake follow-up work at schools it had previously conducted workshops to look at the positive outcomes. Feedback from school visits was stored. Show Racism the Red Card was keen to undertake workshops with parents, but it was often the case that the audience it wanted to attend did not attend their workshops.

The Committee questioned the levels of racial intolerance in schools. Sunil Patel informed the Committee that it had been identified that there are issues in schools amongst ethnic minorities where there were representatives from the travelling community attending schools, which presented a different kind of challenge for those schools. Amy Jones informed the Committee that there was more acceptance and better cohesion in schools with a higher percentage of multi-races.

Sunil Patel informed the Committee that he would encourage Members to attend their events at schools and would pass on dates of their future events to the Committee and he was also exploring working with the Council again.

The Committee considered the need to empower people and to engage with under-represented groups.

The Chairperson thanked the representatives from Show Racism the Red Card for an excellent presentation.

**RESOLVED:** That the Committee noted the report.

76 **WELSH LANGUAGE (WALES) MEASURE 2011/WELSH LANGUAGE STANDARDS**

The Equalities and Engagement Officer reported on developments with the Welsh Language (Wales) Measure 2011 and Welsh Language Standards. He stated that the Measure will replace Welsh Language Schemes with a set of enforceable national standards, which would impact on the work of the whole Council.

The Equalities and Engagement Officer reported that the First Minister in October 2013 had announced a timetable for making the first set of standards relating to the Welsh Language, with the Welsh Government aiming to have drafted regulations for the Standards in September 2014 to be enforced by November 2014. The Council's Welsh Language Scheme would therefore come to a legal end at that point. He stated that the first set of proposed standards were published in early 2014, which the Welsh Language Commissioner used as the basis for a 12 week standards investigation, to determine whether Welsh councils, national parks and Welsh ministers could comply with the standards and, if so, which standards should apply.

The Equalities and Engagement Officer informed the Committee that the Commissioner carried out three standards investigations from January to April 2014, which formed the basis of the standards reports. The Council submitted its response by the deadline date and the Commissioner had concluded that all activities within the service delivery, policy making, operation, promotion and record keeping standards should be specifically applicable to the 26 organisations outlined and that additional standards should be specified. The Commissioner considered evidence submitted by all 26 organisations, 409 members of the public and the advisory panel. As a result the Commissioner had decided to give advice to Welsh Ministers

based on the emerging themes and respondents' views on the proposed standards and submitted a report on the standards investigation to the Welsh Ministers in May 2014.

The Equalities and Engagement Officer informed the Committee that developments in legislation offering a more consistent level of service to Welsh speakers were to be welcomed and he outlined the conclusions of the investigation. He stated that it was hoped that the Commissioner would introduce parameters within which councils will operate such as developing a Welsh intranet page instead of a fully bilingual intranet site, as to do so would not be proportionate to the numbers of Welsh speaking people in the County Borough. He stated that offering training to staff bilingually would not be feasible and bespoke Welsh sessions would be organised instead.

The Committee considered that the conclusions of the standards investigation were not feasible for implementation due to the numbers of Welsh speaking people living in the County Borough. The Committee considered that the increase in pupils attending Welsh medium schools in the County Borough would have a more positive impact on the Welsh language.

RESOLVED: The Committee received and considered the report on the Welsh Language (Wales) Measure 2011/Welsh Language Standards.

77 EMPLOYEE DATA COLLECTION PROJECT UPDATE

The Equalities and Engagement Officer reported on an update on the work being done to capture employees' and elected Members' equality and sensitive information. He stated that the Council had published its first strategic equality plan in 2012 and its second annual report in 2014, with an objective to describe the actions the Council will undertake to address equality issues within its workforce. An objective within this action is that "a significant increase in the level of employee data collected will be available which will assist the identification of barriers and areas requiring action".

He reported that the implementation of phase 1 of the data collection exercise was planned over a twelve month period which concluded in November 2013. However, the response rate was low with 924 employees completing the survey. The project plan for phase 2 of the exercise was to be rolled out during 2014 targeted at staff in the Resources and Legal and Regulatory Services Directorates and for elected members to complete the data capture exercise. He stated that work had concluded on addressing the reasons for the original low response rate and a more engaging strategy encouraging employees to respond had been developed. The revised date for conclusion of the project is 28 February 2015.

RESOLVED: That the Committee noted the progress being made with the data collection project.

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

The Equalities and Engagement Officer informed the Committee that the Council had a Service Level Agreement in place with VALREC to undertake work on its behalf and in accordance with the Service Level Agreement, the Committee would receive an update on the work undertaken by VALREC.

The Committee received a report from Elaine Clayton, Chief Executive of VALREC on the work undertaken by the organisation. She stated that VALREC is the only locally based provider of equalities services in the South Wales valleys, covering one of the greatest pockets of deprivation in Western Europe, evidenced by the continuation of European funding. VALREC had seen an increase in its casework and received funding from Bridgend County Borough Council, Rhondda Cynon Taff County Borough Council and Caerphilly

County Borough Council, with Blaeanau Gwent, Merthyr and Torfaen Councils funding VALREC to undertake pieces of work on their behalf.

The Chief Executive of VALREC informed the Committee that it undertook casework, training and strategic work on behalf of Bridgend County Borough Council and directed families who contact the organisation to the correct support.

The Chief Executive of VALREC informed the Committee that the organisation had received funding for an identity project which aimed to support and empower young people aged 14 to 25 years with the protected characteristics of race; sexual orientation and gender reassignment. The project will operate for three years and provide confidence building to enable young people with protected characteristics to gain the confidence and skills to exercise their rights and make informed choices, combatting isolation during their often difficult transition to adulthood, employment, training or further education. VALREC had also received funding for a three year Hate Crime Advocacy and Empowerment Project, to pilot the use of independent advocacy for victims of hate crime and empower communities affected by hate crime in the South East Wales area. Recruitment for the Project was due to commence shortly which had received big lottery funding. The outcome of bids for a transgender project and an advice giving project would be known on 6 August 2014 and 25 July 2014 respectively. The Increasing Black and Minority Ethnic Employment and Tackling Employment in activity project had received a further extension in funding until March 2015, whilst the Minorities are Wales Resources Project had been extended until December 2014.

The Chief Executive of VALREC outlined the case work undertaken during the last six months, wherein it had opened 35 case files as a result of supporting 21 individuals. The number of case files processed reflected resources and capacity of VALREC and was not a reflection of the extent of discrimination or of the level of demand on its services and did not include the number of people who had accessed the same services through VALREC's individual projects. She stated that the provision of case work support had had the largest impact on its limited resources.

The Chief Executive of VALREC also informed the Committee that VALREC had supported 175 people with protected characteristics through its advice and advocacy service, which helped people overcome issues that may directly or indirectly affect their ability to look for work, retain employment and access services. It had also run a number of courses from managing under-age sales prevention, health and safety to customer care courses. It had also assisted people with CV writing, job searches and in completing application forms to secure employment. VALREC had also worked with a number of organisations through training or direct guidance/support in the County Borough.

The Chairperson on behalf of the Committee thanked the Chief Executive of VALREC for her informative presentation on the work of VALREC. He stated that it had been necessary for the Council to reduce its funding to VALREC through the Service Level Agreement due to the need to adhere to the Medium Term Financial Strategy.

**RESOLVED:** That the Committee noted the six monthly report on casework undertaken by VALREC in the County Borough.

79 **WELSH LANGUAGE SCHEME - ANNUAL MONITORING REPORT 2013 - 2014**

The Equalities and Engagement Officer outlined the Welsh Language Scheme annual monitoring report and sought the Committee's approval for its submission to the Welsh Language Commissioner. He stated that the report highlighted the Council's progress in implementing the Welsh Language Scheme during this period which had been prepared in accordance with the monitoring and reporting framework outlined in the scheme and responded to the requirements of the Welsh Language Commissioner.

The Equalities and Engagement Officer provided a summary of performance during the year, highlighting progress and good practice and identifying shortfalls and mitigating actions proposed in relation to a number of projects. He stated that following a 2010 inspection of Welsh Local Government websites and on-line services, the former Welsh Language Board had identified that, at that time the majority of the Council's website pages were not available in Welsh. He outlined the progress being made on the Website Development Project. He also informed the Committee that Menter Bro Ogwr were to undertake a mystery customer exercise as part of the monitoring of the Welsh Language Scheme.

The Chairperson informed the Committee that he along with the Cabinet Member - Children and Young People had met representatives from RHAG which is a group of parents who have children in Welsh Medium Education and had complemented the Council on its positivity towards the Welsh Language.

The Equalities and Engagement Officer also informed the Committee that it had recently been announced that the Urdd Eisteddfod would be returning to Bridgend in 2017.

RESOLVED: That the Annual Monitoring Report be approved for its submission to the Welsh Language Commissioner.

The meeting closed at 3.56pm



## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO CABINET COMMITTEE - EQUALITIES

16 OCTOBER 2014

#### REPORT OF THE DIVERSITY CHAMPION

##### DEMOCRATIC DIVERSITY

#### 1. Purpose of Report

- 1.1 The purpose of this report is to inform Cabinet Members of the action plan being developed by the Diversity Champion to take forward the diversification of democracy initiated by the Expert Group and set out in *On Balance: Diversifying Democracy in Local Government in Wales*.

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

- 2.1 The role of the Diversity Champion is intended to enhance the representation of under-represented groups within the County Borough. This will subsequently assist in the achievement of all priorities identified within the Corporate Plan and Strategic Equality Plan.

#### 3. Background

- 3.1 The Local Government (Wales) Measure 2011 introduced the requirement for a survey of candidates to be undertaken. The survey was carried out by Local Authorities following the Local Government Elections in 2012. The results were circulated to the Welsh Government for consideration by the Expert Group on Local Government Diversity.
- 3.2 The Expert Group analysed a survey of local councillors in Wales and set out a plan of action to encourage a greater diversity of candidates to stand for local office in 2017. On 5<sup>th</sup> March 2014 the group published its report entitled "On Balance: Diversifying Democracy in Local Government in Wales". The report outlined the actions required to increase the diversity of local councillors in Wales in respect of age, gender, disability and ethnicity.
- 3.3 On 27 May 2014 Cabinet appointed Councillor H Townsend as the Diversity Champion. Councillor Townsend has met with Welsh Government representatives to discuss plans for progressing the aims of the "On Balance" report.

#### 4. Current situation / proposal.

- 4.1 The "On Balance" report identified a number of recommendations for a variety of bodies including The Welsh Government, Political Parties, One Voice Wales and Local Authorities. The intention is to ensure that the people who make decisions on our behalf are in tune with their local communities and reasonably reflect the diversity of the people that they represent. A full list of the Expert Panel recommendations can be seen at **Appendix 1**.

- 4.2 There are several recommendations that are likely to require involvement of local authorities. These include:
- The Welsh Government, local government, the WLGA and One Voice Wales to explain the purpose of the survey and its importance. This should include a highlight report from the first survey so that recipients of the questionnaire can better appreciate its purpose.
  - The Welsh Government should agree with local government that a single research provider be employed to conduct the survey on behalf of local authorities at the next elections.
  - Local authorities should be required to examine the data for their own area and develop strategies aimed at improving diversity at future elections.
  - Every councillor should be encouraged to mentor a potential successor candidate for their seat.
  - Local authorities should conduct exit interviews with councillors standing down at an election, to assess the reasons for doing so. The WLGA should collect anonymised data and publish a report after each.
  - Local authorities should encourage secondary schools, as part of the “Active Citizenship” goal in the Personal and Social Education Framework, to arrange for local councillors to speak to school students about their role. Councillors from under-represented groups should be encouraged to participate in this.
  - “Member Champions” in each council should be encouraged to play an external role in encouraging greater participation in local government.
  - Local authorities which do not already broadcast their meetings should commence doing so, as well as making full use of other social media outlets to engage with a wider public.
- 4.3 Discussions have been held with the Head of Democratic Services and the Equalities and Engagement Officer to determine possible courses of action which could facilitate these aims.
- 4.4 An initial action plan has been developed and is shown at **Appendix 2**. Key actions will include:
- the collection and analysis of current diversity information
  - the recruitment of suitable Elected Member mentors
  - identifying appropriate mentees to shadow elected members
  - identifying members to participate in secondary school briefings
- 4.5 Further work will be undertaken to develop the action plan and the Diversity Strategy to meet the requirements of the “On Balance” report and improve the Democratic Diversity within the County Borough.

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

5.1 The report has no direct effect upon the policy framework

## **6. Equality Impact Assessment**

6.1 No Equality Impact Assessment has been carried out as this report provides the committee with information that will positively assist in the delivery of the Authority's equality duties.

## **7. Financial Implications.**

7.1 The Authority has not received any funding from the Welsh Government to progress the recommendations of the "On Balance" report. Following consideration of this report and confirmation of the proposed plans appropriate levels of funding be requested from the Welsh Government.

7.2 Detailed planning will identify likely cost implications.

## **8. Recommendation.**

8.1 That the Cabinet Committee Equalities notes this report.

**Councillor H Townsend**  
**Diversity Champion**

**Contact Officer:** **Gary Jones**  
Head of Democratic Services

**Telephone:** (01656) 643385

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Offices, Angel Street, Bridgend. CF31 4WB

## **Background documents**

None were used in the production of this report

**EXPERT GROUP'S ACTION PLAN AND TIMETABLE**

Recommendation	Timing
1. <b>The Welsh Government, local government, the WLGA and One Voice Wales to explain the purpose of the survey and its importance. This should include a highlight report from the first survey so that recipients of the questionnaire can better appreciate its purpose.</b>	<b>Material to be produced in time for distribution with the survey for candidates at the 2017 elections.</b>
2. The Welsh Government should ensure that the next survey questionnaire can be completed and returned on-line.	Design and administrative work will need to be completed before 2017 elections.
3. The surveys of candidates at county and community levels should be separated and conducted as two distinct surveys.	As above
4. The Welsh Government should establish a methodology which allows the survey questionnaires to be distributed at the time of handling nomination papers.	Will need to be addressed during 2015/16 to give time for agreement with electoral administrators and possibly amend Measure provisions.
5. <b>The Welsh Government should agree with local government that a single research provider be employed to conduct the survey on behalf of local authorities at the next elections.</b>	<b>To be agreed at least one year before the next elections.</b>
6. The Welsh Government should compare the question list with those used for surveys of councillors in other parts of the UK and should amend to bring about better comparability.	To be completed in 2015 in case of need to amend Measure.
7. The Welsh Government should commission research to enhance the next survey aimed at obtaining qualitative data from a sample of respondents as well as interviewing a sample of potential candidates who had subsequently decided not to stand.	Decision required by May 2016 in order for procurement exercise to take place.
8. <b>Local authorities should be required to examine the data for their own area and develop strategies aimed at improving diversity at future elections.</b>	<b>Can proceed immediately and again after each election</b>
9. <b>Local authorities should conduct exit interviews with councillors standing down at an election, to assess the reasons for doing so. The WLGA should</b>	<b>To be conducted in 2016/17 once decisions on candidacy had been made. Report</b>

Item in Bold are those involving Local Authorities

Recommendation	Timing
<b>collect anonymised data and publish a report after each</b>	<b>produced in 2017</b>
10. Political parties and local government itself should encourage successful female councillors to act as mentors, engaging with appropriate local networks.	Can be implemented immediately.
11. Each of the major political parties should be encouraged to develop strategies which will result at the next local elections in female members being nominated as candidates in at least 40% of those seats considered winnable by the party concerned.	To be implemented in good time for the commencement of candidate selection for 2017.
12. Leaders of the main political parties should make a public commitment in favour of this target.	To be considered within their responses to the Report.
13. The Welsh Government should collaborate with the WLGA, equalities groups and, if appropriate, the Assembly's Presiding Officer, to establish a shadowing/mentoring scheme in the period two years prior to the next local elections. This could be widened to include town and community councils, in cooperation with One Voice Wales.	Programme would operate in 2015 and 2016. Preparatory
<b>14. Local authorities should encourage secondary schools, as part of the "Active Citizenship" goal in the Personal and Social Education Framework, to arrange for local councillors to speak to school students about their role. Councillors from under-represented groups should be encouraged to participate in this.</b>	<b>To be agreed at each local authority area</b>
15. Community councils should take advantage of the provisions in the Measure to co-opt youth "councillors" in a non-voting role and county councils should consider the merits of adopting similar procedures, including the creation of "shadow" Youth Cabinets. There should be a campaign involving One Voice Wales and other interested parties to promote town and community councils to increase public awareness of their role and as a potential entry road into political life for under-represented groups.	Should be ongoing campaign following publication of Report.
16. Welsh Government should consider the evaluation of the Access to Elected Office project operated in English elections and consider operating a similar scheme for the next local elections.	To follow publication of evaluation by UK Government Equalities Office. Scheme would need to be put in place at least a year before elections.

Item in Bold are those involving Local Authorities

Recommendation	Timing
<b>17. “Member Champions” in each council should be encouraged to play an external role in encouraging greater participation in local government.</b>	<b>For each local authority to pursue following publication of report.</b>
<b>18. Every councillor should be encouraged to mentor a potential successor candidate for their seat.</b>	<b>For each local authority to pursue following publication of report.</b>
19. Publicity and educational campaign, involving Welsh Government, local government and relevant equalities and civic partners, to ensure that information is received by the public about local government and that the idea of becoming active in local government is carried into the community	Campaign to focus on 2015/16, in order to arouse interest for 2017 elections.
20. On-going campaign, linked to 18 above, to ensure that the need to improve diversity in local government remains in the public eye and to maintain contact with networks of under-represented groups. This should include publicity for role models, targeted to reach appropriate audiences.	To commence in second half 2014 and be ongoing.
21. This campaign should also include approaches to employers to facilitate council membership by their employees. Public sector employers, including the Welsh Government, should become exemplars in facilitating their employees becoming and serving as councillors.	Ongoing campaign to commence in second half of 2014.
22. Private sector organisations, particularly those benefitting from Welsh Government procurement, should be encouraged to support staff wishing to serve as councillors, as part of their Corporate Social Responsibility programmes. The CBI should be asked to support this aim.	As above.
<b>23. Local authorities which do not already broadcast their meetings should commence doing so, as well as making full use of other social media outlets to engage with a wider public.</b>	<b>For each local authority to to consider following publication of Report.</b>
24. Welsh Government should evaluate the effectiveness of reforms introduced through the Measure to see how effective they have been in achieving the aims of the Expert Panel.	Evaluation of Measure to be conducted during 2014/15

Item in Bold are those involving Local Authorities

## BRIDGEND COUNTY BOROUGH COUNCIL DEMOCRATIC DIVERSITY ACTION PLAN

	<i>Action</i>	<i>Target Date</i>	<i>HDS</i>	<i>CC-E</i>	<i>DC</i>	<i>Status</i>	<i>Notes</i>
	<b>Diversity Report to Cabinet Committee Equalities covering</b>						
	Initial Plans for recruiting/training Diversity Member Mentors Initial Plans for the recruitment of Diversity Mentees “Be a councillor event(s)” delivered in the community Initial Plans for to encourage TCC’s to co-opt young people with non-voting rights Initial plans for Democracy briefings by 3 councillors to: <ul style="list-style-type: none"> <li>• Coleg Cymunedol Y Dderwen</li> <li>• Porthcawl Comprehensive School</li> <li>• Pencoed Comprehensive School</li> <li>• Brynteg Comprehensive School</li> <li>• Bryntirion Comprehensive School</li> <li>• Cynffig Comprehensive School</li> <li>• Maesteg Comprehensive School</li> <li>• YGG Llangynwyd</li> <li>• Archbishop McGrath Catholic High School</li> <li>• Bridgend College</li> </ul> Initial Plans for Local Democracy Week Event (12-16 October 2015 tbc)	<b>16 Oct 14</b>					
<b>1.0</b>	<b>Gather appropriate Local Diversity Data</b>						
1.1	Gather/Collate Democratic Diversity data from						

	<b>Action</b>	<b>Target Date</b>	<b>HDS</b>	<b>CC-E</b>	<b>DC</b>	<b>Status</b>	<b>Notes</b>
	BCBC/TCC/Population in respect of: <ul style="list-style-type: none"> <li>• Age</li> <li>• Gender</li> <li>• Ethnicity</li> <li>• Disability</li> <li>• Sexuality</li> <li>• Other</li> </ul>						
1.2	Liaison with Political groups regarding plans and to gain support <ul style="list-style-type: none"> <li>• Labour</li> <li>• Independent Alliance</li> <li>• Independent Annibynwr</li> <li>• Plaid Cymru</li> </ul>						
1.3	Analyse survey data and develop appropriate strategies						Recommendation 8
1.4	Develop the process for Exit interviews and BCBC/TCC levels						Recommendation 9
1.6	Develop a Diversity Strategy						
<b>2.0</b>	<b>Assist in developing the WG Diversity Survey</b>						
2.1	Assist in the promotion for the County Borough Councillor Survey						Recommendation 1
2.2	Assist in the promotion for the Town & Community Councillor survey						Recommendation 1
2.3	Assist in the procurement of a single source survey provider						Recommendation 5
<b>3.0</b>	<b>Every councillor should be encouraged to mentor a potential successor candidate for</b>						<b>Recommendation 18</b>



	<b>Action</b>	<b>Target Date</b>	<b>HDS</b>	<b>CC-E</b>	<b>DC</b>	<b>Status</b>	<b>Notes</b>
	<b>their seat.</b>						
3.1	Recruit Diversity Member Mentors	<b>31 Mar 15</b>					
3.2	Consider existing Member Mentors	<b>31 Mar 15</b>					
3.3	WLGA to provide training	<b>31 Mar 15</b>					
<b>3.0</b>	<b>Recruit Diversity Mentees</b>						
3.1	Visit to key minority groups	<b>31 Mar 15</b>					
3.2	Facebook campaign	<b>31 Mar 15</b>					
3.3	Twitter campaign	<b>31 Mar 15</b>					
3.4	Be a Councillor event in the community						
3.4.1	Identify dates and Venues	31 Dec 14					
3.4.2	Develop relevant content/materials	31 Dec 14					
3.4.3	Develop outline training plans for mentees	31 Dec 14					
3.4.4	Deliver events and suitable information / materiel	<b>01 Mar 15</b>					
<b>4.0</b>	<b>Active Democracy briefings to schools</b>						<b>Recommendation 14</b>
4.1	Identify 3 Members to deliver briefings						
4.2	WG/WLGA to provide briefing materiel						
4.3	WG/WLGA to deliver training to Members						
4.4	Rehearse Briefings for schools						
4.5	Deliver briefing to secondary schools	<b>01 Apr 15</b>					
<b>5.0</b>	<b>Initial Plans for to encourage TCC's to co-opt young people with non-voting rights</b>						<b>Recommendation 15</b>
5.1	Liaise with Youth Council						

	<b>Action</b>	<b>Target Date</b>	<b>HDS</b>	<b>CC-E</b>	<b>DC</b>	<b>Status</b>	<b>Notes</b>
5.2	Draft Report to TCC Forum	05 Jan 15					
5.3	Letters to each TCC requesting support						
5.4	Provide briefings to TCCs						
5.5	Confirm process for appointment of young people co-optees						
<b>6.0</b>	<b>Webcasting of Council meetings</b>						<b>Recommendation 15</b>
	Upgrade Council Chamber						
	Procure webcasting facilities						
	Implement webcasting	<b>31 Mar 15</b>					
<b>7.0</b>	<b>Local Democracy Week event 2015</b>	<b>12-16 Oct15</b>					

## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO CABINET COMMITTEE - EQUALITIES

16 OCTOBER 2014

#### REPORT OF THE CORPORATE DIRECTOR - RESOURCES

##### COMMUNITY COHESION

#### 1. Purpose of Report

The purpose of this report is to inform members of the work undertaken by the Regional Community Cohesion Coordinator for Bridgend County Borough.

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

2.1 The Strategic Equality Plan is a statutory plan and a cross cutting issue impacting on the whole of the council. It is linked to the Customer Care Programme and supports the community cohesion agenda.

2.2 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 3:** Working with children and families to tackle problems early;
- **Priority 6:** Working together to make the best use of our resources.

#### 3. Background

In July 2010, Cabinet Equalities Committee agreed to receive reports and presentations on topic areas relevant to their remit. This includes community representatives presenting on relevant topics for members to gain a broader understanding of issues faced in our communities

3.1 Bridgend County Borough Council received Community Cohesion Funding from the Welsh Government (WG) in 2009 for the implementation and support of the overall aims and objectives of its '*Getting on Together – A Community Strategy for Wales*' (i.e. to achieve a fair and just society). The first phase of the project (1<sup>st</sup> April 2009 – 31<sup>st</sup> March 2012), funded a number of small projects addressing issues of community cohesion in Bridgend. At the end of this phase, findings from an evaluation of the Community Cohesion Programme in Wales, undertaken by Sheffield Hallam University, highlighted that mainstreaming community cohesion work throughout local authorities still required further support. Therefore, the Welsh Government Community Cohesion Programme (1<sup>st</sup> April 2012 – 31<sup>st</sup> March 2014), worth £500,000 per annum funds 8 Regional Community Cohesion Coordinators across Wales to take forward mainstreaming community cohesion work across the region.

Welsh Government allocated £62,500 to the Western Bay Region, Swansea, Neath Port Talbot and Bridgend Local Authorities, which included funding for the post of Regional Coordinator and to take forward the mainstreaming community cohesion work within each area. Welsh Government's Mainstreaming Community Cohesion Guidance for Local Authorities in Wales, issued in October 2012, provides strategic direction and an effective toolkit for Regional Coordinators and local authorities. Each Coordinator submits a quarterly progress report to the Welsh Government against an agreed work plan and informs the Welsh Government how the agreed actions/projects delivered will address local need.

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

##### **4.1 Revised Community Cohesion National Delivery Plan**

Welsh Government has developed a National Delivery Plan (attached as appendix 1) which Regional Community Cohesion Coordinators need to report on. This delivery plan has 7 key outcomes for community cohesion around:

- Departments, organisations and people **understand hate crime**, victims make reports and get appropriate support;
- Departments, organisations and people **understand modern slavery**, victims make reports and get appropriate support;
- Increased awareness and engagement across **Gypsy and Traveller communities**;
- Increased awareness and data established on **immigration**;
- **Communities First** staff are knowledgeable about community cohesion issues and communities across the protected characteristics are involved in the Communities First Programme;
- Key policies and programmes through relevant plans are **evidencing delivery** against cohesion priorities;
- Policies and services are responsive to **changes in communities**.

##### **4.2 Regional Approach**

- The City and County of Swansea is the Grant Recipient Body for the Western Bay Region for the current Community Cohesion Programme grant that covers the period from 1<sup>st</sup> April 2012 – 31<sup>st</sup> March 2014.
- In September 2012, the Regional Community Cohesion Coordinator was appointed in the Western Bay Region, based in Swansea but working in communities in both Neath Port Talbot and Bridgend.
- The Regional Community Cohesion Coordinator's work is monitored by the three Community Cohesion leads from Swansea, Neath Port Talbot and Bridgend meeting regularly to check and discuss progress against the agreed work plan.
- All three local authorities are at different stages of development and working towards the delivery of Community Cohesion Delivery Plan.

### **4.3 What does this mean for Bridgend?**

Mainstreaming Community Cohesion has been a focus of the Programme. Examples of this are:

- Community Cohesion has been embedded into Equality Impact Assessments which means that Community Cohesion must be considered and assessed in all BCBC delivery along with other equality measures;
- The Community Cohesion Group in Bridgend, which meets on a bi monthly basis, is responsible for the delivery of the Community Cohesion Plan;
- Hate crime awareness sessions were delivered across services and partner agencies;
- A Hate Crime e-learning resource for staff has been developed and will soon be replicated with Neath Port Talbot and Bridgend;
- Anti-Human Trafficking Awareness sessions were delivered for staff and a Regional Anti-Human Trafficking Multi-Agency Forum established;
- A Regional Contest Board has been established which has increased information and intelligence sharing across the region;
- In partnership with Swansea Bay Regional Equality Council (SBREC) a Regional Gypsy and Traveller Multi-Agency Forum has been established;
- Community Cohesion funded the development of a Disability Hate Crime Myth busting leaflet

The delivery of the Community Cohesion programme in the Western Bay region was deemed by the Welsh Government to be one of the highest performers in Wales in 2012/13.

### **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**

No equality impact assessment has been carried out as this report provides the committee with information that 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 report.

**Ness Young**  
**Corporate Director – Resources**  
**Date: 30 September 2014**

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**Background papers:** None.



# Community Cohesion National Delivery Plan



Llywodraeth Cymru  
Welsh Government

[www.cymru.gov.uk](http://www.cymru.gov.uk)

**2014 – 2016**







## Foreword

### Foreword by Welsh Government Minister for Communities and Tackling Poverty, Jeff Cuthbert AM

I am delighted to launch the Community Cohesion National Delivery Plan. This reaffirms the Welsh Government's ongoing commitment to promote cohesive and inclusive communities across Wales as set out in the Programme for Government. The Plan will continue to build upon the substantial amount of work which has already taken place across Wales to deliver the 'Getting on together – a Community Cohesion Strategy for Wales'.

21<sup>st</sup> century Wales is a diverse and multi-cultural society and over recent years the scale and pace of economic, social and cultural change has continued to impact upon people across Wales. It is important that we are able to celebrate and appreciate the fact that our communities consist of people with different experiences, cultures and backgrounds. However, it is also important that we can all live together harmoniously and that communities are safe and vibrant places to live and work. Communities should be resilient so people can support each other and able to tackle tensions when they occur.

There are major challenges ahead in terms of changes arising from welfare reform which will have a significant impact upon our communities. This can increase tensions and we have already seen that certain people and communities have been targeted as a result of these changes. This has a significant impact upon levels of community cohesion. We all have a responsibility to ensure that Wales is equal and fair, so that we can live in a country which will not accept hostility and prejudice.

The implementation of the National Delivery Plan will aim to ensure that community cohesion is mainstreamed and remains sustainable across Wales. This is in addition to the Future Generations (Wales) Bill which is proposed to set long term goals to reflect the Wales we want to see in the future. The National Delivery Plan also significantly supports the Equality Act 2010, which created a duty on listed public bodies, when carrying out their functions, to have due regard to the need to advance equality of opportunity and to foster good relations between people who share a protected characteristic and people who do not.

I have agreed funding for Regional Community Cohesion Co-ordinators to deliver the National Delivery Plan and to support local authorities to drive forward work across Wales. I will publish an annual update of the National Delivery Plan to evidence the delivery which is taking place across Wales.

A handwritten signature in black ink, appearing to read 'Jeff Cuthbert', written in a cursive style.

**Jeff Cuthbert AM**  
**Minister for Communities and Tackling Poverty**



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## **Chapter 1 – Background to the National Delivery Plan**

### **The focus of the National Delivery Plan 2014-16**

The Welsh Government supports the continued focus on the five policy and service areas within the ‘Getting on Together – a Community Cohesion Strategy for Wales’ (2009) across housing, learning, communication, promoting equality and social inclusion and preventing violent extremism. These areas can have a significant impact on how well a community gets on together.

The aim of this new National Delivery Plan is to reaffirm the Welsh Government’s commitment to strengthen community cohesion across Wales. We will support the continuation of work on a pan-Wales basis through Community Cohesion Co-ordinators who have been funded until 2016 to take forward the National Delivery Plan. This will continue to build cohesion through local and regional approaches and ensure consistent all-Wales outcomes are achieved. The Plan will enable organisations with an interest in community cohesion to see what the Welsh Government is taking forward.

The National Delivery Plan will ensure that sustainable structures are in place across service delivery to maintain delivery of community cohesion beyond 2016 and focuses on approaches to tackle current cohesion challenges across Wales. The Plan will support the Future Generations (Wales) Bill to ensure that community cohesion is a key principle which will help to shape our communities by working with people and organisations across Wales.

### **What Does Community Cohesion Mean?**

Community cohesion in its simplest form is the term used to describe how everyone in a geographical area lives alongside each other with mutual understanding and respect. A cohesive community is where a person has a strong sense of belonging. It is safe, vibrant and able to be resilient and strong when tensions occur.

Community cohesion describes the ability of all communities to function and grow in harmony together rather than in conflict. It aims to build communities where people feel confident that they belong and are comfortable mixing and interacting with others, particularly with different people with different protected characteristics.

The Welsh Government continues to define community cohesion as what must happen in all communities to enable different groups of people to get on well together. A key contributor to cohesion is integration which is what must happen to enable new residents and existing residents to adjust to one another and live harmoniously with one another. The vision of an integrated and cohesive society is based on three foundations:

- people from different backgrounds having similar life opportunities;
- people knowing their rights and responsibilities;
- people trusting one another and trusting local institutions to act fairly.

And on three ways of living together:

- a shared future vision and sense of belonging;
- a focus on what new and existing communities have in common, alongside a recognition of the value of diversity;
- strong and positive relationships between people from different backgrounds.

Cohesion indicators and measures will be used which will have particular resonance based upon differing local and regional demographics and community issues. The core definition of community cohesion can be applied to both rural and urban communities.

### **Measuring Community Cohesion**

Building cohesion within and between communities is an essential step towards improving people's quality of life and to feel part of their local and national identity. Key indicators of community cohesion relate to how people feel about their local area. The National Survey for Wales for April 2012 – March 2013 highlighted that:

- 76% of people agreed that people in their local area treated each other with respect and consideration; a similar proportion (75%) agreed that 'people in this neighbourhood are willing to help their neighbours'. Older people were more likely to have a positive view about people in their local area than younger people.
- 81% of people said they felt safe walking in their local area after dark. People living in the most deprived areas were more likely than people living in the least deprived areas to feel unsafe after dark. 67% of people living in the most deprived areas felt safe walking in their local area after dark, compared with 87% of people living in the least deprived areas.

- 74% of people felt safe on public transport after dark. Older people felt less safe than younger people and women felt less safe than men.

### **Community Cohesion Strategy – Getting on Together**

The Welsh Government supported the delivery of the Community Cohesion Strategy by providing funding of £5 million to local authorities from 2009 - 2012. This aimed to strategically drive the development of a local approach to cohesion based upon identified priorities and understanding. There were over 650 projects funded across Wales, which helped to bring partners together and has increased greater understanding and a focus on related cohesion issues across local areas.

An evaluation of the community cohesion programme in Wales was undertaken by Sheffield Hallam University. This stated the importance of ensuring that the community cohesion agenda is mainstreamed and sustainable across Wales. Subsequently the Welsh Government funded regional Community Cohesion Co-ordinators from 2012 - 2014 with coverage across all local authority areas. The Welsh Government has produced guidance on 'Community Mapping and Tension Monitoring' in 2011 and 'Mainstreaming Community Cohesion' in 2012 in order to provide tools for local authorities to enhance strategic approaches.

## **Chapter 2 – The Strategic Overview for the National Delivery Plan**

### **Current Picture in Wales**

2011 Census data relating to population, ethnicity, religion, and national identity for local authorities in Wales shows that:

- The population in Wales was 3.06 million, the population of Wales has grown by 153,000 in the 10 years since the last census.
- 94% of the 3.06 million people living in Wales were born in the UK, with nearly 6% born outside the UK. Of those from outside the UK the largest number were born in Europe (just over 2%) or Asia (just over 1%).
- Non-white (including mixed) ethnic groups represented 4% of the population in 2011, up from 2% in 2001.
- People aged 25 to 34 living in Wales are much more likely than any other age group to have a language other than English or Welsh as their main language (with Polish being the most common single language after English or Welsh).
- The percentage of the population in Wales aged 65 and over was the highest seen in any census at over 18%, a total of 563,000 people.
- Between 2001 and 2011 the percentage of the population of Wales describing their ethnic group as White British fell from 96% to 93%.
- Between 2001 and 2011 the percentage of the population of Wales describing their ethnic group as Asian more than doubled (from 1% to just over 2%).
- 66% of the residents of Wales expressed their national identity as Welsh in 2011. 34% said that they had no Welsh identity.
- Between 2001 and 2011 the percentage of the population of Wales giving their religion as Christian fell from nearly 72% just over 57%.

## **Programme for Government**

The Programme for Government sets out the specific actions the Welsh Government is taking to 'create a fair society free from discrimination, harassment and victimisation with cohesive and inclusive communities'. The National Delivery Plan helps to achieve the aims to promote equality and fairness across Wales.

## **Strategic Equality Plans**

The Public Sector Equality Duty (Equality Act 2010) came into force in April 2011. This aims to ensure that public authorities and those carrying out a public function consider how they can positively contribute to a fairer society in their day to day activities through paying due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations. The Welsh Government published a Strategic Equality Plan and Objectives in 2012.

Community cohesion acts as a key enabler to aid public sector authorities to fulfil all elements of the Equality Duty, particularly the need to foster good relations between people who share a protected characteristic and those who do not. Under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, Public Sector Authorities should reflect their commitment to promoting good relations in their strategic equality plans. Improving contact, increasing understanding and tackling negative stereotypes across communities helps to break down barriers to enhance good relations.

## **Future Generations (Wales) Bill**

The Future Generations (Wales) Bill (working title) is intended to tackle the inter-generational challenges Wales faces in a more joined up and integrated way - ensuring specified Welsh public services make key decisions with the long term well being of Wales in mind.

It is proposed that the Future Generations (Wales) Bill will set ambitious, long term goals to reflect the Wales we want to see in the future. Placing these goals on a statutory footing will set a course for specified public services in Wales to pull together towards a healthier and more prosperous country by pursuing and balancing the economic, social and environmental well-being of Wales. To help achieve these shared goals, we propose to put named public service organisations under a duty to show how they contribute effectively to the achievement of the goals through the objectives that they set and the actions that they take. It will set a course for all public services in Wales to provide for the well-being of a sustainable Wales.



It is intended that the Bill will provide a Commissioner for Future Generations who will undertake engagement through national conversations which will ensure that people across Wales are involved and empowered, thereby helping to improve the lives of the people of Wales. The National Delivery Plan compliments the six proposed draft goals in the Future Generations (Wales) Bill which include:

- A Wales of cohesive communities - Attractive, viable, safe and well-connected communities.
- A resilient Wales - A society that is capable of adapting successfully to changing circumstances that impact, in particular, upon ecosystems, infrastructure, and communities.
- A more equal Wales - A society which enables people to fulfil their potential no matter what their background or circumstances.
- A Wales of vibrant culture and thriving Welsh language - A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, sport and recreation.
- A prosperous Wales – An innovative and productive, low carbon emission economy that makes more efficient, and more proportionate use of resources, and which generates wealth and provides employment opportunities for a skilled and well-educated population.
- A healthier Wales – A society in which people’s physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.

## **Chapter 3 – The Implementation of the National Delivery Plan**

### **Community Cohesion in Wales: Landscape and Challenges**

Embedding community cohesion principles into service delivery will result in services being responsive to local demographics and need. This will help to ensure that people have trust in service delivery and organisations. It will also mean that the needs of individuals and communities are clearly understood.

The development of a strong community identity is an important part of enabling people to feel connected and to actively participate in society. Shared values and understanding are an integral part of creating resilient communities who are able to respond to tensions when they arise. This can be especially important in communities which have witnessed changes over recent years with the population becoming more diverse. People's backgrounds and experiences should be welcomed and shared across Wales and breaking down negative stereotypes and misconceptions remains an important challenge.

#### ***Community Safety***

Although there have been great strides to ensure that Wales is a welcoming country, there are still major challenges ahead to ensure that hostility, prejudice or other forms of discrimination are not tolerated. We have published 'Tackling Hate Crimes and Incidents: A Framework for Action' (2014) which aims to empower victims across Wales to report hate crimes and incidents. There is an important role for service delivery to be responsive and to ensure that fairness and equality are underlying principles in support of the Welsh Government's Strategic Equality Plan.

There is a strong link between fear of crime and levels of community cohesion. We have published 'Wales Anti-Social Behaviour: A Policy and Practice Review' (2014) which shows that between November 2012 to October 2013, the four Welsh police forces received 114,361 anti-social behaviour (ASB) complaints, whilst Welsh social landlords reported that they had recorded 20,323 complaints. However, recorded incidents of ASB appear to be reducing. The new Anti-Social Behaviour, Crime and Policing Act 2014 has been commenced in part, and is expected to be commenced further in the autumn. That Act streamlines powers in relation to tackling ASB.

We aim to make Wales hostile to slavery and to provide the best possible support to the survivors of this heinous crime. The Welsh Government's 'Anti-Slavery Coordinators Annual Report' (2013) shows how vulnerable people are exploited. We are continuing to

take the lead to provide the best possible support to victims across Wales and there is an important role here to work with our communities.

We strongly support the links between 'Prevent', which operates in the 'pre-criminal' space, and community cohesion, where all forms of extremism can be tackled by communities working together to eliminate hatred. There are emerging challenges to tackle hatred typically associated with the views of the far right. Such extremist attitudes are damaging and corrosive to community cohesion, where such messages can spread division and hatred. A strong relationship with our faith communities and organisations plays an important role in tackling tensions.

### ***Community Inclusion***

It is important that we can continue to value diversity and to appreciate the positive impact which different people can make to their communities. Breaking down misperceptions and myths about certain people and communities still remains an important issue. We have published 'Travelling to a Better Future: Gypsy and Traveller Framework for Action' (2011) which aims to improve understanding of cultures across settled and travelling communities and to promote greater integration. We will also be consulting on a new Refugee Delivery Plan in 2014 which will aim to continue to support and improve the wellbeing of people in Wales.

The Communities First Programme supports our most disadvantaged groups in the most deprived areas of Wales with the aim of alleviating persistent poverty and tackling the causes of poverty. Communities First Clusters play a significant role by working within communities, which helps to build and sustain higher levels of cohesion. There is a real need to ensure that people with protected characteristic(s) are engaged in the programme and that specific needs in terms of support and advocacy are provided. Community Involvement is one of the three key principles that underpin Communities First. Each Cluster has to submit a Community Involvement Plan (CIP) as well as a Delivery Plan. The CIP aims to ensure that local people and community organisations are able to play a full part in the Programme, are able to shape the work undertaken in their area and feel informed and empowered.

The Welsh Government carried out a consultation, 'Continuity and Change – Refreshing the Relationship between the Welsh Government and the Third Sector in Wales' (2013). This will help to inform our thinking on the future direction of this important relationship. Following extensive dialogue and development with key Third Sector Stakeholders, we published the new Third Sector Scheme on 31<sup>st</sup> January this year. Building on this, further work is underway to develop the internal and external working arrangements to support the Scheme's delivery. The Third Sector as a whole and, in particular, Third Sector infrastructure bodies such as County Voluntary Councils, have a strong role to play in supporting communities and community organisations to contribute to the tackling poverty and community cohesion agendas.

### ***Challenges to Resilience***

The census data from 2011 has highlighted that there are continuing challenges around changes to the population demographics. Inward migration into the UK following the expansion of the European Union in 2004 has led to changes in some communities across Wales and there are a greater range of cultures, backgrounds and beliefs than previously. There are still major challenges to ensure that the principles of community cohesion continue to be fostered. There is a need for efforts to explore and understand the experiences of different migrant populations and the local implications of and responses to migration.

The challenges around tackling child poverty and improving the outcomes of children and young people living in low income households have become particularly acute in light of UK Government Welfare Reforms. The scale of the UK Government cuts go far beyond what the Welsh Government can fully mitigate. Nonetheless, we want communities to become resilient in the face of these challenges, meaning that people know where to turn to for support, do not “go without” unnecessarily and avoid circumstances which will make life worse, such as becoming homeless or building up debt. We will continue to do what we can to reduce the cost of living and ensure that people are not excluded from accessing services or discrimination advice. Through ‘Building Resilient Communities: Taking Forward the Tackling Poverty Action Plan’ (2013) we have looked at the impact of poverty on different groups in society and what will make most difference to them. We know that disabled people are particularly at risk of living in poverty. We need to do all that we can to ensure that those more at risk of living in poverty are supported so that we mitigate the everyday impact that poverty has on people and communities.

### **Aim and Outcomes of the National Community Cohesion Delivery Plan**

The aim of the National Delivery Plan from 2014 -16 is to continue to strengthen, mainstream and sustain both local and regional community cohesion approaches. This will reinforce positive work and progress which has already been achieved across Wales. The National Delivery Plan supports the draft national goals included in the Future Generations (Wales) Bill and has a high level outcome that **communities across Wales are safer, inclusive and resilient**.

The Plan is being delivered across 7 outcome areas which are being taken forward by Community Cohesion Co-ordinators across Wales:

- Outcome 1: Departments, organisations and people understand **hate crime**, victims make reports and get appropriate support;
- Outcome 2: Departments, organisations and people understand **modern slavery**, victims make reports and get appropriate support;
- Outcome 3: Increased awareness and engagement across **Gypsy and Traveller communities**;
- Outcome 4: Increased awareness and data established on **immigration**;
- Outcome 5: **Communities First** staff are knowledgeable about community cohesion issues and communities across the protected characteristics are involved in the Communities First programme;
- Outcome 6: Key **policies and programmes** through relevant plans are evidencing delivery against cohesion priorities; and
- Outcome 7: Policies and services are **responsive to changes in communities**.

Further information on the 7 priority outcomes can be found at Chapter 4.

### **Measuring Progress**

Welsh Government will monitor the National Delivery Plan and publish an annual report during 2015 and 2016 which will highlight the progress of delivery across the identified national outcomes. This will evidence ongoing practice across Wales and aim to transparently show progress.

## Chapter 4 – Outcomes of the National Community Cohesion Delivery Plan

### Outcome 1: Departments, organisations and people understand hate crime, victims make reports and get appropriate support

What this will look like	How we will achieve this	Performance measure		
		How much we did?	How well we did it?	Is anyone better off?
1. Local / regional structures are in place to take forward action linked to 'Tackling Hate Crimes and Incidents: A Framework for Action'	Establishment of baseline data to drive local decision making	Baseline data on hate crime established	Baseline data enables further changes to be established in years 1 and 2	Information included in relevant plans and drives service delivery
	Mapping of existing services, training, programmes and interventions to identify gaps and needs	Mapping has been completed in collaboration with partners	Gaps and needs are identified and are being actioned	Information is being utilised to target delivery with partners
	Engagement with existing structures / formation of new structures to drive leadership and partnership working across key areas including police, health, housing and social services	Structures have been established and are inclusive of partners  Number of hate crimes reported across the protected characteristics by Local Authority	Structures can evidence delivery based upon priorities identified  % change in the number of reports through Police	Actions and priorities are being delivered through structures
	Implementation and	Report completed	Actions are taken forward	Information is being

	review findings from the Equality and Human Rights Commission into how local authorities are tackling hate crimes from Spring 2014	setting out proposed actions and process for review	and review is held	utilised by local structures to drive improvements and information provided to inform strategic Equality Plans
2. Departments, organisations and people have clear and accurate information to signpost and increase hate crime reporting	<p>Development of clear information on reporting and signposting</p> <p>Support the national Third Party Reporting model delivered by Victim Support and embed within regional and local structures</p> <p>Co-ordinating training opportunities for front line staff to tackle Hate Crime through Victim Support and other providers</p>	<p>Information has been developed in an accessible format</p> <p>Number of hate crimes/incidents reported across the protected characteristics, by Local Authority, through the third party reporting centres.</p> <p>Number of front line staff accessing training by department</p> <p>Number of front line staff accessing training across third sector organisations</p>	<p>Partners have been engaged and are clear on hate crime reporting</p> <p>% Increase in the number of reports through Third Party Reporting</p> <p>Training is targeted in the areas identified within the gap and need assessment</p>	<p>People have clear information on how to report and reporting increases</p> <p>People are aware of third party reporting and are receiving advocacy and support</p> <p>Staff have information and support to increase reporting</p>

3. Increased multi-agency approaches to address high risk levels of hate crimes	Promote MARAC model to support high risk victims of hate crime working with regional Police Forces	Number of hate crime cases referred to MARAC	% Increase in the number of cases through MARAC	Victims are safe and are supported across agencies
4. Campaigns, activities and communication are co-ordinated during hate crime awareness week to increase understanding and reporting	Facilitation of national campaigns at local level	Partners have been engaged within a regional approach to highlight Hate Crime Awareness Week and activities are supported by local authorities	People are able to access enhanced information and support and organisations representing protected characteristics are engaged	People have greater awareness and understanding of hate crime



## Outcome 2: Departments, organisations and people understand modern slavery, victims make reports and get appropriate support

What this will look like	How we will achieve this	Performance measure		
		How much we did	How well we did it	Is anyone better off?
1. Local structures are agreed and work effectively to tackle Modern Slavery	Modern slavery champions / Lead officers are established in each partner organisation to support the work of the regional forums	Structures have been established and are inclusive of partners  Number of cases reported by Local Authority to the National Referral Mechanism  Number of cases reported, by Local Authority, through First Responders	Structures can evidence delivery based upon priorities identified	Actions and priorities are being delivered through structures
	Establishment of baseline data (quantitative and qualitative) to drive local decision making	Baseline data on modern slavery established	Baseline data enables further collection in years 1 and 2	Information included in relevant plans and drives service delivery
2. Training and awareness raising resources are signposted and delivered by partner agencies	Embed training on modern slavery into training programmes to which local authorities are involved	Relevant opportunities are identified within training	Training is embedded and sustainable	Staff have information and support to increase reporting

	<p>Co-ordinate train the trainer programme</p> <p>Facilitation of national campaigns at local level</p>	<p>Front line staff have been identified and receive training</p> <p>Number of front line staff accessing delivered training across third sector organisations</p> <p>Partners have been engaged within a regional approach to highlight Hate Crime Awareness Week and activities are supported by local authorities</p>	<p>Training is targeted in the areas identified</p> <p>People are able to access enhanced information and support and organisations across the protected characteristics are engaged</p>	<p>Agencies have information and support to increase reporting</p> <p>People have greater awareness and understanding of modern slavery</p>
<p>3. A multi agency, regional referral pathway, aligned to existing child and adult safeguarding protection procedures</p>	<p>Local authority contacts are signposted to support the development of Multi agency operational intelligence-led procedures for suspected cases of modern slavery (MARAC approach)</p>	<p>Number of cases referred to MARAC</p>	<p>% Increase in the number of cases through MARAC</p>	<p>Victims are safe and are supported across agencies</p>

### Outcome 3: Increased awareness and engagement across Gypsy and Traveller communities

What this will look like	How we will achieve this	Performance measure		
		How much we did	How well we did it	Is anyone better off?
1. Improved awareness of Gypsy and Traveller culture that informs service provision	Identification / development of relevant information and briefings (including provision of accurate information to press office)	Relevant information and briefings are identified in a timely manner	Briefings are up to date and influence service support and provision	Local authority officers and members have up to date, accurate information to support Gypsy & Traveller inclusion
	Co-ordinating training opportunities for staff in Local Authorities	Front line staff have been identified and receive training  Number of Council members accessing training	Training is embedded and sustainable	Staff have information and support to increase awareness
2. The needs of Gypsy and Traveller people are engaged, including through the Accommodation Needs Assessment and the Local Development Plan	Promote opportunities for engagement with local Gypsy and Traveller communities	Number of people who have been engaged with under each opportunity	Established mechanisms for engagement across the local authority with Gypsy and Traveller communities	Gypsy and Traveller communities are consulted to ensure that Accommodation Needs Assessments and LDPs accurately reflect need.

#### Outcome 4: Increased awareness and data established on immigration

What this will look like	How we will achieve this	Performance measure		
		How much we did	How well we did it	Is anyone better off?
1. Key staff understand local migration patterns and their implications	<p>Identify and promote key data sources</p> <p>Raise awareness of key issues related to migration including the co-ordination of training where required (including impact of Romanian, Bulgarian and EU Roma)</p>	<p>Baseline data has been established based upon local priorities</p> <p>Relevant information, training and briefings are identified in a timely manner</p>	<p>Baseline data enables further collection in year 2</p> <p>Briefings and relevant training are up to date and can influence service support and provision</p>	<p>Information included in relevant plans and drives service delivery</p> <p>Staff have information and support to increase understanding and awareness</p>

**Outcome 5: Communities First (CF) staff are knowledgeable about community cohesion issues and communities across the protected characteristics are involved in the CF programme**

What this will look like	How we will achieve this	Performance measure		
		How much we did	How well we did it	Is anyone better off?
1. Communities First staff and cluster boards are knowledgeable about community cohesion issues and are confident about involving communities from across the protected characteristics in the Programme	Agree training and briefing where required on cohesion themes for CF Cluster staff and cluster boards around community cohesion, equality and hate crime issues	Number of CF staff trained	Number of CF staff trained and the rating they gave to the training	Staff are able to recognise equality and diversity matters through CF delivery
2. Community Cohesion Co-ordinators (CCC) are working with CF Clusters to develop Community Involvement Plans (CIP) and Delivery Plans (DP) to increase engagement across protected characteristic groups	Support CF Clusters to strengthen and improve Cluster Delivery Plans (DP) and Community Involvement Plans (CIP) across protected characteristic people	Number of people with a protected characteristic involved in the CF programme	Plans are reflective of cohesion priorities and local demographics	Greater engagement is evident with people and organisations representing protected characteristics

<p>3. CCC and Lead Delivery Bodies (LDBs) / CF Clusters are meeting regularly to share intelligence, plan, develop and implement best practice.</p>	<p>Share intelligence around community cohesion issues and involve CF in planning activities around relevant activities (including immigration and Gypsies and Travellers)</p> <p>CF staff are represented on regional forums, for example Hate Crime Forums</p>	<p>Share relevant information and provide timely updates, including through regional CF staff meetings</p> <p>Identify and map relevant opportunities to engage CF staff within the community cohesion programme and in alignment with delivery priorities</p>	<p>A range of initiatives for engagement are demonstrated across community cohesion</p> <p>Programmes / planning is taking place across wider cohesion priorities and CF Clusters</p>	<p>Enhanced evidence around community cohesion issues are shared and CF staff are engaged and working with co-ordinators to deliver priorities within Plans</p> <p>CF Clusters are involved in planning and co-ordinating delivery across relevant cohesion priority areas</p>
<p>4. Communities First staff are working with representative community organisations around the CF themes (Health, Learning and Prosperity) and are involved in relevant Hate Crime Forums</p>	<p>Work with Clusters, as appropriate, to develop equality and diversity monitoring systems</p> <p>Provide advice to Clusters on tackling hate crimes</p> <p>In partnership with</p>	<p>Organisations representing communities from the protected characteristics are engaging with CF. Bespoke information on hate crime is developed for CF staff based upon local demographics</p>	<p>Equality and diversity data and intelligence is set out in Plans</p> <p>CF Clusters have been engaged and are clear on hate crime reporting</p>	<p>CF Clusters can evidence how equality and diversity data is utilised to drive delivery</p> <p>Increased reporting and awareness through CF staff of hate crime</p>

	Clusters, develop best practice of engagement across protected characteristic communities across the three themes	Best practice to link examples of links between community cohesion and the CF programme are identified	Best practice areas are developed with examples across all protected characteristics	Best practice is influencing delivery across CF clusters to drive new initiatives
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### Outcome 6: Key policies and programmes and relevant plans are evidencing delivery against cohesion priorities

What this will look like	How we will achieve this	Performance measure		
		How much we did	How well we did it	Is anyone better off?
1. Local authorities understand which key policies and programmes are relevant to community cohesion	Development of cohesion-related work through Single Integrated Plans are supported and mapped	<p>Audit of cohesion related work within SIP to identify potential gaps is completed in alignment with work through the Future Generations (Wales) Bill</p> <p>Potential gaps are identified and acted upon</p>	SIP's are able to demonstrate mainstreaming of cohesion work through review and monitoring of delivery	Single Integrated Plans reflect and are delivering against local cohesion priorities
2. Local and regional Strategic Equality Plans reflect national and local cohesion themes	<p>Development of practice examples and work across community cohesion and promoting good relations to strengthen Strategic Equality Plans (SEPs) to reflect this element of Equality Act 2010</p> <p>Explore and develop community cohesion</p>	<p>Audit and identification of practice within SEP are identified and potential gaps are identified and acted upon</p> <p>Number of staff who have undertaken</p>	<p>Practice examples are developed to influence SEPs</p> <p>Training is targeted in the areas identified across</p>	SEPs are able to demonstrate priorities through the Promoting Good Relations element of the Equality Act 2010



	training as part of core Equality and Diversity Training within local authorities	community cohesion training	relevant corporate programmes	Staff have greater understanding and awareness of community cohesion and local/ regional priorities
3. Third sector organisations understand, support and engage with community cohesion priorities	To raise awareness, engage and support Third Sector Organisations to develop cohesion related projects and work	Third sector organisations have information on cohesion priorities and stakeholders are mapped across key work areas	Third sector is engaged with cohesion activities including relevant forums	Third sector is aware of cohesion priorities and is able to participate in delivery

### Outcome 7: Policies and services are responsive to changes in communities

What this will look like	How we will achieve this	Performance measure		
		How much we did	How well we did it	Is anyone better off?
1. Local authorities recognise changes to community demographics	Key data and information is mapped across the protected characteristics	Data and baseline mapping is completed based upon local need	Baseline data enables further trends to be established in year 2	Information included in relevant plans and drives service delivery
2. Local authorities recognise and respond at an early stage to address community tensions	Support community tension monitoring processes  Support Welfare Reform Groups to identify future community tensions	Map current structures and identify how tensions are currently dealt with  Number of potential incidents identified through tension monitoring systems  Mapping undertaken to assess the impact of welfare reform changes across protected characteristics	Tension monitoring systems are developed and sustainable  Tension monitoring and future cohesion priorities across welfare reform are embedded within work priorities	Tension monitoring systems are sustainable and are responsive to emerging tensions when they arise  Welfare Reform Groups are evidencing consideration of future cohesion priorities and issues across protected characteristic groups

## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO CABINET COMMITTEE - EQUALITIES

16 OCTOBER 2014

#### REPORT OF THE CORPORATE DIRECTOR RESOURCES

#### 6 MONTHLY UPDATE ON THE IMPLEMENTATION OF THE STRATEGIC EQUALITY PLAN ACTION PLAN

#### 1. Purpose of report

The purpose of this report is to provide Members with an update on the implementation of the Strategic Equality Plan and equality objectives.

#### 2. Connection to Corporate Improvement Objectives/ other corporate priorities

2.1 The Strategic Equality Plan is statutory and cross-cutting impacting on the work of the whole council. 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 3:** Working with children and families to tackle problems early;
- **Priority 4:** Working together to help vulnerable people to stay independent;
- **Priority 6:** Working together to make the best use of our resources.

#### 3. Background

3.1 The Equality Act 2010 introduced a general duty for public bodies to eliminate discrimination, harassment and victimisation, advance equality of opportunity and foster good relations. The protected characteristics are:-

- Age (Act applies to over 18yrs)
- Disability
- Gender reassignment
- Marriage and Civil Partnership (only in relation to eliminating discrimination)
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

- 3.2 Additionally, Welsh Government introduced specific duties for public authorities in meeting the general duties under the Act. These are set out in the Equality Act 2010 (Statutory Duties)(Wales) Regulations 2011. One of these was a duty to publish equality objectives and a Strategic Equality Plan. The equality objectives set out how the council plans to address the most pressing issues for each of the protected characteristic groups.

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

- 4.1 Implementation work continues on the Strategic Equality Plan Action Plan which was approved in September 2012 with many concluded actions developing new or improved services. Progress on the action plan since September 2012 is outlined in appendix 1.
- 4.2 Following approval and publication of the Strategic Equality Plan in April 2012, equality objectives have been mainstreamed into Directorate Business Plans and progress will be monitored via the Cabinet Equalities Committee.

#### **5. Effect upon policy framework & procedure rules**

- 5.1 None.

#### **6. Equality Impact Assessment**

- 6.1 As this is a progress report, no Equality Impact Assessment is required.

#### **7. Financial Implications**

None in this report.

#### **8. Recommendation**

- 8.1 That Cabinet Equalities Committee considers progress being made.

**Ness Young**  
**Corporate Director Resources**  
**9 September 2014**

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**Background documents:**

None

# Bridgend County Borough Council

## Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr



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# Strategic Equality Plan 2012 – 2016

## Revised Action Plan September 2014

This action plan has been developed in line with the council's performance management arrangements. We will monitor progress on our action plan by ensuring that the actions are included in directorate business plans and that subsequent developments are reported to Cabinet Members and Corporate Management Board on a quarterly basis. The work associated with these actions will be delivered with our partners where appropriate. Each of these objectives relates to and promotes inclusivity within one or more of the protected characteristics which are:

- Age
- Gender reassignment
- Sex
- Race
- Religion or belief
- Disability
- Pregnancy and Maternity
- Sexual Orientation
- Marriage and Civil Partnership

It is important to note that these are our key Strategic Objectives within our Strategic Equality Plan. Our other business and service objectives continue to be delivered and offer access to services for all.

The action plan outlines the work the council is doing to ensure equality of opportunity to all our customers, citizens, residents and visitors from 2012 to 2014. We have achieved many actions since the action plan was developed and these are coloured green. Actions without a green highlight are those where target dates are in the future and the action/s have not yet been completed.

<b>Objective 1: Transportation</b> <b>We will help to provide an accessible, cost effective, all inclusive transport network within Bridgend County Borough.</b>	
<b>What are we trying to achieve?</b>	Throughout our engagement work transport and the access it offers to facilities, opportunities and essential community links, has repeatedly been highlighted as a key theme.
<b>Why this is an important issue:</b>	<p>This was highlighted to us as an important issue during our initial period of consultation by: Bridgend People First, Bridgend Coalition of Disabled People, Communities First, Adult Social Care service users, Bridgend Visually Impaired Society, British Deaf Association and the Community Transport Association. We also reflected on our Health Needs Assessment 2010 before we drafted this objective.</p> <p>Of the 224 responses we received to our survey in relation to our draft equality objectives, just over 87% thought that this objective could be either very or fairly important in helping to promote equal opportunities and make a difference to people's lives.</p>
<b>How will this support the delivery of our other objectives?</b>	This objective has a clear link to the Council's Improvement Objective: To build safe and inclusive communities supported by an effective physical infrastructure
<b>The performance indicators we will use:</b>	<ul style="list-style-type: none"> <li>➤ The number of complaints we've received from groups and individuals relating to transport issues</li> </ul>
<b>Which Protected Characteristic Groups will be impacted?</b>	<p>Transportation will impact all protected characteristic groups but mainly:</p> <ul style="list-style-type: none"> <li>➤ Age</li> <li>➤ Disability</li> <li>➤ Pregnancy and Maternity</li> </ul>
<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>	Providing an accessible, cost effective, all inclusive transport network will help ensure that people working and living in Bridgend County Borough are able to access services and maintain their community links

What we will do to achieve this objective	How we will we do this	How we will know we've succeeded	Target date	Lead Service
<b>Increase provision of raised kerbs at bus stops</b>	We will submit bids to the South East Wales Transport Alliance (SEWTA) to fund additional raised kerbs at bus stops.	There will be an increase in the number of raised kerbs at bus stops.	Achieved and Ongoing	Street Scene – Tony Godsall
<b>Advertise concessionary bus travel schemes available in Bridgend County Borough on our website</b>	We will promote subsidised bus pass schemes for young people on our website. We will also advertise other concessionary schemes which other bus operators offer, for example, weekly and monthly travel passes.	Publication of these schemes and an increase in take up	Achieved and ongoing	Street Scene – Tony Godsall
<b>Progress the implementation of our dropped kerb programme</b>	Requests will be considered as they are received.	An increase in the number of dropped kerbs	Achieved and ongoing	Street Scene - Tony Godsall
<b>Taxis</b>	We will liaise with our taxi licensing department to consider whether more can be done to increase the number of wheelchair accessible taxis and to raise awareness of equalities issues with taxi drivers. For example, reminding drivers of traffic order exemptions allowing the picking up and setting down of passengers (which may be helpful to people with mobility difficulties such as older or disabled people).	An increase in the number of wheelchair accessible taxis and the development of an ongoing driver awareness and training programme. A Taxi forum is now established considering a range of issues including those relating to equality and diversity (of customers and drivers)	Achieved.	Engagement Team – Paul Williams / Licensing – Lee Jones



<b>Subsidised Routes</b>	We will continue to use equalities related criteria to deselect subsidised bus routes where this becomes necessary.	Where necessary the council will pay due regard to the need to deselect subsidised bus routes via completion of full Equality Impact Assessments	Ongoing	Street Scene – Tony Godsall
<b>Improve provision and reduce costs of community transport</b>	Support for the provision of a Community Transport Officer (CTO) at BAVO (Bridgend Association of Voluntary Organisations) will continue. The CTO will develop a Community Transport Strategy and action plan for the county borough. As part of the development of the strategy we will consider the possibility of the county borough's community transport operator providing subsidised transport for disabled and older people, and consider the possibility of providing a transfer service between the bus and railway stations.	Development of a Community Transport Strategy.	Revised date December 2014	Street Scene – Tony Godsall
<b>Work with transport providers to ensure that their employees are aware of and sensitive to equality and diversity issues</b>	We will continue to work with bus companies operating in the county borough to promote equalities training provision for their drivers including at induction and refresher training.	Improved quality, passenger focussed, provision of public transport and feedback from protected characteristic groups.	Achieved and ongoing	Street Scene – Tony Godsall and Engagement Team – Paul Williams
<b>Equalities related complaints</b>	We will explore the possibility of developing a system to enable us to monitor equalities related complaints received by bus operators in Bridgend County Borough, as well as to monitor responses and follow up action.	Quality monitoring system in place to inform possible future suitable actions.	Achieved	Communications, Marketing and Engagement Team – Paul Williams

<b>'Talking buses'</b>	We will promote the implementation of "on bus" audio visual information systems with our bus operators.	On board audio visual systems are introduced on buses.	Revised date December 2015	Street Scene - Tony Godsall / Communications, Marketing and Engagement Team - Paul Williams
<b>Reporting abuse experienced or witnessed on buses.</b>	We will promote this with bus operators to encourage them to clearly display abusive behaviour policies, including details of complaint procedures. We will consider advertising the recently launched county borough's hate awareness campaign on buses	Buses will have clearly displayed policies on acceptable behaviour and possible actions and details of the county borough's recent hate crime will also be publicised.	Achieved	Communications, Marketing and Engagement Team – Paul Williams
<b>Improve provision and reduce costs of community transport</b>	<ul style="list-style-type: none"> <li>• consider regional collaboration with SEWTA</li> <li>• seek to develop a project to make better use of council vehicles to support community and home to school transport arrangements</li> <li>• continue with our mapping and rationalisation programme of all our transport provision. and consider reinvesting any savings identified into community transport.</li> </ul>	<p>Productive collaboration with SEWTA</p> <p>Conclusion of an initial project scope to consider viability</p>	<p>Revised date March 2015</p> <p>Revised date March 2015</p>	<p>Street Scene – Tony Godsall</p> <p>Street Scene – Tony Godsall</p>

<b>Objective 2:</b> <b>Fostering good relations</b> <b>We will positively promote a fairer society in Bridgend County Borough by increasing public awareness of the issues faced by people with protected characteristics and increasing our efforts to tackle school bullying, hate crime and domestic abuse.</b>	
<b>What are we trying to achieve?</b>	Fostering good relations has been identified as a key area where Bridgend County Borough Council has opportunities to improve the lives, experiences and opportunities for all its citizens.
<b>Why this is an important issue:</b>	<p>This was highlighted to us as an important issue during our initial period of consultation by: Bridgend People First, Bridgend Coalition of Disabled People, Communities First, Adult Social Care Service Users, Hindu Community representatives, Valleys Regional Equality Council, Bridgend Equalities Forum . We also reflected on our Children and Young Peoples' Plan, on the consultation undertaken to inform our Community Cohesion Strategy, and on reports from the Equality and Human Rights Commission before we drafted this objective.</p> <p>Of the 224 responses we received to our survey in relation to our draft equality objectives, just under 90% thought that this objective could be either very or fairly important in helping to promote equal opportunities and make a difference to people's lives.</p>
<b>How will this support the delivery of our other objectives?</b>	<p>This objective links to the following Council Improvement Objectives:</p> <ul style="list-style-type: none"> <li>➤ To build safe and inclusive communities supported by an effective physical infrastructure</li> <li>➤ To work in collaboration with partners to combat poverty and provide children with the best start in life</li> </ul>
<b>The performance indicators we will use:</b>	<ul style="list-style-type: none"> <li>▪ An analysis of the hate crime figures for Bridgend</li> <li>▪ An attitudinal survey</li> </ul>

<b>Which Protected Characteristic Groups will be impacted?</b>	All of the protected characteristic groups will be impacted ie: <ul style="list-style-type: none"> <li>➤ Disability</li> <li>➤ Age</li> <li>➤ Race</li> <li>➤ Religion or Belief</li> <li>➤ Gender reassignment</li> <li>➤ Sex</li> <li>➤ Sexual orientation</li> <li>➤ Marriage and Civil Partnership</li> <li>➤ Pregnancy and Maternity</li> </ul>			
<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>	Fostering good relations will improve the way our citizens live together by better understanding issues faced. Increasing hate crime reporting and reducing school bullying will improve the lives and experiences of all our citizens.			
<b>What we will do to achieve this objective</b>	<b>How we will do this</b>	<b>How we will know we've succeeded</b>	<b>Target date</b>	<b>Lead Service</b>
<b>Develop a series of public awareness campaigns around protected characteristics</b>	<p>We will map the various public awareness campaigns relating to protected characteristics such as International Women's Day, UK Older People's Day, and Transgender Awareness Week etc. and will develop and launch our own supporting campaigns. We will publicise these campaigns to our employees and residents. We will also publish our own local good news stories on our website and/or in the county borough Bulletin, and will issue press releases.</p> <p><b>Update:</b> A calendar maps the various annual public awareness campaigns related to each of the protected characteristics and supported locally.</p>	<p>All national campaigns and days of recognition are reflected locally both in our communities and within our employee networks, local press, website and twitter.</p>	<p>Achieved.</p>	<p>Paul Williams. Communications, Marketing and Engagement</p>

<p><b>Organise an anti-bullying conference for young people</b></p>	<p>We will support and enable young people to be involved in the planning, design, management and evaluation of an anti-bullying conference and a programme of activities will be arranged for the day.</p> <p><b>Update:</b> The third annual young people's Anti Bullying conference took place in June 2013. Positive feedback received. Awareness raised through workshops, information stands, drama and key speakers. Evaluation available.</p>	<p>An Anti-Bullying Conference will be held annually with young people consulted regarding the agenda. The conference will include performances from young people and feedback/evaluation will be collected.</p>	<p>Achieved.</p>	<p>Childrens – Nicola Davies</p>
<p><b>Raise awareness of school bullying throughout the county borough and review our anti bullying policies</b></p>	<p>We will consult with teachers, parents, carers and young people, and organise a drop in advice service. We will develop an awareness raising campaign via our website, leaflets, posters and newspapers, undertake "viewpoint" surveys and arrange training workshops.</p> <p><b>Update:</b> 527 Year 6 pupils attended programmes around bullying awareness, confidence &amp; self-esteem. 1076 young people have had bullying awareness raised via diversity days and other workshops. We have planned training with all schools throughout the BCBC with regard to raising awareness and writing of anti-bullying policies from September 2013.</p>	<p>Close partnership working will continue and anti-bullying programmes will have been delivered to over 1500 children and young people. The project will continue to work with Year 6 transition pupils to deliver programmes around confidence and self esteem. The project will continue to run workshops during PSE diversity days. An anti-bullying policy will have been written to be adopted by BCBC schools.</p>	<p>Achieved.</p>	<p>Childrens – Nicola Davies</p>

<p><b>Develop a system to monitor school bullying (victims and perpetrators) by protected characteristics</b></p>	<p>We will develop a system to help us collect clearer information so that we can better support victims and perpetrators of school bullying.</p> <p><b>Update:</b> A number of schools completed Viewpoint survey. Action plans devised for workshops to meet needs of young people, remaining schools completing from September. Will include re-visits to compare data. Data collected useful tool for schools as underestimated severity of bullying issues. Some young people disclosed details on survey that may not have done otherwise. Will carry out further consultation to improve reporting and data collation. September 2014</p>	<p>A Viewpoint project will have been concluded. The survey results will be used to assess the needs of children and young people within each school.</p>	<p>Achieved.</p>	<p>Childrens – Nicola Davies</p>
<p><b>Build on existing provision of training for teachers on school bullying</b></p>	<p>We will arrange for further awareness training to be made available to teachers.</p> <p><b>Progress:</b> Close working with WG, schools &amp; organisations, develop anti bullying and oppression training for professionals. September 2014.</p>	<p>More teachers will have attended anti-bullying workshops. Welsh Government anti-bullying road shows will be held for teachers from BCBC schools.</p>	<p>Achieved.</p>	<p>Childrens – Nicola Davies</p>

<p><b>Advertise events such as Cardiff Mardi Gras and Swansea Pride weekends</b></p>	<p>This will be done via the digital signage in our customer contact centre and on our intranet, website and twitter. We will also purchase the rainbow flag and ensure it is flown on these weekends.</p> <p>Update: September 2013 and then ongoing annually. Achieved. Events advertised on digital signage and website and also via twitter. Rainbow Flag purchased and flown.</p>	<p>That these events are publicised as widely as possible.</p>	<p>Achieved.</p>	<p>Communications Marketing and Engagement Team – Paul Williams</p>
<p><b>Holocaust Memorial Day.</b></p>	<p>We will ensure that BCBC's Holocaust Memorial Day event makes reference to all the groups of people who faced persecution during the Holocaust</p>	<p>To have reflected these groups in every Holocaust Memorial Day commencing in 2012.</p>	<p>Achieved and ongoing</p>	<p>Communications Marketing and Engagement Team – Paul Williams</p>
<p><b>Lesbian, Gay, Bisexual and Transsexual Excellence Centre</b></p>	<p>We will progress our membership of this organisation and we will work to achieve 'rainbow mark' accreditation for our Customer Contact Centre.</p>	<p>Achievement of the Rainbow Mark for the Customer Contact Centre.</p>	<p>Achieved.</p>	<p>Communications Marketing and Engagement Team – Paul Williams</p>
<p><b>Work with the Community Safety Partnership and South Wales Police to increase the reporting of hate crime</b></p>	<p>By working closely with South Wales Police we will ensure that victims of hate crime, domestic abuse and anti social behaviour feel safe, are confident in reporting incidents and are supported.</p> <p>Increase awareness of Human Trafficking Agenda.</p>	<p>Practitioner training taking place in Swansea on September 10<sup>th</sup> 2014.</p> <p>Anti Human Trafficking Awareness sessions were delivered for staff and a Regional Anti-Human Trafficking Multi-Agency Forum established.</p>	<p>September 2014</p>	<p>Community Safety Partnership – John Davies</p>

	<p>The Bridgend Community Cohesion Group has ordered a further 2,000 leaflets to increase reporting of hate crimes and will deliver these in publicity and awareness raising events throughout the borough, in town centre, McArthur Glen, and other events across the borough</p> <p>ABFABB LGBT Forum attended at Step out for stroke, Pride Cymru, Swansea Pride, and currently organising 1<sup>st</sup> birthday, picnic, and lock-up event.</p> <p>Bridgend Community Cohesion Group has the SWP hate crime officer, Equalities BCBC representative, Valleys Regional Equality Council, Older People, Youth Council, Bridgend Coalition of Disabled People Representatives and others driving the agenda forward.</p> <p>Links to Bridgend Equality Forum, who are piloting a Calendar Competition in relation to bullying, input from members of Community Cohesion Group.</p> <p>Domestic Abuse Strategy refers PPD1s with standard risk males and females and Medium risk males to Victim Support; Medium risk female cases to Bridgend Women's Aid; and High risk cases to MARAC. Bridgend Women's Aid has a counselling service at Hartshorn House.</p>	<p>ASB-McArthur Glen Hate Crime – McArthur Glen, and Step out for Stroke- Newbridge Fields</p> <p>Reporting Incident ticket/orange wallet/bus poster/DVD – Hate and Mate Crime Project (Sept.14)</p> <p>In April 2014 there were NCRS changes in recording of crimes, now done at source of crime, and subsequently re-evaluated.(Data not collated at this time)</p> <p>Reduction of repeat victims. 3 in 3 utilised, risk assessment carried out and any vulnerable or repeat victims ASB action plans put in place.</p>		
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	<p>On the 6<sup>th</sup> August 2014 Welsh Government confirmed the capital funding bid submitted for a one-stop shop for Bridgend has been successful. This will be based on the ground floor at Civic Offices. This goes some way to provide a level of anonymity for service users attending as they could be attending for a variety of reasons and this is deemed as a way of breaking down some of the barriers victims face when considering accessing and accessing services. This project is due for completion by March 2015.</p> <p>An analysis of the PPD1s is being undertaken on the incidents of domestic abuse in the area. This will accompany the mapping services exercise. The PPU are forwarding PPD1s all-risk levels of domestic abuse in order for the DAC to collate this information. There is a wealth of information collected on the PPD1s by the police attending domestic abuse incidents and this information is going to be analysed and shared with partners. A unique reference number will be used for each victim and each perpetrator to anonymise the process when the information is shared.</p> <p>This exercise will also allow for the collation of data around children living in situations where there is domestic abuse and further, the children present at the time of the incident.</p>	<p>Reduction of repeat victims. 2 in 2 utilised, risk assessment carried out and any vulnerable or repeat victims Hate Crime action plans put in place.</p> <p>YOS ASB screening tool to support and prevent young people at early stages of ASB process. Links to YISP.</p>		
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	<p>The work continues in relation to this piece of work and is anticipated to be delivered to the CSP Executive Group on the 8<sup>th</sup> of October 2014.</p> <p>ASB management Group has all statutory partners attend with victim support overseeing repeat and vulnerable victims. The police also risk assess repeat and vulnerable victims through action plans.</p> <p>Early Intervention and Resettlement Panel (Former YOS Prevention Panel) re-scheduled and will meet for the first time this year on September 22<sup>nd</sup> 2014 YOS has a dedicated victim worker allocated within the unit. YOS also now attend the ASB Management group. Most of the Communities First staff have attended the 'hate crime' training sessions.</p> <p>Hate crime trainings were delivered to key front line staff including elected members and third sector organisations.</p> <p>Due to a low number of hate crime reporting across the region, a regional hate crime campaign is being launched where Vehicle's Vinyls, posters and training is being delivered across the region.</p> <p>Transgender Awareness session being held across the region aims to raise awareness and</p>			
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	<p>ultimately increase reporting of hate crime.</p> <p>Meeting held with the Victim Support team how to collaborate further around the hate crime agenda.</p> <p>A Regional Contest Board has been established which has increased information and intelligence sharing across the region.</p> <p>In partnership with SBREC, a Regional Gypsy and Traveller Multi-Agency Forum established recently.</p> <p>Community Cohesion has now been embedded into section 4 of the Equality Impact Assessment process which has meant that Community Cohesion has to be considered and assessed in all BCBC delivery along with other equality measures.</p> <p>A Hate Crime e-learning resource for staff has been developed and will soon be replicated in Bridgend.</p>			
<b>Domestic abuse</b>	<p>We aim to better understand the prevalence of domestic abuse in Bridgend County Borough by collating data from partners such as South Wales Police and Health. We will consider all of this data and will identify where there may be gaps in support.</p>	<p>By reflecting and evaluating our findings through the Safer Bridgend (multi agency) Domestic Abuse Strategy Group, and by linking in with agencies working with victims to remove the factors that prevent them reporting issues sooner.</p>	<p>Mapping and gap analysis exercise being undertaken – completion expected in November 2013.</p>	<p>John Davies, Community Safety Partnership</p>

<b>Complaints</b>	We will develop an effective complaints process so that we are able to respond to all issues raised and reported to the community Safety Partnership.	All Community Safety Partnership members have robust complaints procedures providing a clear and consistent overview of complaints received.	December 2013	John Davies, Community Safety Partnership
<b>Publicity images</b>	We will ensure that the bank of publicity images used by the council is fully representative of all of the protected characteristics. These images will be used in the council's production of corporate plans and strategies and other such documents.	Ongoing development of an extensive, fully representative photographic library.	Revised date: October 2014	Communications Marketing and Engagement Team – Paul Williams
<b>School assemblies</b>	We will link in with VALREC to develop and deliver a programme of school assemblies to raise awareness of equality and diversity matters.	To have a programme of activities in place commencing in January 2014.	Revised date: January 2015.	Communications Marketing and Engagement Team – Paul Williams

<b>Objective 3:</b> <b>The council's role as an employer</b> <b>We will build on our efforts to be an inclusive, supportive employer promoting diversity and equality within our workforce, enabling all employees who have a protected characteristic to fulfil their potential.</b>	
<b>What are we trying to achieve?</b>	We want to promote the council as an employer of choice, for both existing employees and job applicants by creating an all inclusive, diverse working environment.
<b>Why this is an important issue:</b>	This was highlighted to us as an important issue during our initial period of consultation by: Stonewall Cymru; Carers Wales and the Lesbian, Gay, Bisexual and Transgender Excellence Centre. Of the 224 responses we received to our survey in relation to our draft equality objectives, just over three quarters thought that this objective could be either very or fairly important in helping to promote equal opportunities and make a difference to people's lives.
<b>How will this support the delivery of our other objectives?</b>	This objective links to the following Council Improvement Objective: <ul style="list-style-type: none"> <li>➤ To improve the way we work to ensure effective and efficient use of our financial, technological, physical and human assets</li> </ul>
<b>The performance indicators we will use:</b>	➤ Baselined data from our employee survey undertaken in 2012/13
<b>Which Protected Characteristic Groups will be impacted?</b>	All of the protected characteristic groups will be impacted ie: <ul style="list-style-type: none"> <li>➤ Disability</li> <li>➤ Age</li> <li>➤ Race</li> <li>➤ Religion or Belief</li> <li>➤ Gender reassignment</li> <li>➤ Sex</li> <li>➤ Sexual orientation</li> <li>➤ Marriage and Civil Partnership</li> <li>➤ Pregnancy and Maternity</li> </ul>
<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>	Supporting employees who share a protected characteristic and establishing a work culture that promotes diversity will help to enable all our employees to maximise their work potential. Additionally, as a significant employer in the area, the council has a role within the wider community to lead the way on equality and employment.

<b>What we will do to achieve this objective</b>	<b>How we will do this</b>	<b>How we will know we've succeeded</b>	<b>Target date</b>	<b>Lead Service</b>
<b>Update our induction process to ensure an all-inclusive approach</b>	We will update our 'meet and greet' presentation and our e-learning induction module to make reference to the importance of inclusivity and diversity to the council. Our revised presentation will address equalities points such as signposting new starters to our domestic abuse protocol, our flexible working policy, our '2 ticks' symbol achievement, our counselling service, 'reasonable adjustments', and the Access to Work Scheme. The information provided at the presentation will also be available in a printed format for future reference.	To have designed an induction presentation and E Learning package that makes clear reference to the importance that the council places on inclusivity and diversity.	Achieved	Communications Marketing and Engagement Team – Paul Williams
<b>Job advertisement pages.</b>	We will update our jobs pages on our website to clearly promote the council as an employer welcoming applications from a diverse range of applicants, reflecting the diverse nature of our communities, and supporting employees to maximise their potential. We will use images which challenge stereotypes, provide information on these pages regarding 'reasonable adjustments' as well as regarding the Access to Work Scheme	For the council's website to have a suite of jobs related pages promoting the council as an employer of choice and equality, diversity and inclusivity.	Achieved	Communications Marketing and Engagement Team – Paul Williams
<b>Autistic Spectrum Disorder awareness</b>	We will progress the ASD Aware Certification Scheme within the council.	To have achieved Certificated status of the ASD Aware scheme.	Achieved.	Communications Marketing and Engagement Team – Paul Williams

<b>Develop information packs for: pregnant employees and their partners as well as adoptive parents employees who are also carers older employees considering retirement</b>	We will bring together a range of information and relevant documents such as our policies and will signpost our employees to sources of useful local information.	To have developed and targeted / made available this information.	Achieved	Communications, Marketing and Engagement Team - Paul Williams
<b>Update our staff appraisal process to include an equalities element</b>	We will build an equalities element into our performance appraisal template, in order to ensure that there is an opportunity for equalities training needs and behavioural issues to be addressed during the appraisal process	To have introduced an equalities element into the appraisal template to allow for equalities issues to be addressed and discussed.	Achieved	Communications, Marketing and Engagement Team – Paul Williams
<b>Promote more widely our apprenticeship scheme</b>	We will widen the range of jobs and roles within our apprenticeship scheme and encourage males and females to join the programme. We will also link with our secondary schools to raise awareness of job segregation and break down the barriers preventing females and males from considering careers that previously were regarded as either male or female specific such as childcare work and building trades.	Following the redesign of the apprenticeship programme, introduced clear links with secondary schools to raise awareness of job segregation and remove perceptions of stereotypical job roles, more female apprentices are recruited.	Achieved	Communications, Marketing and Engagement Team – Paul Williams
<b>Provide targeted groups of employees with general equality and diversity training</b>	We will ensure that our front line and customer facing staff receive basic equality and diversity awareness training.	To have developed a basic equality and diversity training programme for customer facing employees.	March 2015	Communications, Marketing and Engagement Team – Paul Williams

<b>Provide senior managers as well as frontline (customer facing) staff with a more detailed level of equality and diversity training</b>	We will ensure that front line and customer facing staff receive training covering a variety of issues relating to each of the protected characteristics. The training element in relation to disability will address physical and learning disabilities as well as mental health conditions and sensory impairments.	To have developed an intermediate equality and diversity training and development programme targeting customer facing employees.	March 2015	Communications, Marketing and Engagement Team – Paul Williams
<b>Develop networks for those employees sharing a protected characteristic, starting with a lesbian, gay, bisexual and transgender network</b>	We will explore the level of interest amongst our staff in establishing networks for the protected characteristic groups. Networks will offer support to our employees and will also provide the council with a consultation and engagement mechanism. We will ask members for feedback on whether their needs are being met as employees and we will ask them to tell us about equalities issues they feel need to be addressed. We will use this information to help prioritise future actions under this objective. Networks may also be asked for their views on the development or review of employee policies. (If there isn't sufficient interest amongst staff in developing networks, we will seek to appoint employee champions for each of the protected characteristics for the same purpose).	To have established employee networks for the protected characteristic groups (where interest is identified) and for these networks to be actively contributing to the council's equality agenda.	December 2015	Communications, Marketing and Engagement Team – Paul Williams
<b>Update employee policies to ensure an all-inclusive approach</b>	We will review all of our policies to ensure that their wording is inclusive - for example, we will ensure that the adoption leave policy makes reference to gay parents.	To have reviewed (on an ongoing basis) the council's HR policies to ensure inclusivity.	December 2015.	Communications, Marketing and Engagement Team – Paul Williams



<b>Objective 4: Mental health</b> <b>Our Adult Social Care service will build on its partnership work with the third sector to provide mental health support and services.</b>	
<b>What are we trying to achieve?</b>	We want to increase and improve support for citizens with co-occurring mental health and substance misuse issues and ensure that our frontline / Customer service employees are aware of and understand mental health issues.
<b>Why this is an important issue:</b>	This was highlighted to us as an important issue during our initial period of consultation by: the Valleys Regional Equalities Council and Adult Social Care service users. Data and trends outlined in the following reports also informed the development of this objective: our Supporting People Operational Plan, and our Health, Social Care and Wellbeing Strategy, the Welsh Health Survey 2010 and the 'Not Just Another Statistic' and 'Who Do You See' reports from the Equality and Human Rights Commission. Of the 224 responses we received to our survey in relation to our draft equality objectives, just under 90% thought that this objective could be either very or fairly important in helping to promote equal opportunities and make a difference to people's lives.
<b>How will this support the delivery of our other objectives?</b>	This objective links to the following Council Improvement Objective: <ul style="list-style-type: none"> <li>➤ To implement better integrated health and social care services to support independence, choice, empowerment, dignity and respect</li> <li>➤ To improve physical and emotional wellbeing by promoting active lifestyles, participation and learning</li> </ul>
<b>The performance indicators we will use:</b>	A measureable increase in the level of support for citizens with co-occurring mental health and substance misuse issues and an analysis of the outcomes of targeted training and development for our frontline and Customer service employees in mental health awareness.

<b>Which Protected Characteristic Groups will be impacted?</b>	All of the protected characteristic groups will be impacted i.e; <ul style="list-style-type: none"> <li>➤ Disability</li> <li>➤ Age</li> <li>➤ Race</li> <li>➤ Religion or Belief</li> <li>➤ Gender reassignment</li> <li>➤ Sex</li> <li>➤ Sexual orientation</li> <li>➤ Marriage and Civil Partnership</li> <li>➤ Pregnancy and Maternity</li> </ul>			
<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>	Within this objective the council will develop and improve services that are more accessible, more responsive in the provision of help, capable of involving service users and carers in all aspects of planning and effective in using care processes.			
<b>What we will do to achieve this objective</b>	<b>How we will do this</b>	<b>How we will know we've succeeded</b>	<b>Target date</b>	<b>Lead Service</b>
<b>Relocation of Mental Health Unit</b>	<p>We will participate in Abertawe Bro Morgnwg University Health Board's consultation regarding the proposal to relocate units to Neath Port Talbot.</p> <p>Update: BCBC was present at the consultation events with stakeholders in the autumn of 2013. Events were attended by service users, carers and the general public. The unscheduled care work stream of the Mental health programmes now focusses on pathways to support the centralised model of care. However the priority is to ensure as much care as possible is delivered in local authority areas, including assessment and intervention. We are currently consulting on a mental health commissioning and</p>	Local authority and all other stakeholders will have been represented in the engagement and consultation process	Ongoing	Adult Social Care – Sue Cooper

	<p>delivery plan and we have made sure that stakeholder views on unscheduled care and the impact of centralised provision are incorporated into this plan.</p>			
<p><b>We will help to ensure that there is appropriate multi agency support for people with both mental health and substance misuse issues.</b></p>	<ul style="list-style-type: none"> <li>○ We will ensure that people with mental health and substance misuse issues receive better advice and support and services. We will collaborate with other BCBC directorates and with the NHS.</li> <li>○ We will develop a range of appropriate support options in accordance with Department of Health and Welsh Government guidelines.</li> <li>○ We will involve service users and carers in the design and delivery of support.</li> <li>○ The delivery of joint services will be monitored by the Joint Mental Health Planning Team and the Substance misuse Action Team.</li> <li>○ We will ensure that appropriate individuals from other directorates will be invited to become active members of our service planning and delivery.</li> <li>○ Multi agency mental health and substance misuse awareness training will be delivered to staff in other directorates where appropriate.</li> </ul> <p>Update The Mental health (Wales) Measure 2010 introduced important changes to the support for people with mental health problems in wales. It places new legal duties on Local Health Boards and Local Authorities regarding assessment and treatment for people and has also improved access to independent mental health advocacy. The Local Primary Mental Health Support Service continues to go from strength to strength and responded to many referrals in 2013/14. A commissioning plan for mental health services is</p>	<p>We will have identified better referral methods with identified multi agency outcomes. We will have in place a recognised range of service options. We will have identified service users and carers within our “Stronger in Partnership” approach, and they will be members of our joint planning processes.</p> <p>We will demonstrate close working with housing, healthy living and other directorates. Training programmes developed through staff development will have been delivered to appropriate front line staff</p>	<p>2012 – 2016 and ongoing</p>	<p>Adult Social Care – Avril Bracey</p>

	<p>currently being consulted upon outlining a number of priorities and a range of accommodation options which will be progressed with partner agencies.</p> <p>Collaborative initiatives have also progressed as part of the Western Bay Mental Health Programmes. A community Care and Accommodation Group has focussed on service priorities across the region producing a service map of available accommodation across Western Bay to meet varying levels of need from complex needs to time limited services and supported living. A Single Point of Access to secondary mental health services is currently being piloted . An operational policy has been agreed between partners along with a standardised tool for referral and decision making. A multiagency training programme facilitated this pilot which is an excellent example of multi-agency working with the aim of securing better access to services. Western Bay commissioned a review of mental health services . A draft report has been produced with recommendations on how services can be improved, Again this work is based on a collaborative approach within the Western Bay region and wide consultation was undertaken with all stakeholders to inform this review. The Mental Health (Wales) Measure 2010 became operational during 2012. Legislation is in four parts with implementation requiring a multi-agency response. Multi agency steering groups comprised health, LA, third sector, service users and carers and have overseen progress as follows:</p> <p>Part 1: Local primary Mental Health service, created in October 2012, responds to an average of 45 referrals per week.</p>			
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	<p>Part 2: Measure requires people known to secondary mental health services to have a Care and Treatment Plan. In May 2012 performance in relation to this was 95.4 % in adult mental health teams and 92.8% for older people (mental health).</p> <p>Part 3: Facilitates service users referring themselves back into services. Take up has been low but this is being monitored across Wales.</p> <p>Part 4: The Independent Advocacy Service (commissioned from Advocacy Support Cymru) has provided a service to 329 people in hospitals across the ABMU area, including Bridgend, from July 2012 to March 2013. The Western Bay Mental Health Programme includes a work stream developing “Tier O” services aimed at signposting advice and wellbeing services to promote good mental health and community support to prevent the need for statutory intervention. With respect to substance misuse, the Western Bay Area Planning Board is currently consulting on a three year commissioning strategy which aims to meet the needs of people affected by substance misuse in the Western Bay area. This strategy confirms plans for prevention, enabling recovery and supporting service users, carers and families.</p>			
<p><b>Mental health awareness and understanding training provided for frontline and customer service staff</b></p>	<p>We will develop a mental health awareness training programme targeting our front line and customer service employees and staff from other appropriate organisations and will monitor and evaluate this training.</p>	<p>This programme will have been delivered to as many relevant staff as appropriate. The effectiveness of this training will be monitored at the events and by staff development</p>	<p>Achieved and ongoing</p>	<p>Adult Social Care – Avril Bracey</p>

	<p>Update: Awareness raising on mental health amongst staff in Adult Social Care is provided as part of the ongoing Social Care Workforce Development Programme. We are now intending to roll this training out across the council as part of a campaign to tackle the stigma and discrimination faced by those with mental health conditions. In February 2014 Cabinet appointed an elected member mental health champion. This role is seen as critical in raising awareness across the council and the wider community.</p> <p>The Social Care Workforce Development Programme team within Adult Social care is developing a programme of awareness-raising concerning Mental Health. Social Workers from the mental health team co-facilitated these sessions. Five sessions were held between October 2013 and February 2014. This rolling programme of awareness raising will continue during 2014.</p>			
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<b>Objective 5: Equal pay</b> <b>To ensure that our employees are paid the same for doing the same jobs, regardless of their protected characteristics, an Equality Impact Assessment (EIA) will be conducted on our final proposed pay and grading structure and we will conduct EIAs at specific intervals to ensure that the council's pay structure remains robust in terms of equality issues.</b>	
<b>What are we trying to achieve?</b>	Equal pay is primarily a sex/gender issue. However, we will be monitoring our workforce to identify any trends in the pay of employees with each of the protected characteristics, and addressing these as appropriate.
<b>Why this is an important issue:</b>	Data and trends analyses are available which highlight this issue on a national basis. Of the 224 responses we received to our survey in relation to our draft equality objectives, nearly 90% thought that this objective could be either very or fairly important in helping to promote equal opportunities and make a difference to people's lives.
<b>How will this support the delivery of our other objectives?</b>	This objective links to the following Council Improvement Objective: <ul style="list-style-type: none"> <li>➤ To improve the way we work to ensure effective and efficient use of our financial, technological, physical and human assets</li> </ul>
<b>The performance indicators we will use:</b>	<ul style="list-style-type: none"> <li>➤ Whether there is a percentage decrease in the pay level gaps between female and male employees of the council.</li> </ul>
<b>Which Protected Characteristic Groups will be impacted?</b>	<p>The primary protected characteristic group impacted will be:</p> <ul style="list-style-type: none"> <li>➤ Sex</li> </ul> <p>The secondary protected characteristic groups potentially impacted will be</p> <ul style="list-style-type: none"> <li>➤ Disability</li> <li>➤ Age</li> <li>➤ Race</li> <li>➤ Religion or Belief</li> <li>➤ Gender reassignment</li> <li>➤ Sexual orientation</li> <li>➤ Marriage and Civil Partnership</li> <li>➤ Pregnancy and Maternity</li> </ul>

<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>		Our new pay and grading system is based on the job undertaken and not on the employee. Ensuring that all our employees are paid the same rate for doing the same job promotes equal opportunities and helps to ensure that all employees are treated fairly.		
<b>What we will do to achieve this objective</b>	<b>How we will do this</b>	<b>How we will know we've succeeded</b>	<b>Target date</b>	<b>Lead Service</b>
<b>New pay and grading system</b>	We will implement our new system in 2013.	The council's Pay and Grading system will be agreed and introduced.	Achieved	Human Resources – Sarah Kingsbury
<b>Advertise and promote our flexible working policy amongst male employees</b>	To help address the imbalance in the numbers of women and men working flexibly in order to provide caring duties, we will better advertise and promote our flexible working policy amongst male employees, ensuring that they are aware of their rights and entitlements.	More male employees will have declared caring responsibilities and be receiving support and clear advice and guidance on rights and entitlements.	Achieved	Communications, Marketing and Engagement Team – Paul Williams
<b>Mitigation</b>	We will develop and implement support mechanisms for employees who lose money following implementation of our new pay and grading system. The support provided will build on best practice learned from other councils. Support will include lunchtime sessions on dealing with a reduced budget and managing debt. We will also promote the Bridgend Credit Union and the availability of free employee counselling.	A wide range of employees will have taken up the offer of support and advice following the introduction of the council's Pay and Grading System.	Action deleted	Communications, Marketing and Engagement Team – Paul Williams and Human Resources - Claire Howells
<b>Job segregation</b>	We will link with our secondary schools to address job segregation by raising awareness of jobs and careers previously regarded as restricted to males or females such as childcare and building trades. We will encourage both male and female school students to either take a work experience placement in a non-traditional role or shadow senior officers in such roles.	There will be an increase in the number of female school students taking up the opportunity of a work experience placement in non traditional roles.	Achieved	Communications, Marketing and Engagement Team – Paul Williams



<b>Objective 6: Leisure</b> <b>We will promote fair and equal access to participation in sport and recreation services to all members of the community.</b>	
<b>What are we trying to achieve?</b>	Sport and Recreation has been repeatedly highlighted by citizens as important to their wellbeing and their experiences of working and living in Bridgend County Borough.
<b>Why this is an important issue:</b>	Management of Bridgend's Leisure Centres and Swimming Pools transferred to a partner organisation on the 1 April 2012 however, ownership of premises will remain with BCBC. It is very important that the new provider maintains or further improves the quality of service previously provided under the council's management.
<b>How will this support the delivery of our other objectives?</b>	This objective links to the following Council Improvement Objective: <ul style="list-style-type: none"> <li>➤ To improve physical and emotional wellbeing by promoting active lifestyles, participation and learning</li> </ul>
<b>The performance indicators we will use:</b>	<ul style="list-style-type: none"> <li>➤ A percentage increase in the numbers of disabled people, older people and girls accessing sport and recreation services</li> </ul>
<b>Which Protected Characteristic Groups will be impacted?</b>	The protected characteristic groups impacted will be: <ul style="list-style-type: none"> <li>➤ Disability</li> <li>➤ Age</li> <li>➤ Race</li> <li>➤ Religion or Belief</li> <li>➤ Gender reassignment</li> <li>➤ Sex</li> <li>➤ Sexual orientation</li> <li>➤ Marriage and Civil Partnership</li> <li>➤ Pregnancy and Maternity</li> </ul>
<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>	There will be an emphasis on increasing participation in sport and recreation among residents to improve health and fitness levels. The council will still own its leisure facilities and will ensure that all remain open, easily accessible and affordable to everyone in the county borough, regardless of their personal circumstances.

What we will do to achieve this objective	How we will do this	How we will know we've succeeded	Target date	Lead Service
<p><b>Equality Impact Assessments:</b></p> <p><b>Implement meaningful EIA process and prioritise policies and functions to be subject to EIA</b></p>	<p>We will ensure that relevant staff are trained in the EIA process and methodology to include quality assurance. We will publish, promote and implement action plans to include positive action and we will consider the equality agenda during capital projects and redesign/development of facilities.</p> <p><b>Update:</b> Group manager and senior managers in AYPD have received equalities training. EIAs were conducted on the Leisure transfer and subsequently the capital works at BRC by HALO Leisure. This is ongoing development. The equalities impact assessment conducted as part of the HLPP leisure transfer remains current. A new equalities impact assessment on the Sport and Physical service has been conducted as part of the reporting to Health and Wellbeing Overview and Scrutiny Committee July 2014.</p>	<p>Production and publication of a suite of meaningful Equality Impact Assessments. This will be an ongoing exercise.</p>	<p>Achieved</p>	<p>Healthy Living/Halo Andrew Thomas</p>
<p><b>Data:</b></p> <p><b>Identify and collate relevant equality data sets</b></p> <p><b>Establish equality information as the base line for measuring access for equality groups and progress</b></p>	<p>We will collate and analyse relevant data already available from partners e.g. bridge card, community first, CCW, market segmentation, strata surveys, Sport Wales, disability data etc, to identify elements of good practice and highlight areas requiring attention</p> <p>We will build on existing base line data and information available for each category of relevant staff within the organisation: Head of service, AYPD staff, Halo area managers</p> <p>We will undertake a mapping exercise on services</p>	<p>A significant increase in the level of service user data collected will be available which will assist the further development of services.</p>	<p>October 2013</p>	<p>Healthy Living/Halo Andrew Thomas</p>

<p><b>against targets</b></p> <p><b>Identify the scale of the data and research available</b></p>	<p>currently being offered, who accesses these services and how successful the activities and offers are</p> <p>We will work with Halo to establish measureable information required from the membership database and help make considered assessments on improvements made.</p> <p>We will review the ways in which we report usage of our leisure services eg can we report on the usage of young girls between the ages of 13 – 18yrs</p> <p><b>Update</b> Strata survey of Year 9 pupils is being conducted – results expected by October 2013. Customer survey concluded to be implemented including the equalities profile of membership. Survey format for disabled children and young people developed to be piloted by December 2013. The “Want a piece of the Action” theme applied to disability will extend to older people and gender. HALO Leisure and BCBC are one of four pilot Local Authorities working with Sport Wales on their What Moves You Programme targeting increased female participation.</p> <p>A range of key data sources are now being utilised including the National School Sport Survey, Sport Wales Active Adult survey and local data collection including strata survey, disability survey and targeted consultations also e.g. girls. The customer survey (2013) of Halo Leisure facilities indicates poor sample size and more to be done on this during 2014. Want a Piece of the Action web resource officially launched.</p>		<p>December 2013</p>	
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	Survey data supports review of participation by groups with a protected characteristic including age, disability, gender.			
<b>Age Strategy:</b>  <b>Increase access to opportunities for older people</b>	<p>We will work towards removing the barriers for older people attending venues such as poor public transport, appropriateness of marketing materials, programme choice, timing of events i.e. no daytime programming, and we will identify actions to take each of these issues forward and to measure implementation and impact. We will also maintain and/or enhance the high levels of participation in the over 60's free swimming initiative.</p> <p>Update: Co-location of library facilities at Ogmoredale, Garw, Maesteg and Bridgend. Over 60s swimming and NERS programme have high participation. Indoor bowls continued support at Bridgend Recreation Centre. Easy card will benefit some older people/people with a disability.</p>	More meaningful consultation and engagement with older people is undertaken. Data collected will add value to the development of services.	December 2013	Healthy Living/Halo Andrew Thomas
<b>Partnership working and consultation/engagement:</b>  <b>Understand which organisations are delivering already for equality groups</b>  <b>Identify areas to work in partnership</b>  <b>Identify expertise</b>	<p>We will research the availability of activities within specific area for particular groups and what they are achieving in terms of numbers, participation and retention. We will consult with target groups identified through data and gap analysis and will target older and disabled people as a consultation group on arts provision.</p> <p>Update: Disability Sport Forum is in operation with community players. Family Active Zone Programme developed with ABMH health board. Play Sufficiency Assessment and Action Plan have recognised the poverty of opportunity that can be experienced by protected characteristic groups.</p>	More meaningful consultation and engagement is undertaken with a much wider range of protected characteristic and representative groups. Data collected from these exercises will add value to the development of services.	December 2013	Healthy Living/Halo Andrew Thomas

<p><b>and relevant groups for meaningful consultation and engagement as further evidence base</b></p>	<ul style="list-style-type: none"> <li>• Sport and Physical Activity Service and HALO Leisure are part of the Healthy Living Programme Board linked to the LSB</li> <li>• NERS Exercise referral programme works with Public Health Wales and local surgeries</li> <li>• Sports clubs and associations are surveyed on a bi annual basis and the Community Chest Programme is used to support development particularly for women and girls and disability</li> <li>• The sport plan has prioritised the girl power initiative which will see girls sports boards established in schools</li> <li>• HALO athlete support foundation has been successfully established.</li> </ul> <p>Active Adults data supports review of participation by 60 plus age group. National Exercise Referral scheme is achieving its targets and showing improvement. Over 60 free swimming participation is amongst the highest in Wales. Bus route has been redirected to serve Bridgend Recreation Centre. Colocation of library facilities is supporting the mix of activities that can be supported. Sport and Physical Activity service is now located within Social Care and Wellbeing directorate and will be developing opportunities for older people across the service.</p> <p>Consultation has taken place with 120 disabled children from Heronsbridge School, young carers and teenage girls as part of the innovative 'girl power' programme. A County Girls Sport Board is operational and networks in 5 locations.</p>			
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	BCBC has received the In-sport Bronze award via Disability Sport Wales for showing progressive improvement. A submission to Sport Wales' Calls for Action programme has been initially successful relating to disability programmes.			
<p><b>Training:</b></p> <p><b>Develop awareness of all staff in respect of equality issues.</b></p> <p><b>Empower staff to enable frontline decision making and make equality endemic within organisation.</b></p>	<p>We will provide equality and diversity training for all front-of-house staff. This training will cover behaviours around equality and disability. Information and guidance will also be provided to assist staff to understand the various concessions available for particular groups. We will use training as a method of consulting with staff.</p> <p><b>Update:</b> Our Healthy Living Service and HALO Leisure are developing equalities plans. The disability inclusion training (DIT) programme of Disability Sport Wales has been attended by Active Young People Department staff, coaches and volunteers and HALO Personnel. The Leadership Pathway within AYPD includes modules on equalities and disability. Service Level Agreements with clubs and schools require an equality commitment.</p> <p>The disability inclusion training continues to be rolled out and the leadership pathway is active in every school. Disabled young people at Heronsbridge school have attended leadership training. Young females have received training as peer mentors to support others on confidence, body image etc. The County Sport plan has secured funding to improve our ability to strategically manage disability activities. BCBC are working with parent groups to build impairment specific knowledge amongst key front line staff.</p>	To have developed an equality and diversity training programme for customer facing employees	March 2015	Healthy Living/Halo Andrew Thomas

<p><b>Outreach and development:</b></p> <p><b>Improve access for underrepresented groups to Sport and Leisure opportunities</b></p>	<p>We will identify opportunities to empower and support community clubs into existence. Representative groups with a desire to establish a sports club will be given a single point of contact.</p> <p><b>Update:</b></p> <ul style="list-style-type: none"> <li>• Sport and 5 x 60 initiative are showing successful conversion of school based participants into a community and club setting</li> <li>• Fundamentals programmes are being developed to support family engagement and whole household participation</li> <li>• Community Chest Grants are monitored by geography, sport and priority based categories</li> <li>• Disability Sport directory has details of inclusive sport clubs and disability specific opportunities</li> <li>• HALO Leisure Annual Service Development Plan highlights links with BCBC and national priorities</li> <li>• Community Chest invested funding into community clubs during 2013/14 including into areas of disadvantage</li> <li>• Sport plan has identified programmes to develop community opportunities for women and girls, disability, Welsh language and disadvantaged communities</li> <li>• Work is being taken forward with national governing bodies of sport to develop locally relevant plans</li> <li>• Bridgend is showing the highest conversion of participants from school based programmes to community settings</li> <li>• Focused work being developed as part of Llynfi 20 project focused on health equalities</li> <li>• Love to Walk programme is successfully</li> </ul>	<p>An increase in the development of supported sports clubs which are representative of groups</p>	<p>December 2015</p>	<p>Healthy Living/Halo Andrew Thomas</p>
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	engaging older people and developing community walking patterns			
<p><b>Pricing and access:</b></p> <p><b>Review of pricing structures to increase access for marginalised groups</b></p>	<p>We will review our pricing structure to establish current impact, access and gaps</p> <p>We will Identify and implement different pricing policies to increase access and maximise the use of income</p> <p>We will review concessionary access issues and the impact on equalities groups.</p> <p><b>Update:</b></p> <ul style="list-style-type: none"> <li>• Access to Leisure scheme has been reviewed and a new model based on the Herefordshire “easy card” will be in place from September 2013. This will be reviewed quarterly within a balanced scorecard.</li> <li>• Membership rate introduced to retain NERS scheme participants. Free holiday activities supported by Town and Community Councils</li> <li>• Over 60’s Free Swimming is highly successful and continues to grow</li> <li>• Access to Leisure scheme has been modified and targets established for membership and participation rates for 2014/15</li> <li>• Welfare reform is an identified risk to progress</li> <li>• Over 60’s swimming and exercise referral participation remains strong</li> <li>• BCBC has retained control over pricing increases within leisure contract</li> </ul>	<p>An increase in the footfall of customers from the protected characteristic groups visiting our leisure services.</p>	<p>December 2015</p>	<p>Healthy Living/Halo Andrew Thomas</p>



	<ul style="list-style-type: none"> <li>• Free holiday play opportunities have been sustained via the support of Town and Community Councils</li> <li>• Families First is supporting free activities for disabled children and young people and families</li> </ul>			
<p><b>Marketing:</b></p> <p><b>Increase knowledge of and access to offers</b></p>	<p>We will Identify appropriate marketing tools to engage with groups and develop appropriate/desired services/activities. We will access local and National data and intelligence relating to priority groups.</p> <p>We will ensure that accurate and up to date literature is available for individuals or groups on the activities including clubs that are provided within our facilities. This information will also be made available via twitter and facebook and sent to schools.</p> <p><b>Update:</b></p> <ul style="list-style-type: none"> <li>• HALO Leisure have established a stronger approach to marketing with greater resource allocation than as in in-house service</li> <li>• Strong use of social media and radio advertisements</li> <li>• Market segmentation is used to identify profiles of current and future service users</li> <li>• We do not have a marketing budget following the leisure transfer and are reliant on external funding</li> <li>• The RACE/TRAS project is being developed to raise awareness of the equalities agenda linked to Welsh Government Big Lottery fund applications.</li> <li>• “Want a piece of the action” will be important in providing information for targeted groups. This will be web based.</li> </ul>	<p>An increase in the footfall of customers from the protected characteristic groups visiting our leisure services.</p>	<p>December 2015</p>	<p>Healthy Living/Halo Andrew Thomas</p>

	<ul style="list-style-type: none"><li>• Halo Leisure provide BCBC with an annual marketing plan and quarterly performance report</li><li>• BCBC have invested in the development of a play sufficiency website</li><li>• Want a Piece of the Action web information for women and Girls activities has been commissioned</li></ul>			
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<b>Objective 7: Benefits</b>	
<b>We will introduce measures to mitigate for the effects of the national benefits review on Bridgend County Borough residents.</b>	
<b>What are we trying to achieve?</b>	We will ensure that changes to the benefits system are communicated to those residents who will be affected, and we will work to maximise the take-up of available benefits to all those who are eligible to receive them.
<b>Why this is an important issue:</b>	This was highlighted to us as an important issue during our initial period of consultation by: Bridgend People First and the British Deaf Association. Our Health Needs Assessment 2010 and the Welfare Reform Bill 2011 also informed the development of this objective. Of the 224 responses we received to our survey in relation to our draft equality objectives, just over 82% thought that this objective could be either very or fairly important in helping to promote equal opportunities and make a difference to people's lives.
<b>How will this support the delivery of our other objectives?</b>	This objective links to the following Council Improvement Objective: <ul style="list-style-type: none"> <li>➤ To improve the way we work to ensure effective and efficient use of our financial, technological, physical and human assets</li> </ul>
<b>The performance indicators we will use:</b>	
<b>Which Protected Characteristic Groups will be impacted?</b>	Protected characteristic groups likely to be impacted will be: <ul style="list-style-type: none"> <li>➤ Disability</li> <li>➤ Age</li> <li>➤ Gender reassignment</li> <li>➤ Sex</li> <li>➤ Marriage and Civil Partnership</li> <li>➤ Pregnancy and Maternity</li> </ul>
<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>	Residents within the County Borough who are benefit claimants will be better informed as to the benefits to which they may be entitled in order that the take up of benefits is maximised.

What we will do to achieve this objective	How we will do this	How we will know we've succeeded	Target date	Lead Service
	We will make information available, including local and national advice and guidance leaflets and/or posters regarding changes to the system, in our reception areas (including the Customer Contact Centre at Civic Offices, the reception area at Sunnyside offices, and at all our libraries and leisure centres).	<p>Information is available via leaflets and via BCBC website.</p> <p>Relevant customers advised of LHA changes and changes implemented.</p> <p>Planned awareness roadshows completed; additional roadshows to be arranged as need arises.</p> <p>CTR scheme implemented following consultation. All these will be on-going as and when new legislation is introduced.</p>	Achieved	Janice Jenkins - Benefits Manager
	Issuing a general mail shot to all Local Housing Allowance (LHA) customers to advise of current legislative changes		Achieved	Janice Jenkins - Benefits Manager
	Raising awareness through attending the Bridgend Equalities Forum		Achieved	Janice Jenkins, Benefits Manager
	Implementing DWP funded software designed to aid the identification of affected LHA customers to provide targeted mail shots.		Achieved	Janice Jenkins, Benefits Manager

	Implementing a rolling programme to advise customers of how their individual claim will be affected by LHA legislative changes well in advance of the change occurring.		Achieved	Janice Jenkins, Benefits Manager
	Updating Benefit Service's web pages with latest advice and information.		Achieved	Janice Jenkins, Benefits Manager
	In conjunction with the Welsh Assembly and all Welsh Authorities, participating in the consultation for the new Council Tax Rebate (CTR) scheme.		Achieved	Janice Jenkins, Benefits Manager
	Notifying customers, agencies and affected parties of the new CTR scheme.		Achieved	Janice Jenkins, Benefits Manager
	Undertaking CTR road shows/awareness sessions for agencies, Councillors and other interested parties.		Achieved	Janice Jenkins, Benefits Manager
<b>Following the national review of benefits we will assess the impact on our residents who share a protected characteristic and put measures in place, where possible, to support them such as:-</b>	<ul style="list-style-type: none"> <li>• In appropriate circumstances, negotiating with landlords lower rents where possible.</li> <li>• Continuing to promote Housing Options' financial advice service and providing support.</li> <li>• Continuing to negotiate lower rents with landlords where possible.</li> <li>• Mapping provision of welfare rights advice within the county borough and communicating this via our website and via the Bridgend Equality Forum</li> <li>• Updating awarding Discretionary Housing Payment (DHP) guidance taking into account new DWP advice and changes to LHA legislation.</li> <li>• Undertaking an Equalities Impact Assessment for the DHP guidance.</li> </ul>	Janice Jenkins	December 2014 December 2014  December 2014 December 2014  December 2014  December 2014	Janice Jenkins, Benefits Manager  " "  "  "

	<ul style="list-style-type: none"><li>• Promoting the DWP funded accommodation sharing website via targeted mail shots and web link.</li><li>• Promoting Housing Options' financial advice service providing referrals, information and support where necessary.</li><li>• Promoting direct payment to landlords in order to secure or retain a tenancy.</li></ul>		December 2015  December 2015	“  “  “
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<b>Objective 8: Data</b> <b>We will develop a system to collect, collate, monitor and publish equalities data on our service users and employees.</b>	
<b>What are we trying to achieve?</b>	<p>We need to collect, collate and monitor equalities data to allow us to be sensitive to and meet the specific needs of our community and of our employees. We also need the data to help us identify issues - such as a disproportionately high or low number of people sharing a certain protected characteristic accessing a particular service - in order that they may be addressed and any gaps in provision may be closed.</p>
<b>Why this is an important issue:</b>	<p>Data availability has been highlighted as an issue in various Equality Impact Assessments from our Wellbeing and Communities directorates and from our Human Resources service.</p> <p>Of the 224 responses we received to our survey in relation to our draft equality objectives, just under three quarters thought that this objective could be either very or fairly important in helping to promote equal opportunities and make a difference to people's lives.</p>
<b>How will this support the delivery of our other objectives?</b>	<p>The data objective underpins all of the Council's Improvement Objectives.</p>
<b>The performance indicators we will use:</b>	<ul style="list-style-type: none"> <li>➤ An increase in the number of employees disclosing sensitive data</li> <li>➤ An increase in Service User data and personal information</li> </ul>
<b>Which Protected Characteristic Groups will be impacted?</b>	<p>All of the protected characteristic groups will be impacted ie:</p> <ul style="list-style-type: none"> <li>➤ Disability</li> <li>➤ Age</li> <li>➤ Race</li> <li>➤ Religion or Belief</li> <li>➤ Gender reassignment</li> <li>➤ Sex</li> <li>➤ Sexual orientation</li> <li>➤ Marriage and Civil Partnership</li> <li>➤ Pregnancy and Maternity</li> </ul>

What difference will this objective make to people that live and work in Bridgend County Borough?	A better understanding the data relating to our service users and employees will help the council to ensure that it is providing its services fairly and making them accessible.			
What we will do to achieve this objective	How we will do this	How we will know we've succeeded	Target date	Lead Service
<b>Standard equalities monitoring questions</b>	<p>We will develop and distribute a standard set of equality monitoring questions to all service areas.</p> <p>We will explain the importance of collecting equalities data from service users, in order that a profile of service users can be developed and to be able to take action to address any issues - such as a disproportionate over or under representation of a specific equality group within a certain service. Equalities data will, as with all other personal data, be stored by individual service areas securely and confidentially and in accordance with data protection legislation. Service areas will be asked to anonymise this data and provide a summary of it to the Engagement Team on a bi-annual basis, so that they may review it, check what action has been taken in response to it, and publish the data on the equalities webpages.</p>	<p>A significant increase in the level of service user data collected will be available which will assist the further development of services.</p>	<p>Achieved.</p>	<p>Communications, Marketing and Engagement Team – Paul Williams</p>



<b>Complainants</b>	Those teams dealing with complaints made about council services will be provided with the standard set of equalities monitoring questions to issue to all complainants, along with the standard complaint forms. They will be reminded of the importance of collecting and monitoring this data and taking any further action as necessary. Teams will anonymise data and provide a summary of it to the Engagement Team on a bi-annual basis, so that they may review it, check what action has been taken in response to it, and publish it on the equalities webpages.	All service areas will deploy a consistent approach to consultation and engagement questions when responding to complaints.	Achieved	Communications, Marketing and Engagement Team – Paul Williams
<b>Equality Impact Assessments</b>	We will collect all EIAs completed by the council since 1 April 2012 via our Corporate Equalities Management Group representatives. These EIAs will be published on the equalities pages of our website following Welsh translation. All EIAs will be published whether screening or full assessments. We will also publish working examples of best EIA practice for our staff to refer to alongside our EIA toolkit and guidance. The issues identified by these EIAs will help to inform the development of future equality objectives and underlying actions.	Production and publication of a suite of meaningful Equality Impact Assessments. This will be an ongoing exercise.	Achieved.	Communications, Marketing and Engagement Team – Paul Williams

<b>Feedback</b>	<p>Where they are not already in place we will encourage all service areas to develop feedback forms in relation to the services they provide, to establish levels of satisfaction and identify any barriers which might exist which prevent people from accessing these services. We will also ensure that all our feedback forms ask the equalities monitoring questions. We will ensure that service areas use this information provided by their service users to improve their service provision. Service areas will be asked to provide a summary of this anonymised data to the Engagement Team on a bi-annual basis, so that they may review it, check what action has been taken in response to it, and publish the data on the equalities webpages.</p>	Positive outcomes from the summary of data following review and positive messages given when this information published on the equalities webpages.	Achieved	Communications, Marketing and Engagement Team – Paul Williams
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<p><b>Employee data collection exercise -</b></p>	<p>As part of a wider data collection exercise, all Bridgend County Borough Council employees will be asked to respond to the standard set of equality monitoring questions. An overall employee profile by each of the protected characteristics will then be provided to the Cabinet Committee – Equalities for review on a bi-annual basis. Any issues such as a disproportionate over or under representation of a specific equality group in the authority as a whole or in specific service areas will be addressed by Human Resources. The same questions will be asked of all job applicants, and the results reported to the Cabinet Committee – Equalities. Again, any issues such as a disproportionate over or under representation of a specific equality group in the pool of applicants will be addressed by Human Resources. (We will endeavour to identify the barriers that any under-represented groups of people may face in working for the council including in certain roles or at certain levels, and work to remove these, by for example targeted job advertising, promotion of opportunities, mentoring schemes and work placements). A summary of the employee and job applicant data will be published on the equalities webpages.</p>	<p>A significant increase in the level of employee data collected will be available which will assist the identification of barriers and areas requiring action.</p>	<p>Revised date March 2015</p>	<p>Communications, Marketing and Engagement Team – Paul Williams</p>
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<p><b>Equalities monitoring of all consultation responses -</b></p>	<p>We will ensure that all service areas are aware of the need for participants in consultation exercises to be asked the equalities monitoring questions. We will communicate this to our employees via our Citizens' Engagement Steering Group as well as other internal communication mechanisms. The questions will also be provided within the public engagement toolkit for employee use. (If responses from a certain group of people sharing a protected characteristic to a public consultation are disproportionately low, then different ways of engaging with these people and seeking their views will be established. Conversely, if responses from a certain group of people sharing a protected characteristic are disproportionately high, then different ways of engaging with other groups of people to ensure their views are heard will be explored). Service areas will be expected to publish a summary of the equalities profile of their consultation respondents, when they publish the relevant strategy/ plan/ report.</p>	<p>All service areas will deploy a consistent approach to consultation and engagement questions.</p>	<p>Achieved</p>	<p>Communications, Marketing and Engagement Team – Paul Williams</p>
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<b>Objective 9: Communication, Consultation and Engagement</b> <b>We will improve the ways in which we communicate, consult and engage with those who share a protected characteristic.</b>	
<b>What are we trying to achieve?</b>	<p>We need to involve people and representative groups in planning and shaping our services and our decision making. We believe that engaging and consulting with our citizens is important to our achieving real improvements that people can recognise and understand. We will do this by engaging them in shaping and scrutinising our services and giving them a voice in decisions that may impact on their lives.</p>
<b>Why this is an important issue:</b>	<p>This was highlighted to us as an important issue during our initial period of consultation by: Bridgend Visual Impairment Society; representatives of our Hindu community; Bridgend Deaf Club and the British Deaf Association. We also reflected on the findings of the EHRG reports 'Not Just Another Statistic' and 'Who Do You See', as well as on our previous Corporate Equality Scheme before we drafted the objective.</p> <p>Of the 224 responses we received to our survey in relation to our draft equality objectives, just over 80% thought that this objective could be either very or fairly important in helping to promote equal opportunities and make a difference to people's lives.</p>
<b>How will this support the delivery of our other objectives?</b>	<p>This objective underpins all of the Council's Improvement Objectives</p>
<b>The performance indicators we will use:</b>	<p>The number of:</p> <ul style="list-style-type: none"> <li>➤ BSL videos available on the council's website</li> <li>➤ The deaf customers using the council's customer contact centre</li> <li>➤ Achieving and retaining "Action for Hearing Loss" Charter Status</li> <li>➤ Achieving the LGBT Excellence Centre Rainbow Mark</li> <li>➤ Achieving the British Deaf Association Charter</li> </ul>

<b>Which Protected Characteristic Groups will be impacted?</b>	All of the protected characteristic groups will be impacted ie: <ul style="list-style-type: none"> <li>➤ Disability</li> <li>➤ Age</li> <li>➤ Race</li> <li>➤ Religion or Belief</li> <li>➤ Gender reassignment</li> <li>➤ Sex</li> <li>➤ Sexual orientation</li> <li>➤ Marriage and Civil Partnership</li> <li>➤ Pregnancy and Maternity</li> </ul>			
<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>	We want to be an open and transparent council encouraging people to feed back to us about our services and how we might improve them. We will engage with people who do not use our services to establish the reasons and barriers that may prevent them from doing so.			
<b>What we will do to achieve this objective</b>	<b>How we will do this</b>	<b>How we will know we've succeeded</b>	<b>Target date</b>	<b>Lead Service</b>
<b>Provide information in British Sign Language (BSL) on our website</b>	- We will develop our website to include BSL videos of key points of information. We will advertise this via the digital signage at the Customer Contact Centre, via the county borough Bulletin and via press releases, as well as directly to the Deaf community via Bridgend Deaf Club.	The production of a range of BSL videos covering key areas of information and positive feedback from the Deaf Community.	Achieved.	Communications, Marketing and Engagement – Paul Williams and Customer Services Team – Bev Davies
<b>Provide BSL interpretation at council run events -</b>	we will arrange BSL interpreters to attend council hosted public events, and will advertise these events directly to the Deaf community via Bridgend Deaf Club.	BSL interpreters will attend council hosted events and, where appropriate, council meetings.	Achieved.	All service areas led by Communications, Marketing and Engagement

<b>Better advertise the council's achievement of the disability '2 ticks' symbol -</b>	We will display the '2 ticks' symbol prominently on appropriate sections of our website and on relevant publicity and marketing material such as our vacancy bulletins, press releases, job advertisements and jobs fairs. Where possible we will also include a brief explanation as to the significance of the symbol.	An increase in the number of citizens and potential employees, particularly those with a disability, being encouraged to apply for jobs with the council and use our services .	Achieved.	Communications Marketing and Engagement Team – Paul Williams
<b>Bridgend College LGBT Group</b>	We will support the development of Bridgend College's LGBT group, offering advice to the Committee as requested.	The LGBT group within the college will be more proactive and effective within the LGB and T community in Bridgend.	Achieved.	Communications Marketing and Engagement Team – Paul Williams
<b>Action for Hearing Loss -</b>	We will follow up on all recommendations from the Action for Hearing Loss Charter Assessment and will liaise with relevant departments to ensure that actions are taken within the given timeframe prior to arranging the final charter assessment. We will arrange for any successful outcome to be communicated to both employees and residents.	The council's approach to employees, citizens and service users who suffer hearing loss will be more considerate and supportive of specific needs.	Achieved.	Communications, Marketing and Engagement Team – Paul Williams
<b>British Sign Language training -</b>	We will explore the possibility of providing 'Start to Sign' training for Councillors as part of the Member Development Programme. We will also explore the possibility of 'Start to Sign' training being offered to school based support staff. Additionally, we will provide BSL training for Customer Contact Centre staff.	Members and officers will have, at least, a basic understanding of British Sign Language enabling D/deaf citizens and customers to receive a quality standard of customer care.	Achieved.	Communications, Marketing and Engagement Team – Paul Williams

<p><b>Improve our lines of communication with representative protected characteristic groups with whom we have had little previous engagement (including those that represent older people and transgender people)</b></p>	<p>We will produce a list of the relevant groups and organisations that the council already engages with before developing a list of those with whom engagement is needed, and determining the best ways in which to engage with these groups. We will seek to develop a longstanding relationship with these groups, and ask them to continually feed back to us any issues they may experience with council services, and any suggestions for improvement, as we do with the groups we currently engage with. Identified representatives will be invited to become members of the Bridgend Equality Forum or of the Valley Voices: Bridgend forum.</p>	<p>More meaningful consultation and engagement is undertaken with a much wider range of protected characteristic and representative groups. Data collected from these exercises will add value to the development of services.</p>	<p>Achieved</p>	<p>Communications, Marketing and Engagement Team – Paul Williams</p>
<p><b>Provide guidance for council employees on engaging with people who share a protected characteristic -</b></p>	<p>The guidance will provide advice on how and when to book interpreters and arrange translation of documents. It will include advice on producing ‘easy read’ documents using plain English principles and on the use of accessible document formats and information gathering methods appropriate to different groups of people. It will include information on specialist software and technology and will outline considerations such as timings of meetings taking into account religious holidays. It will discuss use of appropriate terminology and etiquette and will provide information on how to best reach and hear the voice of protected characteristic groups. We will engage with representative groups via the Bridgend Equality Forum to ensure that our guidance is accurate and appropriate before we publish it. The guidance will be included within our public engagement toolkit for employees. The guidance will also be advertised to employees via various internal communication mechanisms, and made available on the equalities</p>	<p>Employees undertaking consultation and engagement exercises will be better informed and guided on:</p> <ul style="list-style-type: none"> <li>• how and when to book interpreters</li> <li>• arrange translation of documents.</li> </ul> <p>Employees will also be able to:</p> <ul style="list-style-type: none"> <li>• produce ‘easy read’ documents</li> <li>• use plain English principles and use accessible document formats.</li> </ul>	<p>Achieved</p>	<p>Communications, Marketing and Engagement Team – Paul Williams</p>



	web pages on the council's intranet. Basic guide to accessible communications developed and made available to employees, will be further developed.			
<b>Produce a brief document explaining why the council asks equality monitoring questions in order to encourage everyone to respond to them -</b>	We will research the guidance already available before developing our own document. The document will clarify how data is held – i.e. securely, confidentially and according to data protection legislation – as well as what it is used for. We will 'test' this document with groups such as the Citizens' Panel and the Bridgend Equality Forum before publishing it in accessible formats. We will also publish the document on the equalities pages on our website and raise awareness of it via various external communication mechanisms. We will ensure that it is made available to all service users, employees, job applicants, consultation participants and complainants when they are asked to respond to the standard set of equalities monitoring questions.	An increase in the number of positive responses from service users, citizens, complainants and employees to requests for sensitive and equality related data.	Achieved	Communications, Marketing and Engagement Team – Paul Williams
<b>Produce guidance specifically for protected characteristic groups</b>	We will produce guidance for different equality groups outlining all of the council services that are available to them or that they might be eligible for (such as assisted waste collection, information in audio format etc). The guidance will also include advice on how to access these services or apply to receive them, and will also include advice on how to make a complaint about the council. The guidance will be 'tested' on the Bridgend Equality Forum before it is published in a variety of formats and advertised externally. It will also be made available on the equalities web pages on the council's website.	Bridgend citizens will feel better engaged following production of this guidance which, in turn will assist the council in its duties to foster good relations between people who share a protected characteristic and to promote equality of opportunity.	Revised date January 2015	Communications, Marketing and Engagement Team – Paul Williams

<b>Developing major infrastructures</b>	We will liaise with relevant departments to ensure that consultation takes place with equality groups prior to the design of major infrastructures in the county borough.	All service areas will deploy a consistent approach to consultation and engagement prior to the design of major infrastructures.	Achieved	Communications, Marketing and Engagement Team – Paul Williams
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## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO CABINET COMMITTEE – EQUALITIES

16 OCTOBER 2014

#### REPORT OF 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 staff, Elected Members and citizens.

##### 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 will be based on identified business need for front line services.

- 3.2 Equality and Diversity awareness has also been identified as a requirement for Elected Members and will form part of the Elected Members Development Programme.

#### **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.

- 4.1 A 3 year learning and development plan has been developed outlining the level and type of training, together with targeted numbers of staff (based on business needs identified by Directorate Business Managers).

- 4.2 The delivery of equality and diversity training will be a mix of E Learning packages, in house provision, partners (Bridgend Coalition of Disabled People, Menter Bro Ogwr and WLGA) and will comprise:

- Welsh Language Awareness / Promotion of culture;
- Welsh beginner sessions;
- Welsh Speaker and Learner Practice Sessions;
- More than just words (Shwd dych chi heddiw?);
- Welsh in the workplace;
- Equality and Diversity (basic and advanced);
- Focussed awareness training sessions;
- Equality Impact Assessments;
- Equality and diversity for elected members.

Specific, targeted training will also be considered such as British Sign Language and Mental Health Awareness, where there is a clear business case.

- 4.3 The council has declared an interest in Elected Members following the WLGA “Development Programme for Elected Members in relation to Equality” programme. This comprises 6 x half day sessions covering the Protected Characteristics and will form part of the Member Development Programme.
- 4.4 Equality and Diversity training will also inform the ongoing development of the council’s workforce plan.
- 4.5 It is hoped that from the information provided within this report Members are reassured that efforts are being made to work with managers to address identified gaps in staff knowledge and skills.

## **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.

**Ness Young**  
**Corporate Director – Resources**  
**12 September 2014**

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**Background documents:**  
None

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