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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 643147
Ask for / Gofynnwch am: Andrew Rees

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

Date / Dyddiad: 6 January 2016

Dear Councillor,

CABINET COMMITTEE EQUALITIES

A meeting of the Cabinet Committee Equalities will be held in the Committee Rooms 2/3, Civic Offices Angel Street Bridgend CF31 4WB on **Thursday, 14 January 2016 at 10.00 am.**

AGENDA

1. Apologies for Absence
To receive apologies for absence (to include reasons, where appropriate) from Members/Officers
2. 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
3. Approval of Minutes 3 - 10
To receive for approval the Minutes of a meeting of the Cabinet Equalities Committee of 17 September 2015.
4. Wales Extremism and Counter Terrorism Unit 11 - 12
5. Support in Bridgend County Borough for People with Mental Health and Substance Misuse Issues 13 - 18
6. 6 Monthly Update on the Implementation of the Strategic Equality Plan 2012 - 2016 19 - 60
7. Draft Annual Report 2014-2015 on the Strategic Equality Plan 61 - 78
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

Tel/Ffôn: 01656 643643

SMS Messaging/Negeseuon SMS: 07581 157014

Fax/Facs: 01656 668126

Twitter@bridgendCBC

Email/Ebost: talktous@bridgend.gov.uk

Website/Gwefan: www.bridgend.gov.uk

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meeting as a matter of urgency

Yours faithfully

P A Jolley

Assistant Chief Executive Legal and Regulatory Services

Distribution:

Councillors:

HJ David
M Gregory
MEJ Nott OBE

Councillors

CE Smith
HJ Townsend

Councillors

PJ White
HM Williams

Invitees

Councillor M Butcher
Councillor N Farr
Councillor CA Green
Councillor RC Jones
Councillor AD Owen
Councillor CL Reeves
Councillor M Reeves
Councillor D Sage
Councillor M Thomas

MINUTES OF A MEETING OF THE CABINET COMMITTEE EQUALITIES HELD IN COUNCIL CHAMBER, CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON THURSDAY, 17 SEPTEMBER 2015 AT 10.00 AM

Present

Councillor HJ Townsend – Chairperson

Councillors

HJ David

M Gregory

PJ White

HM Williams

Invitees:

Councillor M W Butcher

Councillor N Farr

Councillor C A Green

Councillor R C Jones

Councillor A D Owen

Councillor C Reeves

Councillor M Reeves

Councillor D Sage

Officers:

Emma Blandon

Marketing and Engagement Manager

Paul Williams

Equality and Engagement Officer

John Davies

Community Safety Team Leader

Kathryn Fox

Early Intervention and Prevention Co-ordinator

Mark Galvin

Senior Democratic Services Officer - Committees

103. APOLOGIES FOR ABSENCE

Apologies for absence were received from the following Members/Officer:-

Councillor M E J Nott JP – Holiday

Councillor C E Smith – Holiday

Councillor M Thomas – Other Council business

S Kingsbury – Work commitments

104. DECLARATIONS OF INTEREST

None

105. APPROVAL OF MINUTES

RESOLVED:

That the Minutes of a meeting of the Cabinet Committee Equalities dated 2 April 2015, be approved as a true and accurate record.

106. SUPPORT IN BCBC FOR VICTIMS OF DOMESTIC ABUSE, VIOLENCE AGAINST WOMEN AND SEXUAL VIOLENCE

The Corporate Director Resources submitted a report, the purpose of which, was to inform Committee of the issues faced by victims of Domestic Abuse, Violence against

Women and Sexual Violence in our communities, and to outline support avenues available for these problems in society.

Paragraph 4.1 of the report gave the definition of Domestic Abuse, which could be encompassed without being limited to, psychological, physical, sexual, financial or emotional pressures.

By way of background information, the Early Intervention and Prevention Co-ordinator confirmed that the organisation that supports the above problems were called Calan DVS (formerly Bridgend Woman's Aid) which was a recognised Integrated Domestic Abuse Service. There were 60 staff that supported the organisation which covered not only BCBC but also the Western Bay area.

She proceeded to advise, that two women a week were killed in the UK as a result of Domestic Abuse, and there had been no change in this statistic within the last 15 years, though this was attempting to be addressed by the support of emerging agencies forming a more holistic approach to address these issues.

The report then gave information which confirmed that victims were not necessarily confined to one particular gender or ethnic group, and for example, aside of these other victims of potential abuse were disabled people, older people. and lesbian, gay, bisexual and Transgender (LGB&T) people.

A Member enquired if there was usually a particular pattern that was followed in respect of Domestic Abuse, such as hereditary or genetically.

The Early Intervention and Prevention Co-ordinator said that in respect of past generations, if young people had seen this type abuse with their parents, it could affect children in a number of ways. If that was a daughter, then that person could perceive themselves as being submissive, but that may go the opposite way if the child was male. It could also have an effect whereby the children in the family would think that treatment such as this is normal, or they could see how wrong it was, and go the opposite way as they develop and get older. Children and parents needed not just support, but also to be educated in intervention and prevention methods, that would assist in problems perhaps not starting in the first instance.

A Member confirmed that the life expectancy of a person living in the Llynfi Valley, was on average 20 years less than some more affluent areas of the County Borough. A project had been established made up of a number of streams to resolve and/or support people living there, and one of these streams was looking to educate children in schools on how to achieve a healthy relationship.

A Member stated that Bridgend like other areas of the UK was developing into a multi-cultural county, and that thought should be given to having the medium of English being taught to people who had none or limited communication skills in this language. She asked if consideration had been given to this, to which the Early Intervention and Prevention Co-ordinator replied she did not know. The Member asked if this could be followed up outside the meeting to which Officers replied that it would.

The Deputy Leader stated that it would be interesting to see how the Llynfi Valley Project would progress, particularly the work to be undertaken in schools. If this element of the Project was successful, perhaps it could then be rolled out to other schools throughout the County Borough, if resources were permitted to allow this.

The Early Intervention and Prevention Co-ordinator confirmed that the training given by organisations such as Calan DVS was not compulsory, and it was up to the particular

school to agree to have organisations such as this allowed in the school for the purpose of the training. She added however, that Welsh Government were looking more closely at educating children through schools in terms of relationships and problems associated with abuse.

The Community Safety Team Leader confirmed that resources needed to be fed into organisations who supported people who were the subject of abuse, and the problem was, that some of the organisations that assisted here were voluntary and often relied on avenues of funding. There was also going to be established a multi-agency One Stop Shop in Level 1 of the Civic Offices that was designed for members of the public to visit to enquire about various matters, and this would also provide advice and support avenues for sufferers of Domestic Abuse. There was also a Domestic Abuse Policy in existence within BCBC he added.

A Member suggested that the topic subject of the item being discussed could be made available for all Members as part of a future Pre-Council Presentation.

Officers advised that a Member Development session on Domestic Abuse etc, perhaps could be arranged to coincide with the opening of the One Stop Shop in November. The Chairperson added that the Committee should also be invited to the One Stop Shop opening event.

RESOLVED:

- (1) That the Cabinet Committee received, considered and noted the report.
- (2) That the Cabinet Committee receives an updated report in due course outlining the methods by which Domestic Abuse is being addressed and tackled in the County Borough, to include the success of the One Stop Shop.
- (3) That the Cabinet Committee also is advised in due course on the success of the Llynfi Valley Project referred to during debate on this item.

107. SIX MONTHLY REPORT ON EQUALITY IN THE WORKFORCE

The Equality and Engagement Officer presented a report that provided the Cabinet Equalities Committee with data on the Council's workforce, together with comparative information and an update on employment related developments

He confirmed that the Appendix attached to the report provided half yearly profiles and a data analysis of the contracted workforce from 30 September 2013 until 31 March 2015. Profiles included data relating to the number of employees disclosing as lesbian, gay, bisexual and transgender, and a detailed breakdown of employees' Welsh speaking, reading and writing skills.

In terms of current developments, the Equality and Engagement Officer referred to paragraph 4.2.1 of the report, and explained that the data capture project focused on the benefits to employees of completing a questionnaire and disclosing details regarding themselves, including sensitive information. Good progress had been made to date he explained, with a total of 1,707 employees across all Directorates having completed the exercise. He then outlined the benefits to the Council and its employees by completing such a questionnaire, as were shown in bullet point format in this part of the report.

He then referred to paragraph 4.2.2 of the report, confirming that good progress had been made in meeting the actions outlined in the Strategic Equality Plan objective “The Council’s role as an Employer”, which was due for completion in 2015. These were outlined in this part of the report also.

The Equality and Engagement Officer then referred to certain further developments, which included the development of employee guidance on meeting the needs of Transgender customers, and the progress being made on developing a staff network for BCBC employees who were carers.

In conclusion of his submission, the Equality and Engagement Officer then gave a resume of some of the statistics contained in the Appendix attached to the report, the key points of which were detailed on the back page of this Appendix.

A Member noted that there had been a reduction in the number of full time employees which had decreased by 370 since March 2014. She asked if this included the transfer of staff to Halo.

The Equality and Engagement Officer confirmed this to be the case.

In response to a further question, a Member asked if the reduction in workforce included staff in schools, and the Equality and Engagement Officer replied that this data did include staff within schools.

A Member noted that the age profile in terms of Officers employed by the Authority was interesting, in that since the recession more older than younger people were being employed by the Authority. He asked if any further data could be made available on this over and above that contained in the report.

The Equality and Engagement Officer confirmed that he would look into this point to see if he could provide Members with some further breakdown on this, but added that the Authority were looking to employ people in roles of apprenticeships, as well as looking out for work placements and avenues of employment etc, for LAC including those that had come out of care.

The Equality and Engagement Officer further added that perhaps employment in a local authority was these days not attractive as it once was, particularly since the recession and cut backs that had been imposed within local government, and that may be one of the reasons why older rather than younger people were looking at employment opportunities within the Council.

A Member asked if the Authority practised exit interviews through Human Resources when an employee leaved the employment of the Council.

The Equality and Engagement Officer confirmed that whilst there was scope to have an exit interview, not all employees wished to have these.

In response to a further question from a Member, asking if Members could also complete the data collection questionnaire as part of the exercise, the Equality and Engagement Officer confirmed that this had also been made available for Members to complete, though to date, only 8 of the 54 Members had completed and returned this.

The Chairperson advised that a reminder should be sent to those Members who have not completed this questionnaire, that it was available for them to complete, if they so desired.

She also noted that 75% of Officers in the Council are female, and she asked if Officers could break this down further by confirming what percentage of this are in management posts.

The Equality and Engagement Officer confirmed that he would endeavour to obtain this information and pass this onto Members outside of the meeting.

RESOLVED: That the Cabinet Equalities Committee received, considered and noted this report.

108. **WELSH LANGUAGE SCHEME ANNUAL MONITORING REPORT 2014 - 2015**

The Equality and Engagement Officer presented a report, in order to outline the Council's Welsh Language Scheme Annual Monitoring report 2014-15, and seek Cabinet Committee's approval for submission of this to the Welsh Language Commissioner.

The report gave some background information, following which it referred to the above Monitoring Report which was attached to the covering report at Appendix 1, which highlighted the Council's progress in implementing its Welsh Language Scheme during this period.

The Equality and Engagement Officer confirmed that the guidance provided for the completion of the Annual Monitoring Report 2014-15, required a lower level of reporting with a reduction in the specific data and information provided. Therefore, in line with the Commissioner's guidelines, the report itself was much less detailed.

He then referred to paragraph 4.3 of the report, where it detailed specific areas of performance information and other data that was required and included within the Annual Monitoring Report. An approved version of this was required to be with the Welsh Language Commissioner by 30 September 2015.

A Member noted from page 24 of the report, that between 1 April 2014 and 31 March 2015, 421 callers selected the option when they contacted the Contact Centre of the Council to continue their call in Welsh. She asked Officers if this was 421 different people or not. The Equality and Engagement Officer advised that there was no way of knowing this as it was impossible to define.

The Member then asked how many callers there were in total for this period.

The Equality and Engagement Officer confirmed that the total number of callers was around 200,000 though he would check this and come back to her accordingly.

RESOLVED: That the Cabinet Equalities Committee considered the Annual Monitoring Report and approved its submission to the Welsh Language Commissioner.

109. **WELSH LANGUAGE (WALES) MEASURE 2011 / WELSH LANGUAGE STANDARDS**

The Corporate Director Resources submitted a report, to update the Cabinet Committee Equalities with information regarding the Compliance Notice received from the Welsh Language Commissioner.

The Equality and Engagement Officer confirmed that the Welsh Government's Welsh Language Standards (No.1) Regulations came into force last March, following

consultation and Standards Investigation undertaken by the Welsh Language Commissioner in 2014.

Appendix A to the report, detailed the standards that had been applied to BCBC, and these standards had been separated in two sets by the Welsh Language Commissioner, as shown in paragraph 4.3 of the report, 168 of which needed to be completed in 6 months with 20 needing to be completed in 12 months.

The Equality and Engagement Officer advised that many of the standards already existed within the Council's current policy and practice contained in the Welsh Language Scheme 2012-2015.

He then referred to the report's financial implications, advising that it would be almost impossible from a financial perspective for the Authority to fully comply with the proposed standards, a conservative estimate of which would cost £300k as one off expenditure, with a further £900k recurring spend. He added though, that it was important to note also, that future non-compliance with one or more standards brings with it an organisational risk to the Council, in that any formal complaints that are upheld and which reach the final stage of the investigatory process may potentially bring a financial penalty of up to £5k per standard breach. He further added that it was estimated that the Council would be unable to fulfil 51 of these Standards.

The Chairperson confirmed that a meeting had taken place with the First Minister regarding the Welsh Language Standards, and this would be followed up in writing.

The Equality and Engagement Officer confirmed that when the Implementation Plan had been fully completed, then he would have a better idea of the cost implications associated with compliance of the Standards.

The Deputy Leader added that even if the Authority had resources to spare, then these would be committed to other essential service areas of the Council that urgently required this, rather than be committed to meeting the Welsh Language Standards. Welsh Government needed to consider allocating finance to local authorities to assist in meeting the Standards that were being introduced by them.

The Cabinet Member Resources concluded debate on this item, by stating that the Authority currently committed £1.4m to its Nursery Provision, which was one of many of the Council's essential services. He felt that this put into perspective the reality which was that most local authorities would find it extremely difficult in meeting all or even the majority of the Welsh Language Standards.

- RESOLVED:
- (1) That the Cabinet Equalities Committee received, considered and noted the report.
 - (2) That Members also agreed to write to the First Minister explaining of the difficulty the Authority would have in meeting the requirements of the Welsh Language Standards, due to the present financial climate and the savings that had to be made under its MTFS.

110. WELSH LANGUAGE STANDARDS DRAFT IMPLEMENTATION PLAN

The Equality and Engagement Officer gave a report, that updated the Cabinet Committee Equalities with information regarding progress being made with the development of the Council's draft Welsh Language Standards Implementation Plan.

He confirmed that the Welsh Language (Wales) Measure 2011 replaces Welsh Language Schemes with a set of enforceable national 'standards' which will impact upon the work of the whole Council. A number of these standards related to the development of a Corporate Implementation Plan/Strategy.

In support of the report, the Equality and Engagement Officer gave a short powerpoint Presentation entitled 'Welsh Language Measure and BCBC Implementation Plan' that covered the following themes:-

Welsh Language Standards

- Approved by Welsh Assembly Government in March 2015
- Draft Compliance Notice issued in June 2015
- Consultation on content of Draft Compliance Notice closed 20 July 2015
- Final Compliance Notice issued in September 2015

The Equality and Engagement Officer added that the approved Standards were the 2nd iteration, the first being discarded by WAG. He further added that BCBC responded to the first consultation/investigation in April 2014.

He confirmed that the 5 main themes of the Welsh Language Standards were:-

1. Service Delivery
2. Policy Making
3. Operational Issues
4. Promoting the Standards
5. Record Keeping

Compliance and Timeframe

With regard to the above, the Equality and Engagement Officer stated that the proposed timescales were to comply with:

- (i) 148 Standards by March 2016
- (ii) 21 Standards by September 2016

In respect of the draft Implementation Plan, he added that this had been populated with some example data and information relevant to the Resources Directorate initially, which would then look to be rolled out to other Directorates. The approach to the development of the Implementation Plan was to:

- Adopt a "SMART" approach to outlining each of the standards
- Describing the impact of each of the standards on individual service units
- To also describe the work required to comply with the standard and the resources required to do so, and
- The lead Officer responsible for overseeing standards compliance within each service area.

A Member enquired as to what were the feelings of neighbouring authorities on having to comply with the Standards.

The Equality and Engagement Officer advised that in South East Wales, other Authorities were sceptical about obtaining full or even part compliance with the Standards, due to the resources required to meet these.. He added that it was not so financially daunting for other Authorities, such as Wrexham, Flint and Gwynedd, as they

CABINET COMMITTEE EQUALITIES - THURSDAY, 17 SEPTEMBER 2015

already had a number of Standards naturally in place as they were largely welsh speaking communities.

The Deputy Leader stated that the Standards needed to be challenged, albeit in a constructive way. As discussed earlier in the meeting, he felt that some discussion was required with Welsh Government, to endeavour to meet some of the Standards that were reasonable or minimal in terms of cost that would be incurred by the Authority. Those that had more of a cost implication needed to be negotiated with Welsh Government, as a compromise situation needed to be arrived at. He added that BCBC were consensus cross party, that it was too difficult from a financial perspective to be able to deliver all of the required Standards.

The Chairperson added that the Council should also contact the WLGA as there was a common voice across south east and to a degree south west Wales, over the Standards being unachievable due to the huge financial cost of these during a time when local authorities have limited resources.

RESOLVED: That the Cabinet Equalities Committee both received and considered the report and accompanying Presentation

111. URGENT ITEMS

None

The meeting closed at 12.20 pm

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE - EQUALITIES

14 JANUARY 2016

REPORT OF THE CORPORATE DIRECTOR - RESOURCES

WALES EXTREMISM AND COUNTER TERRORISM UNIT

1. Purpose of Report.

The purpose of this report is to inform Cabinet Equalities Committee of the current threat of extremism and terrorism across the United Kingdom and to provide a local context.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

The Strategic Equality Plan (SEP) is a cross cutting, statutory plan that impacts on the whole of the council. Within the SEP are various strategic equality objectives that are linked to fostering good relations and community cohesion. Additionally, the following Corporate Priorities are supported:

- Priority 2: Helping people to be more self-reliant and
- Priority 3: smarter use of resources.

3. Background.

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

4. Current situation / proposal.

- 4.1 The Wales Extremism and Counter Terrorism Unit (WECTU) was established in 2006 and created one Special Branch for the whole of Wales. Its remit covers international terrorism and domestic extremism and is driven by the Government's Counter Terrorism Strategy known as CONTEST. Through working collaboratively WECTU aims to work more effectively in its response to the threat from national and international terrorism and extremism. It seeks to keep the people of Wales safer by building confidence and trust in our communities by working with the public and partners to identify, target and disrupt terrorists and extremists.

The Prevent Case Management Coordinator from the Wales Extremism and Counter Terrorism Unit will raise awareness of the current threat and risk picture across the UK and will provide a local context. The Prevent Case Management Coordinator will also inform the committee of the new Prevent Duty under the Counter Terrorism Security Act 2015, and the Channel Programme, which is designed to manage and support people vulnerable to violent extremism. An overview of the new statutory authority duties in relation to the above will also be provided by officers of Bridgend County Borough Council.

5. Effect upon Policy Framework & Procedure Rules.

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

6. Equality Impact Assessment

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

7. Financial Implications.

None in this report.

8. Recommendation.

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

Sarah Kingsbury
Head of Human Resources and Organisational Development
Date: 20 November 2015

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

Email: Paul.williams2@bridgend.gov.uk

Telephone: 643606

Background papers: None.

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE - EQUALITIES

14 JANUARY 2016

REPORT OF THE CORPORATE DIRECTOR – SOCIAL SERVICES AND WELLBEING

SUPPORT IN BRIDGEND COUNTY BOROUGH FOR PEOPLE WITH MENTAL HEALTH AND SUBSTANCE MISUSE ISSUES.

1. Purpose of Report.

To provide Members with an update regarding the provision of mental health services to adults in the borough, the Mental Health Commissioning Plan and progress concerning the Dementia Strategy and Delivery plan.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

The report links to the following priorities in the Corporate Improvement plan and Strategic Equality Plan:

- Working together to help vulnerable people stay independent;
- Working together to tackle health issues and encourage healthy lifestyles;
- To implement better integrated health and social care services to support independence, choice, empowerment, dignity and respect;
- To improve physical and emotional wellbeing by promoting active lifestyles, participation and learning.

3. Background.

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

3.2 A report was presented to the Health and Wellbeing Overview and Scrutiny Committee in November 2014 which detailed arrangements and progress in developing mental health services in Bridgend County Borough. The Welsh Government's Mental Health Strategy "Together for Mental Health" and delivery plan recognized that effective implementation is dependent on robust partnership arrangements in the form of a Local Partnership Board (LPB). A Western Bay LPB is responsible for oversight of the implementation of the national strategy as well as monitoring delivery at local level. The Western Bay Joint Commitments Strategy is the key strategic document driving improvements in mental health across the Western Bay region. Bridgend has produced a Mental Health Commissioning and Delivery Plan and whilst this reflects the priorities in the national and regional strategy it also focuses on local priorities following robust consultation with service users and carers.

On April 22 2015, a report was presented to the Health and Wellbeing Overview and Scrutiny Committee regarding the draft Bridgend Dementia Strategy and Delivery Plan. Over the last year officers have been working with NHS colleagues to

develop this plan to identify and formulate priorities and objectives for dementia services. Over the last three months consultation has taken place with a wide range of stakeholders including third sector organizations, service users and carers, service providers and practitioners.

4. Current situation / proposal.

4.1 The mental health project of the Western Bay Programme has become the mental health delivery group reporting to the LPB on progress on the “Joint Commitments Strategy”. Bridgend is represented on this group and contributes to a number of work streams which sit under the mental health project. Within Bridgend the mental health commissioning plan identifies the following priorities which reflect those identified by Western Bay:

- Collaborating with partner agencies across Western Bay to provide a seamless and consistent mental health service;
- Working with colleagues within and outside the Council to develop a range of accommodation options;
- Developing a planned approach and rationale for specialist placements;
- Supporting carers to continue in their caring role;
- Developing a single point of access for mental health services;
- Promoting person centered assessment and care planning;
- Improving provision for those in crisis;
- Providing early intervention and information;
- Maximising the potential of community resources to improve wellbeing.

4.2 Progress has been made in the following areas:

4.2.1 The Local Primary Mental Health Support Service (LPMHSS) continues to go from strength to strength. Customer service questionnaires have indicated that 90% of those who have received the service have regarded it as helpful and would recommend it to others. Comments from those who have used the service include; “It has helped me come off my medication and keep my job”, “My new interests will help me negotiate my blackest days”. With respect to how the service could be improved the Directorate received the following comment; “I would have liked the service for longer”. The service is also developing innovative approaches to respond to need such as mindfulness and stress control programmes. 104 people have attended drop in stress control sessions, 68 people have attended activity sessions and 56 people have attended anxiety and depression sessions. One service user who attended made the following comment “my life is so much better with these tools and I’m slowly on the road to recovery”. Another responded with “this is just the first step in my life of change”.

4.2.2 A single point of access (SPA) for GP referrals into secondary mental health services has been successfully piloted in Bridgend. This is currently being evaluated with a view to rolling out the scheme in Neath, Port Talbot and Swansea. Interviews are being undertaken with staff who operate the system and with General Practitioners who refer into the SPA The Bridgend scheme will be developed this year to include all referrals to secondary mental health services which will improve access for those who are most vulnerable.

4.2.3 A review of community mental health teams is currently being undertaken in order

to establish a new model of service. This review is in response to a regional review of mental health services commissioned by Western Bay which identified a number of recommendations such as; enhancing the single point of access, reviewing current models and improving crisis interventions. Visits are taking place to crisis units in other parts of the country which will help inform a future model.

- 4.2.4 An accommodation work stream has put in place a single procurement and brokerage process for high cost specialist mental health placements. Within Bridgend we have seen more cost effective placements as a result of adopting the process as well as better outcomes for individuals. A common policy and procedure for aftercare services (under s117 of the Mental Health Act 1983) has been agreed enabling consistency across the region. Recently the work stream has undertaken an accommodation needs mapping exercise. This data is being used in Bridgend to inform adult social care commissioning plans. It is also enabling us to collaborate with colleagues in communities to develop specific mental health housing projects such as increasing the provision of floating support and a specialist housing project for those with complex mental health issues.
- 4.2.5 Improving provision for those in crisis is a key objective in the mental health commissioning plan. Work is currently being undertaken with health colleagues to scope the development of a crisis service. This is in response to service user and carer feedback which has indicated that it is an area which needs improvement.
- 4.2.6 Engagement with service users and carers is improving. A 'Stronger in Partnership' group (SIP) brings together professionals, service users and carers across the Western Bay region. This ensures mental health plans are more responsive to need. An example of this is that carers had raised concerns about the sharing of information. A guidance document has been produced which will be promoted and circulated widely and training for staff on information sharing is ongoing.
- 4.2.7 The Time to Change Wales (TTCW) campaign is a Welsh Government initiative aimed at changing attitudes within the Welsh workforce in relation to mental health. TTCW aims to work with organizations to sign a pledge and develop action plans to create 'mentally healthy' workplaces where staff are actively encouraged to talk about mental health. It is also designed to raise awareness, understanding and tolerance of poor mental health. Bridgend will be signing this pledge as part of a Western Bay commitment in December 2015.
- 4.2.8 Addressing issues of stigma and discrimination is also a priority in the mental health commissioning plan. Training concerning mental health and wellbeing is being rolled out across the Council to raise awareness. An E learning package was launched across the Council in November 2015 to raise awareness of mental health; the different conditions and interventions and issues of stigma and discrimination.
- 4.2.9 A meeting has been held with head teachers to enable the Authority to raise awareness regarding young people and mental health and wellbeing in schools. This initiative also aims to help early identification of mental health concerns regarding young people and facilitate early intervention.
- 4.2.10 As part of the Western Bay collaborative the Authority has supported the development of an electronic library of on line self-help guides to offer information

and advice on a wide range of subjects including anxiety, dealing with bereavement and alcohol dependency. By the 5 November 2015 there had been 1624 visits to the electronic library across the region.

- 4.2.11 Supporting carers to continue in their caring role is a priority in the commissioning plan and a specific forum for carers who support people with mental health issues has been established. There have also been initiatives to support carers at work such as events to raise awareness and provide information as well as a Facebook page for council employees. The intention is to further promote this to encourage carers at work to share their experiences.
- 4.2.12 As part of the preparation for the Social Services and Wellbeing (Wales) Act 2014, a Local Area Coordinator has been appointed to focus on early intervention and signposting. 30 individuals with mental health issues had accessed the service by 5 November 2015. Individuals are being supported within their community networks to access wellbeing activities which is resulting in better outcomes for those individuals. One example is that a gentleman suffering from depression and anxiety was unable to work. He has since been referred into a woodworking project to regain confidence and share his skills with view to eventually returning to work.
- 4.2.13 There has been a comprehensive consultation and engagement exercise on the dementia strategy and delivery plan during the summer period. This has taken the form of focus groups throughout the borough and individuals have also been able to respond via the BCBC website. Approximately one hundred individuals attended the focus groups and, by 5 November 2015, nine people had completed the on line questionnaire. Early indications are that the priorities identified; improvements in service provision, diagnosis and timely intervention, access to information and training are correct although concern has been raised regarding the ability to deliver in a challenging financial context. Additional priorities identified were in relation to improving transport links, improved housing and environment, more preventive measures, information for carers and specific services for those who have a sensory impairment.
- 4.2.14 The Authority has been maximizing the potential of technology with respect to people with dementia. A system for monitoring individual movement (Just Checking) to confirm levels of support required is being piloted. Five Just checking kits are being used currently and positive feedback has been received to date. For one person with dementia who was at risk of falling frequently the system identified that the risks were exacerbated at night. As a result the bed was brought downstairs negating the need for a night sit and reassuring the family carers.
- 4.2.15 The North Community Network is progressing plans to have a dementia friendly community. This is a city, town or village where people with dementia are understood, respected and supported. In a dementia friendly community people will be aware of and understand dementia and people with dementia will feel included and involved. Examples include awareness raising among staff working in shops, libraries, public transport.
- 4.2.16 The Social Services and Wellbeing Directorate are working closely with colleagues in the Communities Directorate to develop a range of accommodation options for people with dementia such as a floating support scheme and extra care housing.

4.2.17 Funding has been made available via the Western Bay community services project to support dementia coordinators in Bridgend. The role of the coordinator is to provide a responsive information and signposting service to people with dementia, their families and carers.

Future challenges

- 4.3 Whilst much has been achieved over the last year a lot remains to be done and there are significant challenges ahead:
- o Demographics - Demand and complexity of cases is growing at a time of decreasing budgets.
 - o Complexity - The Authority is seeing a change in the profile of the people requiring support with mental health. More than 50% have a substance misuse issue. People also have other issues such as physical frailty, sensory impairment, a personality disorder or offending history. Sometimes individuals are a cause of concern in their communities, but they do not want to engage with services or their condition is not of a nature or degree that warrants detention in hospital.
 - o Crisis - People are advising that the Authority does not have adequate crisis provision when they are most in need.
 - o Stigma - People who live with mental health problems are telling us that they are still facing discrimination and hostility, which needs to be tackled.
 - o Transition - there is a need to have clear transitional plans for young people with mental health issues.

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

- 6.1 The report links with objective 4 in the Council's Strategic Equality Plan: "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."
- 6.2 An Equality Impact Assessment has been undertaken on the commissioning and delivery plan which identified a positive impact as the purpose of this plan is to ensure that service users with mental health problems and their carers continue to receive quality and responsive services. However, individual EIA screenings will be undertaken as and when required throughout the development of work streams under this policy and these screenings will be used to inform all decisions on the development of services. The Council is trying to achieve a greater understanding of mental health by everyone working and living in Bridgend so that people with mental health problems in the borough are better understood and better served.

7. Financial Implications.

Additional funding of £70,000 was provided through the Medium Term Financial Strategy for 2015-16 to meet the costs of the growing incidence of mental health cases. The demand and complexity of cases is growing and it will be a challenge to continue to manage this within existing resources.

8. Recommendation.

- 8.1 That the Committee receives this report and notes the developments in mental health services, the mental health commissioning and delivery plan and progress concerning the dementia strategy and delivery plan.

Susan Cooper
Corporate Director of Social Services and Wellbeing
Date: 20 November 2015

Contact officers:
Avril Bracey
Group Manager Mental Health,
Level 2,
Civic Offices,
Angel Street,
Bridgend CF31 4WB

Email: avril.bracey@bridgend.gov.uk

Telephone: 642406

Background papers: None.

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE - EQUALITIES

14 JANUARY 2016

REPORT OF THE CORPORATE DIRECTOR RESOURCES

6 MONTHLY UPDATE ON THE IMPLEMENTATION OF THE STRATEGIC EQUALITY PLAN 2012 - 2016

1. Purpose of report

The purpose of this report is to provide Members with an update on the implementation of the current 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 and impacts on the work of the whole council. This report also supports the following priorities in the Corporate Plan 2013 – 2017:

- **Priority 2:** Helping people to be more self-reliant and
- **Priority 3:** Smarter use of resources

3. Background

3.1 The Strategic Equality Plan and accompanying action plan was developed in 2012 with all service areas identifying how the council could meet its obligations under the Equality Act 2010 and the Public Sector Equality Duty. 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. The target dates for achieving the strategic equality objectives and actions were agreed with service areas.

3.2 Monitoring the council's progress in meeting its strategic objectives is undertaken by the Cabinet Committee Equalities on a six monthly basis.

4. Current situation/ proposal

4.1 Progress against the council's identified objectives is ongoing. Many actions have now been concluded which have supported the development of new/improved service provision. The detail of progress is outlined in appendix 1. The remaining outstanding actions are on

track for completion during the remainder of the current Strategic Equality Plan.

4.2 A summary of the key points to note from the last update are as follows:

- A Community Transport Strategy has now been concluded;
- An Equality and Diversity training programme for front line employees has been developed and is being rolled out;
- An employee LGB & T staff network has been established;
- Equality Impact Assessments continue to be undertaken on new and reviewed services;
- More meaningful consultation and engagement is now undertaken with protected characteristic groups and the public.

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 this report and the progress being made.

Sarah Kingsbury

Head of Human Resources and Organisational Development

Date: 03 December 2015

Contact Officer: Paul Williams, Equality and Engagement Officer

Telephone: (01656) 643606

E-mail: Paul.williams2@bridgend.gov.uk

Postal Address Ravens Court, Brewery Lane, Bridgend, CF31 4AP

Background documents:

None

Bridgend County Borough Council

Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr



www.bridgend.gov.uk



Strategic Equality Plan 2012 – 2016

Revised Action Plan September 2015

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.

Objective 1: Transportation We will help to provide an accessible, cost effective, all inclusive transport network within Bridgend County Borough.	
What are we trying to achieve?	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.
Why this is an important issue:	<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>
How will this support the delivery of our other objectives?	This objective has a clear link to the Council's Improvement Objective: To build safe and inclusive communities supported by an effective physical infrastructure
The performance indicators we will use:	<ul style="list-style-type: none"> ➤ The number of complaints we've received from groups and individuals relating to transport issues
Which Protected Characteristic Groups will be impacted?	<p>Transportation will impact all protected characteristic groups but mainly:</p> <ul style="list-style-type: none"> ➤ Age ➤ Disability ➤ Pregnancy and Maternity
What difference will this objective make to people that live and work in Bridgend County Borough?	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
Increase provision of raised kerbs at bus stops	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
Advertise concessionary bus travel schemes available in Bridgend County Borough on our website	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
Progress the implementation of our dropped kerb programme	Requests will be considered as they are received.	An increase in the number of dropped kerbs	Achieved and ongoing	Street Scene
Taxis	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 / Licensing

Subsidised Routes	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
Improve provision and reduce costs of community transport	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.	Achieved and ongoing	Street Scene
Work with transport providers to ensure that their employees are aware of and sensitive to equality and diversity issues	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 and Engagement Team
Equalities related complaints	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	Street Scene and Engagement Team

'Talking buses'	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 January 2016	Street Scene and Engagement Team
Reporting abuse experienced or witnessed on buses.	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	Engagement Team

Objective 2: Fostering good relations 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.	
What are we trying to achieve?	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.
Why this is an important issue:	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. 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.
How will this support the delivery of our other objectives?	This objective links to the following Council Improvement Objectives: <ul style="list-style-type: none"> ➤ To build safe and inclusive communities supported by an effective physical infrastructure ➤ To work in collaboration with partners to combat poverty and provide children with the best start in life
The performance indicators we will use:	<ul style="list-style-type: none"> ▪ An analysis of the hate crime figures for Bridgend ▪ An attitudinal survey

<p>Which Protected Characteristic Groups will be impacted?</p>	<p>All of the protected characteristic groups will be impacted ie:</p> <ul style="list-style-type: none"> ➤ Disability ➤ Age ➤ Race ➤ Religion or Belief ➤ Gender reassignment ➤ Sex ➤ Sexual orientation ➤ Marriage and Civil Partnership ➤ Pregnancy and Maternity 			
<p>What difference will this objective make to people that live and work in Bridgend County Borough?</p>	<p>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.</p>			
<p>What we will do to achieve this objective</p>	<p>How we will do this</p>	<p>How we will know we've succeeded</p>	<p>Target date</p>	<p>Lead Service</p>
<p>Develop a series of public awareness campaigns around protected characteristics</p>	<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>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>Communications, Marketing and Engagement</p>

Organise an anti-bullying conference for young people	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.	An Anti-Bullying Conference is held annually with young people who are consulted regarding the agenda.	Achieved.	Education and Transformation
Raise awareness of school bullying throughout the county borough and review our anti bullying policies	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.	Close partnership working continues. Anti-bullying programmes have been delivered to over 1500 children and young people. The project continues to work with Year 6 transition pupils to deliver programmes around confidence and self esteem. The project also continues to run workshops during PSE diversity days. An anti-bullying policy is being written to be adopted by BCBC schools.	Achieved.	Education and Transformation
Develop a system to monitor school bullying (victims and perpetrators) by protected characteristics	We will develop a system to help us collect clearer information so that we can better support victims and perpetrators of school bullying.	A Viewpoint project has been concluded. The survey results will be used to assess the needs of children and young people within each school.	Achieved.	Education and Transformation

Build on existing provision of training for teachers on school bullying	We will arrange for further awareness training to be made available to teachers.	More teachers have attended anti-bullying workshops. Welsh Government anti-bullying road shows have been held for teachers from BCBC schools.	Achieved.	Education and Transformation
Advertise events such as Cardiff Mardi Gras and Swansea Pride weekends	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.	These events are now publicised as widely as possible.	Achieved and ongoing.	Communications Marketing and Engagement Team
Holocaust Memorial Day.	We will ensure that BCBC's Holocaust Memorial Day event makes reference to all the groups of people who faced persecution during the Holocaust	To have reflected these groups in every Holocaust Memorial Day commencing in 2012.	Achieved and ongoing	Communications Marketing and Engagement Team
Lesbian, Gay, Bisexual and Transsexual Excellence Centre	We will progress our membership of this organisation and we will work to achieve 'rainbow mark' accreditation for our Customer Contact Centre.	Achievement of the Rainbow Mark for the Customer Contact Centre.	Membership achieved however the charity has now closed.	Communications Marketing and Engagement Team
Work with the Community Safety Partnership and South Wales Police to increase the reporting of hate crime	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.	Practitioner training has taken place, Human Trafficking Awareness sessions were delivered for staff and a Regional Anti-Human Trafficking Multi-Agency Forum has been established.	Good progress made during 2015.	Community Safety Partnership

Domestic abuse	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.	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 reporting issues sooner.	Work ongoing	Community Safety Partnership
Complaints	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.	Community Safety Partnership and police, fire, health and national probation service have robust complaints procedures in place for dealing with such issues as and when they arise	Work ongoing	Community Safety Partnership
Publicity images	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: March 2016	Communications Marketing and Engagement Team
School assemblies	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.	VALREC no longer operating.	Communications Marketing and Engagement Team

Objective 3: The council's role as an employer 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.	
What are we trying to achieve?	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.
Why this is an important issue:	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.
How will this support the delivery of our other objectives?	This objective links to the following Council Improvement Objective: <ul style="list-style-type: none"> ➤ To improve the way we work to ensure effective and efficient use of our financial, technological, physical and human assets
The performance indicators we will use:	➤ Baselined data from our employee survey undertaken in 2012/13
Which Protected Characteristic Groups will be impacted?	All of the protected characteristic groups will be impacted ie: <ul style="list-style-type: none"> ➤ Disability ➤ Age ➤ Race ➤ Religion or Belief ➤ Gender reassignment ➤ Sex ➤ Sexual orientation ➤ Marriage and Civil Partnership ➤ Pregnancy and Maternity
What difference will this objective make to people that live and work in Bridgend County Borough?	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.

What we will do to achieve this objective	How we will do this	How we will know we've succeeded	Target date	Lead Service
Update our induction process to ensure an all-inclusive approach	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
Job advertisement pages.	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
Autistic Spectrum Disorder awareness	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

Develop information packs for: pregnant employees and their partners as well as adoptive parents employees who are also carers older employees considering retirement	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
Update our staff appraisal process to include an equalities element	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
Promote more widely our apprenticeship scheme	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
Provide targeted groups of employees with general equality and diversity training	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.	Achieved	Communications, Marketing and Engagement Team

Provide senior managers as well as frontline (customer facing) staff with a more detailed level of equality and diversity training	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.	Achieved	Communications, Marketing and Engagement Team
Develop networks for those employees sharing a protected characteristic, starting with a lesbian, gay, bisexual and transgender network	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.	Achieved and ongoing	Communications, Marketing and Engagement Team
Update employee policies to ensure an all-inclusive approach	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.	Achieved and ongoing	Communications, Marketing and Engagement Team

Objective 4: Mental health Our Adult Social Care service will build on its partnership work with the third sector to provide mental health support and services.	
What are we trying to achieve?	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.
Why this is an important issue:	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.
How will this support the delivery of our other objectives?	This objective links to the following Council Improvement Objective: <ul style="list-style-type: none"> ➤ To implement better integrated health and social care services to support independence, choice, empowerment, dignity and respect ➤ To improve physical and emotional wellbeing by promoting active lifestyles, participation and learning
The performance indicators we will use:	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.

Which Protected Characteristic Groups will be impacted?	All of the protected characteristic groups will be impacted i.e; <ul style="list-style-type: none"> ➤ Disability ➤ Age ➤ Race ➤ Religion or Belief ➤ Gender reassignment ➤ Sex ➤ Sexual orientation ➤ Marriage and Civil Partnership ➤ Pregnancy and Maternity 			
What difference will this objective make to people that live and work in Bridgend County Borough?	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.			
What we will do to achieve this objective	How we will do this	How we will know we've succeeded	Target date	Lead Service
Relocation of Mental Health Unit	We will participate in Abertawe Bro Morgannwg University Health Board's consultation regarding the proposal to relocate units to Neath Port Talbot.	Local authority and all other stakeholders will have been represented in the engagement and consultation process	Ongoing	Social Care and Wellbeing
We will help to ensure that there is appropriate multi agency support for people with both mental health and substance misuse issues.	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. We will develop a range of appropriate support options in accordance with Department of Health and Welsh Government guidelines. We will involve service users and carers in the design and delivery of support. The delivery of joint services will be monitored by the Joint Mental Health Planning Team and the Substance misuse Action Team.	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,	Ongoing	Social Care and Wellbeing

	<ul style="list-style-type: none"> ○ We will ensure that appropriate individuals from other directorates will be invited to become active members of our service planning and delivery. ○ Multi agency mental health and substance misuse awareness training will be delivered to staff in other directorates where appropriate. 	<p>and they will be members of our joint planning processes. 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>Mental health awareness and understanding training provided for frontline and customer service staff</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>Social Care and Wellbeing</p>

Objective 5: Equal pay 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.	
What are we trying to achieve?	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.
Why this is an important issue:	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.
How will this support the delivery of our other objectives?	This objective links to the following Council Improvement Objective: <ul style="list-style-type: none"> ➤ To improve the way we work to ensure effective and efficient use of our financial, technological, physical and human assets
The performance indicators we will use:	<ul style="list-style-type: none"> ➤ Whether there is a percentage decrease in the pay level gaps between female and male employees of the council.
Which Protected Characteristic Groups will be impacted?	<p>The primary protected characteristic group impacted will be:</p> <ul style="list-style-type: none"> ➤ Sex <p>The secondary protected characteristic groups potentially impacted will be</p> <ul style="list-style-type: none"> ➤ Disability ➤ Age ➤ Race ➤ Religion or Belief ➤ Gender reassignment ➤ Sexual orientation ➤ Marriage and Civil Partnership ➤ Pregnancy and Maternity

What difference will this objective make to people that live and work in Bridgend County Borough?		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.		
What we will do to achieve this objective	How we will do this	How we will know we've succeeded	Target date	Lead Service
New pay and grading system	We will implement our new system in 2013.	The council's Pay and Grading system will be agreed and introduced.	Achieved	Human Resources
Advertise and promote our flexible working policy amongst male employees	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
Mitigation	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 and Human Resources
Job segregation	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

Objective 6: Leisure We will promote fair and equal access to participation in sport and recreation services to all members of the community.	
What are we trying to achieve?	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.
Why this is an important issue:	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.
How will this support the delivery of our other objectives?	This objective links to the following Council Improvement Objective: <ul style="list-style-type: none"> ➤ To improve physical and emotional wellbeing by promoting active lifestyles, participation and learning
The performance indicators we will use:	<ul style="list-style-type: none"> ➤ A percentage increase in the numbers of disabled people, older people and girls accessing sport and recreation services
Which Protected Characteristic Groups will be impacted?	The protected characteristic groups impacted will be: <ul style="list-style-type: none"> ➤ Disability ➤ Age ➤ Race ➤ Religion or Belief ➤ Gender reassignment ➤ Sex ➤ Sexual orientation ➤ Marriage and Civil Partnership ➤ Pregnancy and Maternity
What difference will this objective make to people that live and work in Bridgend County Borough?	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>Equality Impact Assessments:</p> <p>Implement meaningful EIA process and prioritise policies and functions to be subject to EIA</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>Production and publication of a suite of meaningful Equality Impact Assessments. This will be an ongoing exercise.</p>	Achieved	Communities
<p>Data:</p> <p>Identify and collate relevant equality data sets</p> <p>Establish equality information as the base line for measuring access for equality groups and progress against targets</p> <p>Identify the scale of the data and research available</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. 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. We will undertake a mapping exercise on services currently being offered, who accesses these services and how successful the activities and offers are. We will work with Halo to establish measureable information required from the membership database and help make considered assessments on improvements made. 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>A significant increase in the level of service user data collected will be available which will assist the further development of services.</p>	Achieved	Communities

<p>Age Strategy:</p> <p>Increase access to opportunities for older people</p>	<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>More meaningful consultation and engagement with older people is undertaken. Data collected will add value to the development of services.</p>	<p>Achieved</p>	<p>Communities</p>
<p>Partnership working and consultation/engagement:</p> <p>Understand which organisations are delivering already for equality groups</p> <p>Identify areas to work in partnership</p> <p>Identify expertise and relevant groups for meaningful consultation and engagement as further evidence base.</p>	<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>.</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>Communities</p>

<p>Training:</p> <p>Develop awareness of all staff in respect of equality issues. Empower staff to enable frontline decision making and make equality endemic within organisation.</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>To have developed an equality and diversity training programme for customer facing employees</p>	<p>Achieved</p>	<p>Communities</p>
<p>Outreach and development:</p> <p>Improve access for underrepresented groups to Sport and Leisure opportunities</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>An increase in the development of supported sports clubs which are representative of groups</p>	<p>Achieved</p>	<p>Communities</p>
<p>Pricing and access:</p> <p>Review of pricing structures to increase access for marginalised groups</p>	<p>We will review our pricing structure to establish current impact, access and gaps. We will identify and implement different pricing policies to increase access and maximise the use of income. We will review concessionary access issues and the impact on equalities groups.</p>	<p>An increase in the footfall of customers from the protected characteristic groups visiting our leisure services.</p>	<p>Achieved</p>	<p>Communities</p>
<p>Marketing:</p> <p>Increase knowledge of and access to offers</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. 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>An increase in the footfall of customers from the protected characteristic groups visiting our leisure services.</p>	<p>Achieved</p>	<p>Communities</p>

Objective 7: Benefits	
We will introduce measures to mitigate for the effects of the national benefits review on Bridgend County Borough residents.	
What are we trying to achieve?	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.
Why this is an important issue:	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.
How will this support the delivery of our other objectives?	This objective links to the following Council Improvement Objective: <ul style="list-style-type: none"> ➤ To improve the way we work to ensure effective and efficient use of our financial, technological, physical and human assets
The performance indicators we will use:	
Which Protected Characteristic Groups will be impacted?	Protected characteristic groups likely to be impacted will be: <ul style="list-style-type: none"> ➤ Disability ➤ Age ➤ Gender reassignment ➤ Sex ➤ Marriage and Civil Partnership ➤ Pregnancy and Maternity
What difference will this objective make to people that live and work in Bridgend County Borough?	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).	Information is available via leaflets and via BCBC website. Relevant customers advised of LHA changes and changes implemented. Planned awareness roadshows completed; additional roadshows to be arranged as need arises. CTR scheme implemented following consultation. All these will be on-going as and when new legislation is introduced.	Achieved	Finance
	Issuing a general mail shot to all Local Housing Allowance (LHA) customers to advise of current legislative changes		Achieved	Finance
	Raising awareness through attending the Bridgend Equalities Forum		Achieved	Finance
	Implementing DWP funded software designed to aid the identification of affected LHA customers to provide targeted mail shots.		Achieved	Finance
	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	Finance

	Updating Benefit Service's web pages with latest advice and information.		Achieved	Finance
	In conjunction with the Welsh Assembly and all Welsh Authorities, participating in the consultation for the new Council Tax Rebate (CTR) scheme.		Achieved	Finance
	Notifying customers, agencies and affected parties of the new CTR scheme.		Achieved	Finance
	Undertaking CTR road shows/awareness sessions for agencies, Councillors and other interested parties.		Achieved	Finance
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:-	<ul style="list-style-type: none"> • In appropriate circumstances, negotiating with landlords lower rents where possible. • Continuing to promote Housing Options' financial advice service and providing support. • Continuing to negotiate lower rents with landlords where possible. • Mapping provision of welfare rights advice within the county borough and communicating this via our website and via the Bridgend Equality Forum • Updating awarding Discretionary Housing Payment (DHP) guidance taking into account new DWP advice and changes to LHA legislation. • Undertaking an Equalities Impact Assessment for the DHP guidance. • Promoting the DWP funded accommodation sharing website via targeted mail shots and web link. • Promoting Housing Options' financial advice service providing referrals, information and support where necessary. • Promoting direct payment to landlords in order to secure or retain a tenancy. 		Changes are being made to national UK benefits systems. Work to implement is ongoing.	Finance

Objective 8:Cha Data We will develop a system to collect, collate, monitor and publish equalities data on our service users and employees.	
What are we trying to achieve?	<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>
Why this is an important issue:	<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>
How will this support the delivery of our other objectives?	<p>The data objective underpins all of the Council's Improvement Objectives.</p>
The performance indicators we will use:	<ul style="list-style-type: none"> ➤ An increase in the number of employees disclosing sensitive data ➤ An increase in Service User data and personal information
Which Protected Characteristic Groups will be impacted?	<p>All of the protected characteristic groups will be impacted ie:</p> <ul style="list-style-type: none"> ➤ Disability ➤ Age ➤ Race ➤ Religion or Belief ➤ Gender reassignment ➤ Sex ➤ Sexual orientation ➤ Marriage and Civil Partnership ➤ Pregnancy and Maternity

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
Standard equalities monitoring questions	<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>	A significant increase in the level of service user data collected will be available which will assist the further development of services.	Achieved.	Communications, Marketing and Engagement Team

Complainants	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
Equality Impact Assessments	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

Feedback	<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
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<p>Employee data collection exercise -</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>Ongoing project</p>	<p>Communications, Marketing and Engagement Team</p>
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<p>Equalities monitoring of all consultation responses -</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</p>
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Objective 9: Communication, Consultation and Engagement We will improve the ways in which we communicate, consult and engage with those who share a protected characteristic.	
What are we trying to achieve?	<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>
Why this is an important issue:	<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 EHRC reports 'Not Just Another Statistic' and 'Who Do You See', as well as on our previous Corporate Equality Scheme before we drafted the objective. 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>
How will this support the delivery of our other objectives?	<p>This objective underpins all of the Council's Improvement Objectives</p>
The performance indicators we will use:	<p>The number of:</p> <ul style="list-style-type: none"> ➤ BSL videos available on the council's website ➤ The deaf customers using the council's customer contact centre ➤ Achieving and retaining "Action for Hearing Loss" Charter Status ➤ Achieving the LGBT Excellence Centre Rainbow Mark ➤ Achieving the British Deaf Association Charter

Which Protected Characteristic Groups will be impacted?	All of the protected characteristic groups will be impacted ie: <ul style="list-style-type: none"> ➤ Disability ➤ Age ➤ Race ➤ Religion or Belief ➤ Gender reassignment ➤ Sex ➤ Sexual orientation ➤ Marriage and Civil Partnership ➤ Pregnancy and Maternity 			
What difference will this objective make to people that live and work in Bridgend County Borough?	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.			
What we will do to achieve this objective	How we will do this	How we will know we've succeeded	Target date	Lead Service
Provide information in British Sign Language (BSL) on our website	- 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 and Customer Services Team
Provide BSL interpretation at council run events -	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

Better advertise the council's achievement of the disability '2 ticks' symbol -	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
Bridgend College LGBT Group	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
Action on Hearing Loss -	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
British Sign Language training -	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

<p>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)</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</p>
<p>Provide guidance for council employees on engaging with people who share a protected characteristic -</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 how and when to book interpreters and arranging translation of documents. Employees will also be able to produce 'easy read' documents, use plain English principles and accessible document formats.</p>	<p>Achieved and ongoing.</p>	<p>Communications, Marketing and Engagement Team</p>

	web pages on the council's intranet. Basic guide to accessible communications developed and made available to employees, will be further developed.			
Produce a brief document explaining why the council asks equality monitoring questions in order to encourage everyone to respond to them -	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
Produce guidance specifically for protected characteristic groups	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 March 2016 in conjunction with DisabledGo	Communications, Marketing and Engagement Team

<p>Developing major infrastructures</p>	<p>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.</p>	<p>All service areas will deploy a consistent approach to consultation and engagement prior to the design of major infrastructures.</p>	<p>Achieved</p>	<p>Communications, Marketing and Engagement Team</p>
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BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO CABINET EQUALITIES COMMITTEE

14 JANUARY 2016

REPORT OF THE CORPORATE DIRECTOR RESOURCES

DRAFT ANNUAL REPORT 2014 / 2015 ON THE STRATEGIC EQUALITY PLAN

1. Purpose of report

The purpose of this report is to provide members with an update on the work being done to develop the council's fourth annual report (2014 - 2015) on the strategic equality plan (SEP).

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

2.1 The Equality Act 2010 sets out both general and specific duties for local authorities in Wales. The specific duties include the development of a SEP to identify the council's equality objectives and the publication of an annual report.

2.2 The strategic equality plan also supports the council's following corporate priorities:

Priority 2: Helping people to be more self-reliant and
Priority 3: Smarter use of resources

3. Background

The council has published annual reports on its Strategic Equality Plan since 2011/12. The SEP annual report enables the council to:

- Monitor and review its progress against its strategic equality objectives;
- Review its objectives and processes in light of any new legislation and other new developments;
- Engage with relevant stakeholders around equality objectives, providing transparency;
- include relevant updates on equality impact assessments, procurement arrangements and training.

Specifically the report sets out:

- The steps taken to identify and collect relevant information;
- Any reasons for not collecting relevant information;
- Progress towards fulfilling each of the equality objectives;
- Specific employment information, including information on training and pay.

Progress made by the council on each of its nine equality objectives is included in the report which will be of interest to:

- Elected members
- Members of the community and community groups
- Equality and Human Rights Commission and
- Welsh Government

4. Current situation / proposal

4.1 This draft annual report (appendix 1) covers the period 1 April 2014 to 31 March 2015 and must be finalised and published by 1 April 2016.

4.2 In summary, the key points to note from the annual report are:

- The council continues to build on its good relationships with representative groups, e.g. the Muslim Community at Aberkenfig Mosque
- The council has delivered a number of employee equality and diversity training courses during the reporting period e.g. 7 Valuing Difference courses and two Equality Impact Assessment courses
- In 2014 the council retained its Louder than Words Charter and became the first council in Wales to gain the British Deaf Association's British Sign Language Charter status.

5. Effect upon Policy Framework & Procedure Rules.

5.1 As this is an information report, there are no proposed changes to the policy framework and procedure rules.

6. Equality Impact Assessment

6.1 The report provides the committee with information which will positively assist in the delivery of the authority's equality duties.

7. Financial Implications.

7.1 There are no financial implications identified as this is an information/update report.

8. Recommendation.

- 8.1 That the Cabinet Committee notes the progress being made and approves the Strategic Equality Plan Annual Report 2014/15.

Sarah Kingsbury

Head of Human Resources and Organisational Development

Date: 03 December 2015

Contact Officer: Paul Williams
Equalities and Engagement Officer

Telephone: (01656) 643606

E-mail: Paul.williams2@bridgend.gov.uk

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

Background documents:

None

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Bridgend County Borough Council
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr



www.bridgend.gov.uk



Strategic Equality Plan

Annual Report 2014/2015

(Covering the period 1.4.14 – 31.3.15)

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Introduction and background

As an authority our aim is to understand and tackle the barriers to equal opportunities that people face so that everyone has a fair chance to fulfil their potential. We aim to ensure that equality is a part of everything we do and of the services we deliver.

In April 2011 the Public Sector Equality Duty ([the PSED](#)) was introduced and, in the same month, the Welsh Government introduced new regulations putting in place a series of specific duties to underpin the general duty outlined in the Equality Act.

These specific duties help us to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.

The Government and the [Equality and Human Rights Commission](#) (EHRC) have made it clear that we must mainstream equality both internally and externally. To address this we developed our [Strategic Equality Plan](#) in April 2012.

This is our annual report for the period 2014/15 and it:

- Monitors and reviews our progress;
- Reviews effectiveness of arrangements;
- Reviews objectives and processes;
- Covers stakeholder engagement and transparency with our partners and the public.

Developing our Strategic Equality Plan (overview)

In developing our equality objectives we revisited all the previous work we had undertaken.

Draft objectives were developed in January 2012 and our Strategic Equality Plan was published in April 2012. Engagement with service managers and representative groups meant the final action plan was approved in September 2012. In October 2013 we reviewed and updated the [action plan](#).

In developing the action plan we also engaged with:

- The Corporate Director Resources (senior lead equalities officer);
- The Deputy Leader of the council (political equality champion);
- The Equalities Cabinet Committee who are responsible for monitoring the Strategic Equality Plan and how we implement our objectives.

Our heads of service and senior service managers are responsible for ensuring the actions in the Strategic Equality Plan Action Plan are achieved within their service areas.

Quarterly updates on our action plan are provided to the Bridgend Equality Forum, membership of which includes a number of third sector groups and organisations, (representing a number of protected characteristic groups), as well as a number of key local service providers.

More detailed information on how the Strategic Equality Plan was developed can be found [here](#).

Identifying, collecting and using relevant information

In preparing this annual report, we:

- Reviewed and reflected on previous work that already met the general and specific duties;
- Revisited our strategic equality objectives to ensure they are still relevant;
- Used the information gathered during the Strategic Equality Plan consultation and engagement exercise to understand whether:
 - we had the staff and resources to manage the objectives;
 - we felt confident that we could achieve the objectives;
 - the objectives would make a difference to peoples' lives, and;
 - we could meet the objectives within our set timescales.

From this it became clear that we needed to break down each of the objectives to decide on responsibility, timescales, which groups would be affected and how we could measure success in meeting the duties outlined in the Equality Act 2010.

In collating our information we were able to identify gaps in data. However, since our equality objectives were set, we have developed stronger links with the LGB & T and local Muslim communities and will be in a better position to gather relevant information which we can use to revisit our objectives. A need has been identified to engage better with the National Gypsy Council for advice and guidance in gathering relevant and meaningful data and information.

We have made concerted efforts to engage formally via questionnaires or by meeting face to face with people and representative groups. We have developed strong links and will continue to work closely with them to build a collaborative approach to developing our services.

Our reason for improving equalities data on protected characteristic groups was to help us develop an evidence base on which to build effective and meaningful objectives. Our Strategic Equality Plan Action Plan will be updated annually.

Our Strategic Equality Objectives

We developed, consulted on and then agreed the following nine strategic equality objectives:

Equality Objective 1: Transportation	We will help to provide an accessible, cost effective, all-inclusive transport network within Bridgend County Borough.
Equality Objective 2: Fostering Good Relations	We will positively promote a fairer society in Bridgend County Borough by increasing public awareness of the issues faced by people with a protected characteristic.

Equality Objective 3: The council's Role as an Employer	We will build on our efforts to be an inclusive, supportive employer, promoting diversity and equality within our workforce.
Equality Objective 4: Mental Health	Our Adult Social Care service will build on its partnership work with the third sector to provide mental health support and services.
Equality Objective 5: Equal Pay	We will ensure that our employees are paid the same for doing the same job regardless of their protected characteristics.
Equality Objective 6: Leisure	We will provide fair and equal access to participation in sport and recreation activities to all members of the community.
Equality Objective 7: Benefits	We will introduce measures to mitigate for the effects of the national benefits review on Bridgend County Borough residents.
Equality Objective 8: Data	We will develop a system to collect, collate, monitor and publish equalities data on our service users and employees.
Equality Objective 9: Communication, Consultation and Engagement	We will improve the ways in which we communicate, consult and engage with those who share a protected characteristic.

Progress in meeting our objectives during 2014/15 has been:

Transportation

- The Bridgend Coalition of Disabled People has had further meetings with public transport companies to promote equality and diversity and develop training for drivers and staff. The coalition has influenced the content of the training provided with the result that a better quality service is provided. The Coalition is also working with First Cymru buses to develop audio visual provision on buses;
- Our Bridgend taxi forum has not been able to increase the number of wheelchair accessible taxis as we had hoped. We will continue to work with local providers to increase the number;
- Working with our partners a "mystery passenger scheme" has been developed to test transport providers' employees' equality and diversity awareness. As membership of the Bridgend Coalition of Disabled People has greatly increased since the exercise was undertaken, this exercise will be repeated with a view to gathering further feedback from disabled customers;

Fostering good relations

- We have continued to mark and support national campaigns related to each of the protected characteristics via twitter, face book and our website to raise awareness amongst the general public of wider diversity activities and celebrations;
- The fourth annual young peoples' anti-bullying conference took place in 2014 and we are continuing to monitor and raise awareness of the effects of school bullying. Bullying in schools continues to be an issue to address;
- We organised our first anti-bullying schools calendar competition in 2014
- We advertised, supported via twitter, face book and our website Cardiff Mardi Gras, Swansea Sparkle and Swansea Pride demonstrating the council's support for LGB & T issues and events;
- Bridgend's Lesbian, Gay, Bisexual and Transgender forum continued to develop in 2014/15
- We supported and promoted via twitter, face book and our website LGB & T History Month (February) by raising the rainbow and transgender flags throughout the month and decorating our Civic Offices;
- Our annual Holocaust Memorial Day event made clear reference to all the groups of people who faced (and continue to face) persecution during holocausts. In this way we are able to ensure that the memory of these atrocities is kept alive.

The council's role as an employer

- We have developed and delivered equality and diversity training courses for managers and front line customer facing staff.
- A range of e-learning modules to compliment the face to face training have been developed or updated
- Our induction e-learning module has been relaunched and includes core equality information which will assist us in our aspiration to ensure that equalities issues are embedded in everything our managers and employees do;
- We developed and launched our Lesbian, Gay, Bisexual and Transgender staff network;
- We produced employee guidance on working with customers who are transgender or who are from a BME background.

Training and development

We are aware of the need to provide our employees with general equality and diversity training to meet our strategic and statutory obligations. Our programme of training was approved in 2013/14 by our Cabinet Equalities Committee. We deliver:

- **Equality and Diversity Training – Basic Overview**

An e-learning module looking at the general duty within the Public Sector Equality Duty, the nine protected characteristics and links to the Strategic Equality Plan.

- **Equality and Diversity Training – Advanced Overview**

This course covers in more detail the Public Sector Equality Duty, an overview of the specific duties in Wales, our Strategic Equality Plan and issues related

to the nine protected characteristics. (These sessions also raise awareness of the issues employees need to consider when working with/ providing services to people from protected characteristic groups). They cover sensory impairments (visual, hearing and speech) mental health conditions, physical disabilities, learning disabilities and cognitive impairments. Sessions also include legislative requirements in terms of physical access and communication, the Access to Work scheme and health and safety considerations. Targeted employee groups and senior managers undertook this training.

Data

- Further equalities information was collected on our employees in 2014/15. However, this was not a result of a specific piece of work but the result of individual employees updating their own records.

Communication, consultation and engagement

- In 2012 we became the first public body in Wales to be awarded the Action on Hearing Loss (formerly RNID), 'Louder than Words' charter mark. The award recognizes the work we do to ensure that d/Deaf customers and employees can access all of our services. We were reassessed for, and retained the award in 2013, 2014 and 2015;
- In 2013 we began work on the assessment process for the British Deaf Association's BSL Charter Award which we gained in 2014.
- Guidance for employees on engaging with people who share a protected characteristic/s has been produced and has been published on our staff website on the A – Z page. All employees with Intranet access can view these documents.

Our strategic equality objectives each have a range of specific themes and actions documented in the [Strategic Equality Plan](#).

Our objectives aim to improve outcomes for people who share one or more of the protected characteristics. Through our equality work and engagement activity we are aware of some specific priority issues in respect of race, sex and disability. Experience, knowledge and expertise in respect of age, religion and belief, pregnancy and maternity and marriage and civil partnership is developing.

Equality Impact Assessments (EIAs)

We have conducted EIAs since 2009 and have become more aware of the need for EIA training and support for officers, and a more detailed but user-friendly EIA toolkit to make the information gathered more meaningful. A new toolkit and supporting documents have been developed which, together with a list of EIAs done, is available [here](#). Our new toolkit has proved effective on a number of high profile EIAs including those on our new customer charter, the council budget and the relocation of Bridgend Library. We publish EIAs on our website. Further equality and diversity training is planned underlining our commitment to equalities and supporting the development of EIAs.

Procurement arrangements

The Engagement team works with the procurement service to ensure that equality issues are fully integrated into the procurement process.

Employment Information

Employees as at 31 March 2015 by gender and pay grade Gender / pay differences and information

Our Pay and Grading Structure was implemented on 1 September 2013 and a clear and robust mechanism is in place for evaluating the relative grades of positions. This is based on roles and responsibilities as opposed to any individual factor relating to the employee.

Grade	Male	Female	Total
JE grades 1 – 8 (£13,500 - £23,698)	657	3300	3957
JE Grades 9 – 10 (£25,440 - £29,558)	142	217	359
JE Grades 11 – 16 (£30,978 - £48,364)	186	313	499
Chief Officers (£74,542 - £131,091)	8	8	16
Soulbury & Youth Officers (£19,236 - £60,633)	10	44	54
Teachers, Head, Deputy, and Assistant Head Teachers (£22,023 - £107,210)	330	971	1301
TOTAL	1331	4851	6182

Employees as at 31 March 2015 by (where known) protected characteristic

Description	Schools	Other Services	Total	%
Headcount	2955	3227	6182	100%
Full Time	1671	1575	3246	52.5%
Part Time (one post held)	878	1492	2370	38.3%
Multi Part Time	406	160	566	9.2%
Male	513	818	1331	21.5%
Female	2442	2409	4851	78.5%
Disability Declared	62	93	155	2.5%
Carer Responsibilities	203	235	438	7.1%
Ethnic Minority	35	40	75	1.2%
Welsh Speaker	394	449	843	13.6%
Age Profile: 16 – 19	4	7	11	0.2%
Age Profile: 20 – 25	200	105	305	4.9%
Age Profile: 26 – 30	303	222	525	8.5%
Age Profile: 31 – 35	355	296	651	10.5%
Age Profile: 36 – 40	420	343	763	12.3%
Age Profile 41 – 45	496	484	980	15.9%

People who applied for jobs with us.

Between 1 April 2014 and 31 March 2015 we received 8,794 job applications from 4,008 individual applicants. The analysis of applicants is as follows:

Table 3

Description	No. Applicants	%
Male Applicants	1049	26.2
Female Applicants	2952	73.7
Unspecified	7	0.1
Disability declared/:	177	4.4
Age Profile:-		
16 – 25	1224	30.5
26 – 35	1193	29.8
36 – 45	822	20.5
46 – 55	544	13.6
56 – 65	178	4.4
66+	18	0.5
Unknown	29	0.7
Sexual Orientation		
Heterosexual	3506	87.5
Bisexual	17	0.4
Gay Man	35	0.9
Gay Woman/Lesbian	45	1.1
Prefer not to say	125	3.1
Other	15	0.4
Unknown/not declared	265	6.6
Marital Status		
Married	1303	32.5
Living with Partner	631	15.8
Same Sex or Civil Partnership	15	0.4
Separated/divorced	248	6.2
Single	1669	41.6
Widowed	21	0.5
Prefer not to say	37	0.9
Unknown/not declared	84	2.1
Race		
White	3829	95.5
Asian/Asian British	29	0.7
Black/Black British	16	0.4
Chinese	4	0.1
Mixed Race	28	0.7
Prefer not to say	47	1.2
Other Ethnic Group	10	0.3
Unknown / not stated	45	1.1

Internal Job Applicants

The council reported on this figure in the 2013/14 Annual Report. However, there is concern about accuracy of the report for 2014/15, so work is being undertaken to rectify this position to ensure accurate and reliable data is available

Employees who applied to undertake training and how many of those applications were successful.

We currently record formal post entry training applications we receive from our employees. An analysis of employees' data by protected characteristic is included below. During 2014/2015, 6 employees were successful in their application for post entry training and development.

Table 4

Characteristic	No. of employees
Female	5
Male	1
Transgender	0
Age:	
• 26 – 35	5
• 36 – 45	1
Disability	
• Disabled	1
• Not disabled	5
Race	
• White:	6
Sexuality	
• Straight / heterosexual	5
• Unknown / not disclosed	1
Civil Partnership/Marriage:	
• Married	3
• Single	2
• Separated/divorced	0
• Partner	1

No formal applications for post entry training and development received by the Learning and Development Team were refused in 2014/2015.

Grievance and Disciplinary Hearings held during 2014/2015.

During the reporting period, 14 employees submitted a grievance and 45 employees were subject to a disciplinary proceeding.

The data relating to Grievance cases reflects the protected characteristics of the employee making the complaint and the data relating to Disciplinary cases reflects the protected characteristics of an employee against whom a complaint had been made.

Grievances 2014/2015

Characteristic	No. of employees
Female	10
Male	3
Age:	
• 26 – 30	1
• 41 – 45	5
• 46 – 50	4
• 51 – 55	2
• 56 - 60	1
Disabled	1
Not Disabled	12
Race (White)	13
Sexuality – Heterosexual	5
Sexuality – Gay Woman	1
Sexuality - unknown	7
Civil Partnership/Marriage:	
• Married	5
• With partner	2
• Separated/divorced	3
• Single	2
• Unknown	1

Disciplinary procedures

45 employees were the subject to a formal disciplinary investigation.

Characteristic	No. of employees
Female	22
Male	9
Transgender	0
Age:	
• 16 - 19	1
• 26 – 35	3
• 36 – 45	12
• 46 – 55	12
• 56 – 65	3
Disability (no)	15
Disability (unknown)	16
Race:	
• White	20
• Asian	1
• Prefer not to say	7
• Not disclosed	3
Sexuality	
• Heterosexual/straight	4
• Prefer not to say	1
• unknown	26
Civil Partnership/Marriage:	
• Married	9
• Partner	2
• Prefer not to say	1
• Separated/divorced	1
• Single	5
• Unknown	12
• Widowed	1

The number of people who left our employment between 1 April 2014 and 31 March 2015.

The council reported on this figure in the 2013/14 Annual Report. However, during 2014/15, the council's Human Resources and Payroll System (Trent), from which this data is extracted, required a number of software updates which resulted in the council being unable to report on this data for 2014/15. However, the data is expected to be available for the 2015/16 Annual Report.

Engagement and consultation

We aim to include the views of representative groups in our planning and decision making processes. This shows our commitment to developing accessible services for the public and our employees.

Engagement is an important part of our work so we put specific processes in place to ensure that peoples' needs are taken into account and that the dimensions of diversity are all addressed.

Employees and stakeholders who represent the protected characteristic groups will be fully involved with the delivery, implementation and monitoring and evaluation of our objectives.

We will publish reports on the outcome of our engagement activity to show clearly how people have influenced planning and decision making within Bridgend County Borough Council.

Further information on how people were engaged in the development of our objectives and how they influenced the process can be seen [here](#).

Contact us

Our Strategic Equality Plan annual report is not just a council report; it has been written following work we have done with our partners such as the Bridgend Equality Forum, and seeks to ensure that Bridgend County Borough is a fair and welcoming place to be. The plan was written based on what we knew about our services and on the views and needs of Bridgend citizens and the people who use our services.

If you would like a copy of the Strategic Equality Plan in hard copy or in an alternative format please let us know:

By email: talktous@bridgend.gov.uk

By telephone: 01656 643643

By textphone: 18001 01656 643643

By fax: 01656 668126

In writing:

Bridgend County Borough Council Civic Offices, Angel Street, Bridgend, CF31 4WB.

Our Customer Contact Centre is open from 8am to 5.30pm Monday to Friday

and we have a [Complaints Procedure](#).

Or, to contact a department directly, please refer to the [A-Z of Services](#)

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