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Rhowch wybod i ni os mai Cymraeg yw eich
dewis iaith.*

*We welcome correspondence in Welsh. Please
let us know if your language choice is Welsh.*



**Gwasanaethau Gweithredol a Phartneriaethol /
Operational and Partnership Services**

Deialu uniongyrchol / Direct line /: 01656 643147
Gofynnwch am / Ask for: Andrew Rees

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

Dyddiad/Date: 6 July 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 July 2016 at 2.00 pm.**

AGENDA

1. Apologies for Absence
To receive apologies for absence from Members.
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 - 8
To receive for approval the Minutes of a meeting of the Cabinet Equalities Committee of 28 April 2016
4. Community Relations in Bridgend County Borough 9 - 10
5. Annual Report on Equality in the Workforce 11 - 18
6. Welsh Language Standards Annual Report 2015/16 19 - 30
7. Development of the Strategic Equality Plan 2016-2020 Action Plan 31 - 98
8. Update Report on Implementation of the Welsh Language (Wales) Measure 2011 and Welsh Language Standards 99 - 108
9. 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 meeting as a matter of urgency

Yours faithfully

P A Jolley

Corporate Director Operational and Partnership Services

Distribution:

Councillors:

HJ David
MEJ Nott OBE
CL Reeves

Councillors

CE Smith
HJ Townsend
PJ White

Councillors

HM Williams

Invitees:

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

Public Document Pack Agenda Item 3

CABINET COMMITTEE EQUALITIES - THURSDAY, 28 APRIL 2016

MINUTES OF A MEETING OF THE CABINET COMMITTEE EQUALITIES HELD IN COUNCIL CHAMBER, CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON THURSDAY, 28 APRIL 2016 AT 11.00 AM

Present

Councillor HJ Townsend – Chairperson

HJ David
PJ White

M Gregory
HM Williams

MEJ Nott OBE

CE Smith

Officers:

Emma Blandon
Paul Williams
Sarah Daniel

Equality Officer
Democratic Services Officer – Committees

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
Councillor M Thomas
Mr Riaz Hassan - Regional Community Cohesion Coordinator

120. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor D Sage

121. DECLARATIONS OF INTEREST

None

122. APPROVAL OF MINUTES

RESOLVED: That the minutes of a meeting of the Cabinet Committee Equalities was approved as an accurate record of the meeting

123. UPDATE REPORT ON IMPLEMENTATION OF THE WELSH LANGUAGE (WALES) MEASURE 2011 AND WELSH LANGUAGE STANDARDS

The Equalities Officer presented a report to update Cabinet Equalities Committee on the implementation of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards. He explained to Members that the Authority received its final compliance notice on 30 September 2015 and had since been preparing for compliance with the standards by holding initial awareness raising sessions for staff between July and

September 2015. He advised Members that a Welsh Language Standards Implementation Board had also been established which was chaired by the Head of Human Resources and Organisational Development and comprising directorate representatives.

The Equalities Officer advised the Committee that attached at appendix two to the report were a list of the standards that the Authority had appealed and were waiting for a response to.

A Member asked if Welsh Government had provided statistics that had been achieved as a result of the implementation of the standards. The Equalities Officer advised Members that they had not received any specific data from Welsh Government. He added that the only information they had was based on Census data which confirmed that 9.7% of people in Bridgend spoke Welsh. He added that further information would be available from a forthcoming national survey in Wales that may assist, however the information was not yet available.

A Member was concerned that the implementation of the standards would not increase or encourage Welsh speakers in the Borough and suggested that the resources would be better placed in Welsh Medium Schools. Another member agreed and stated that the implementation of the Welsh Language standards was forcing the Welsh language onto people, particularly those who did not speak Welsh. She agreed that it should be made available to those who wish to use it. The Member was also concerned that as a basic Welsh language speaker, if a constituent wished to communicate in Welsh then she would have difficulty.

The Equalities Officer advised that this was a concern as the Authority does not have a large number of Welsh speakers. He added that if a situation was presented to Members where they had a constituent that wished to communicate in Welsh that Officers at the Authority could arrange simultaneous translation to Members. The Chairperson was concerned that this could cause delays in some processes, particularly in Social Services.

A Member noted that some other Authorities have two websites one each for English and Welsh and asked if BCBC had considered doing the same for ease of use.

The Marketing and Engagement Manager stated that the Authority had not considered this because BCBC was not fully bilingual and there were not enough pages of the website that had been translated. She added that the translation of the website was currently under appeal as there would be a huge amount of work and Resource involved in getting it fully bilingual. She further added that the Authority was reviewing the content of the web pages as anything unnecessary could be removed.

A Member asked if BCBC were consistent with other Local Authorities on what standards had been appealed. The Equalities Officer stated that the appeals were similar to other Local Authorities but some had appealed far less than what BCBC had. He advised that the Authority were expecting a lot more requests than had been received to correspond in Welsh since the implementation of the standards, however requests for using the Welsh Language in the Authority had not increased to date.

A Member asked for clarification on the appeal and if it was to not comply with the standards indefinitely, or, if it was for an extension in time in which to comply with them. The Equalities Officer stated that it was generally for more time to comply with the standards but some were appealed on the grounds of proportionality and reasonableness.

A Member asked if the penalty fines were suspended during the appeals process and the implication of not adhering to the standards if the appeals were not successful. The Equalities Officer advised that no fines would be issued during the appeals process and fines will not be backdated if the appeals were not upheld. He added that the Authority were trying to be reasonable in complying with as many standards as possible as once the outcomes of the appeals were confirmed, there would potentially be a £5k fine per non-compliance with a standard.

Members were collectively concerned about the recurrent budget pressure and costs of implementing the Welsh Language Standards. The Cabinet Member Communities advised that if the Authority were able to research the percentage of people in the Borough that were able to conduct a business meeting in Welsh, that alone would be enough to appeal more of the standards. The Equalities Officer advised that the appeals process was now closed and any further appeals submitted would not be considered. Members stated that if the Authority were able to evidence the statistics in that there was not an increase in the use of the Welsh Language then the Authority could lobby AMs to move an amendment to the Welsh Language Measure.

RESOLVED: The Cabinet Equalities Committee noted and considered the report

124. **FORWARD WORK PROGRAMME 2016-2017**

The Equalities Officer gave a report to seek Cabinet Equalities Committee approval for the proposed Forward Work Programme for 2016-17 which was attached to the report at Appendix 1.

RESOLVED: That the Cabinet Equalities Committee approved the proposed Forward Work Programme 2016-17

125. **HUMAN TRAFFICKING AND SLAVERY IN BRIDGEND**

The Equalities Officer welcomed and introduced to the Cabinet Committee Riaz Hassan, Regional Community Cohesion Coordinator for Bridgend, Neath Port Talbot and Swansea Councils who gave a presentation to the Cabinet Committee on A Local Perspective for Anti-Slavery/Human Trafficking which included case studies local to Bridgend.

The Chairperson thanked Mr Hassan for the presentation and stated that the case studies were horrendous. She added that the Child Sexual Exploitation Lead Officer for BCBC now has weekly meetings with the police, and Members of the Authority have had awareness training sessions on this.

A Member asked what the BCBC policy on the outcomes of the report were and if this would be on the Forward Work Programme for the Committee. The Chairperson advised that the Authority were already addressing many of the outcomes from the report, including Officers from Social Services and Western Bay Children and Adult Safeguarding Boards to ensure a safe and consistent flow of information between both groups. She added that the Strategic Plan was on the Forward Work Programme for the Cabinet Committee for the next year's programme of meetings.

The Leader thanked the Community Cohesion Coordinator for his insightful presentation. He added that he felt that awareness sessions would be beneficial for all Members so they were able to share the information with their constituents. He

suggested a pre-Council presentation for all Members. He added that it was frightening that the issues were on the increase despite added resources and awareness sessions. A Member referred to the number of intelligence submissions relating to Human Trafficking for Bridgend, Maesteg and the Vale of Glamorgan and stated that the low figures for this area compared to other areas made her feel uneasy and thought it reflected a lower priority for the area.

One Member stated that she thought it should be mandatory for anyone that witnesses something that they have a duty to report it. She added that Child Sexual Exploitation training would also be an advantage so Members know the signs to look for and are then able to report it to the relevant person.

RESOLVED: That Cabinet Equalities Committee received and considered the report and appendix

126. URGENT ITEMS

None

127. DEVELOPMENT OF THE STRATEGIC EQUALITY PLAN 2016-2020

The Equalities Officer submitted a report to the Cabinet Equalities Committee of the approval at Cabinet on 15 March 2016 of Bridgend County Borough Council's Strategic Equality Plan 2016-2020

The Equalities Officer stated that nine equality objectives set in 2012 were reviewed in order to develop the SEP for 2016-2020. The review of the objectives was based on progress made, further consideration of the protected characteristics, local and national issues, learning from networks and partnerships, feedback received from equality and diversity groups consideration of the Councils priorities and external reports. As a result of the review, the equality objectives were reduced from nine to seven.

The Equalities Officer advised that a detailed SEP action plan would be developed during 2016 and further consultation and engagement would be arranged. The action plan would outline the specific tasks and actions to be undertaken over the next four years and would be outcome focused. He added that the final action plan would be presented to Cabinet Equalities Committee for approval in July 2016

A Member asked if those that were educated at home were included in objective 5 as it was not mentioned in the report. The Equalities Officer confirmed that it was included in the objective and would form part of the action plan.

A Member asked how many copies of the plan had been requested in Welsh. The Equalities Officer stated that the plan was available in Welsh online but they could look at the statistics as to how many had accessed the Welsh version.

A Member asked if the Authority had received any negative feedback from the Transgender Community for grouping them together with the Lesbian, Gay and Bisexual community. The Equalities Officer stated that the transgender community have given positive feedback rather than negative and they appreciate the Authority's commitment to them.

CABINET COMMITTEE EQUALITIES - THURSDAY, 28 APRIL 2016

RESOLVED: That the Cabinet Equalities Committee noted the content of the report and the approval of Cabinet on 15 March 2016 of the Strategic Equality Plan 2016-2020

The meeting closed at 12.40 pm

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BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO CABINET EQUALITIES COMMITTEE

14 JULY 2016

REPORT OF THE CORPORATE DIRECTOR – OPERATIONAL AND PARTNERSHIP SERVICES

COMMUNITY RELATIONS IN BRIDGEND COUNTY BOROUGH

1. Purpose of Report

The purpose of this report is to inform Cabinet Equalities Committee of current intelligence surrounding community relations within Bridgend County Borough.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

2.1 The Strategic Equality Plan (SEP) 2016 - 2020 is a statutory plan that impacts on the whole of the council. The SEP outlines equality objectives that are linked to fostering good relations, awareness raising and community cohesion.

2.2 This report also supports the following corporate priorities:

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

3. Background

3.1 Members of the Cabinet Equalities Committee previously expressed an interest in having a better understanding of community relations in Bridgend County Borough and whether there is evidence of any community tensions in the county borough

4. Current situation / proposal.

4.1 South Wales Police has a Hate Crime Officer covering Bridgend County Borough and the Vale of Glamorgan. The Hate Crime Officer will provide members with:

- a definition of community tensions and an explanation of what this means;
- the reasons why community tensions need to be monitored in our area;
- the types of incidents, events and occurrences that can impact community dynamics;
- an overview of community cohesion in Oldham;
- a practical hypothetical example and
- examples of the current tensions in Bridgend County Borough.

5. Effect upon Policy Framework & Procedure Rules

5.1 The report has no direct effect upon the policy framework or procedure rules.

6. Equality Impact Assessment

Whilst no Equality Impact Assessment has been carried out, this report will positively support the authority in meeting its equality duties.

7. Financial Implications.

7.1 There are no financial implications within this report.

8. Recommendation.

8.1 That Cabinet Equalities Committee receives and considers this report.

Andrew Jolley

Corporate Director – Operational and Partnership Services

Date: 24 June 2016

Contact Officers:

Sarah Kingsbury

Head of Human Resources and Organisational Development

Email: Sarah.kingsbury@bridgend.gov.uk

Telephone: 643212

Paul Williams

Equality Officer

Email: Paul.williams2@bridgend.gov.uk

Telephone: 643606

Background papers: None.

BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO CABINET COMMITTEE - EQUALITIES

14 JULY 2016

**REPORT OF THE CORPORATE DIRECTOR – OPERATIONAL AND
PARTNERSHIP SERVICES**

ANNUAL REPORT ON EQUALITY IN THE WORKFORCE

1. Purpose of Report

To provide Cabinet Equalities Committee with data on the council's workforce as at 31 March 2016 and an update on employment related developments.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

Analysing and using workforce data helps the council meet its statutory equality duties and support the following Corporate Priorities:

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

3. Background

3.1 Reliable workforce data enables us to:

- meet our statutory duties and obligations in relation to the Equality Act, the Public Sector Equality Duty and the Welsh language standards;
- provide meaningful information aiding decision making.

4. Current situation / proposal

4.1 Workforce data

4.1.1 Appendices 1 and 2 provide profiles of the council's workforce as at 31 March 2016. Data provided includes the number of employees disclosing as LGBT, those with a disability, employees who are also carers, those from a BME background and a breakdown of employees' Welsh speaking, reading and writing skills.

4.1.2 The workforce information is based on data provided by employees in relation to their protected characteristics and their ability to speak, read and/or write in Welsh. Whilst it is not mandatory for employees to provide such data, every effort is being made to improve the level and accuracy of this information. This involves the development of the Employee Self Service Module within the HR system which will enable employees who are desk top users, to access and update, when necessary, their own personal details. Further actions will be developed to reach other employees as part of this exercise.

4.2 **Developments**

4.2.2 The council's Strategic Equality Plan 2016 – 2020 was approved at Cabinet on 15 March 2016. A strategic objective within the plan is "Our role as an employer". Actions within this objective which will be supported by accurate workforce data include:

- reviewing our pay and grading structure and
- continuing to develop staff networks for those employees sharing a protected characteristic.

4.2.3 Equality and diversity training and development was provided during 2015 to frontline staff. Training continues to be provided via e: learning modules on the following areas:

- Introduction to equality and diversity;
- Equality Impact Assessments;
- Mental health awareness;
- Disability Equality;
- Race Equality;
- Hate crime;
- Carers awareness and
- Young carers.

An e: learning module on completing Equality Impact Assessments has been completed by key officers and managers across all directorates. Feedback from these managers will be used to determine whether further training is required.

Welsh language "Meet and Greet" training has been provided to 379 frontline staff to support the implementation of the Welsh language standards. Further training is in place to reach another 25 frontline staff. To further support the council's compliance with the standards, Cwrs Mynediad is being offered to those employees who have completed the meet and greet training, to enable them to develop their language skills.

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

7.1 None

8. Recommendation

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

Sarah Kingsbury

Head of Human Resources and Organisational Development

Date: 24 June 2016

9. Contact officers:

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

Email: Paul.williams@bridgend.gov.uk

Telephone: 643606

Background papers: None.

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Equalities Workforce Information

The workforce information is based on the data provided by employees in relation to their protected characteristics and ability to speak, read and write in the Welsh language. Whilst it is not mandatory for employees to provide such data, every effort will be made to improve the level and accuracy of this information.

Initially, this will involve developing the Employee Self Service Module within the HR system. This will enable employees, who are desk top users, to access and update, when necessary, their own personal details. Further actions will be developed to reach other employees as part of this exercise.

The following reports have been developed in line with other Workforce Information reports for internal and external purposes. These are based on the following principles being applied to ensure accuracy and consistency of information:

- All permanent, temporary, fixed term and casual/relief employees are included
- In Appendix 1, each employee is counted once to give an accurate headcount in BCBC.
- The % breakdown is the number of employees with the designated protected characteristic against the total number of employees across the authority.
- At appendix 2 these figures are broken down to Schools and All Other Services. There are 295 employees who have a position in both Schools and All Other Services. To ensure accurate data for these areas, they are included under both. As such, the totals for each area will not total the overall BCBC figure.

Consequently, it is important to note that the following figures will not match previous figures reported to the Equalities Committee.

BCBC Equality Breakdown – as at 31/03/2016

Description	BCBC - as at 31.03.2016			
	Male	Female	Total	%
Total Headcount	1284	4927	6211	
Of the above :				
Full Time	997	1714	2711	43.6%
Part Time	287	3213	3500	56.4%
Total				
Disability Declared	36	72	108	1.7%
Carer Responsibility Declared	38	250	288	4.6%
Ethnic Minority	11	69	80	1.3%
Welsh Speaker				
'A little'	122	511	633	10.2%
'Fairly Good'	23	77	100	1.6%
'Fluent'	41	219	260	4.2%
Welsh Reader				
'A little'	121	522	643	10.4%
'Fairly Good'	29	92	121	1.9%
'Fluent'	40	218	258	4.2%
Welsh Writer				
'A little'	90	426	516	8.3%
'Fairly Good'	21	78	99	1.6%
'Fluent'	38	208	246	4.0%
Bisexual	3	13	16	0.3%
Gay Man	0	15	15	0.2%
Gay Woman / Lesbian	1	12	13	0.2%
Transgender	2	5	7	0.1%
Age Profile				
16-19	13	28	41	0.7%
20-25	74	262	336	5.4%
26-30	114	426	540	8.7%
31 - 35	124	550	674	10.9%
36 - 40	145	596	741	11.9%
41 - 45	159	782	941	15.2%
46 - 50	188	760	948	15.3%
51 - 55	201	703	904	14.6%
56 - 60	145	530	675	10.9%
61 - 65	88	217	305	4.9%
66 +	33	73	106	1.7%
Total	1284	4927	6211	

Note

1. The following figures will not match previous figures reported to the Equalities Committee.
2. Each employee is counted once to give an accurate headcount in BCBC
3. The % breakdown is the number of employees with the designated protected characteristic against the total number of employees across the authority.

Schools and Non Schools Equality Information – as at 31/03/2016

Description	Schools				All Other Services			
	Male	Female	Total	%	Male	Female	Total	%
Total Headcount	541	2700	3241		757	2508	3265	
Of the above :								
Full Time	398	911	1309	40.4%	603	810	1413	43.3%
Part Time	143	1789	1932	59.6%	154	1698	1852	56.7%
Total								
Disability Declared	4	15	19	0.6%	32	62	94	2.9%
Carer Responsibility Declared	7	66	73	2.3%	32	192	224	6.9%
Ethnic Minority	3	30	33	1.0%	8	44	52	1.6%
Welsh Speaker								
'A little'	31	255	286	8.8%	92	288	380	11.6%
'Fairly Good'	14	45	59	1.8%	10	36	46	1.4%
'Fluent'	25	147	172	5.3%	16	78	94	2.9%
Welsh Reader								
'A little'	27	243	270	8.3%	95	302	397	12.2%
'Fairly Good'	15	48	63	1.9%	15	47	62	1.9%
'Fluent'	25	148	173	5.3%	15	76	91	2.8%
Welsh Writer								
'A little'	22	222	244	7.5%	69	227	296	9.1%
'Fairly Good'	14	45	59	1.8%	8	35	43	1.3%
'Fluent'	24	143	167	5.2%	14	71	85	2.6%
Bisexual	0	3	3	0.1%	3	11	14	0.4%
Gay Man	5	0	5	0.2%	10	0	10	0.3%
Gay Woman / Lesbian	0	2	2	0.1%	1	10	11	0.3%
Transgender	0	0	0	0.0%	2	5	7	0.2%
Age Profile								
16-19	6	14	20	0.6%	8	15	23	0.7%
20-25	42	165	207	6.4%	33	115	148	4.5%
26-30	70	260	330	10.2%	45	189	234	7.2%
31 - 35	56	324	380	11.7%	71	251	322	9.9%
36 - 40	74	358	432	13.3%	72	268	340	10.4%
41 - 45	70	455	525	16.2%	89	380	469	14.4%
46 - 50	70	405	475	14.7%	119	400	519	15.9%
51 - 55	57	360	417	12.9%	145	397	542	16.6%
56 - 60	41	224	265	8.2%	106	327	433	13.3%
61 - 65	32	91	123	3.8%	59	134	193	5.9%
66 +	23	44	67	2.1%	10	32	42	1.3%
Total	541	2700	3241		757	2508	3265	

Note

1. The following figures will not match previous figures reported to the Equalities Committee.
2. There are 295 employees who have a position in both Schools and All Other Services. To ensure accurate data for these areas, they are included under both. As such, the totals for each area will not total the overall

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET EQUALITIES COMMITTEE

14 JULY 2016

REPORT OF THE CORPORATE DIRECTOR – OPERATIONAL AND PARTNERSHIP SERVICES

WELSH LANGUAGE STANDARDS ANNUAL REPORT 2015/16

1. Purpose of Report

To inform Cabinet Equalities Committee of the content and approach taken with the council's Welsh Language Standards annual report 2015/16.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

The Welsh Language (Wales) Measure 2011 introduced Welsh language standards which impact upon the work of the whole council. The standards link to the equalities agenda, form a key component of the council's Customer Care Programme and link to the following corporate priorities:

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

3. Background

The Welsh Language Standards give Welsh speakers improved, enforceable rights in relation to the Welsh language. The council received its final compliance notice on 30 September 2015 which outlined 171 standards requiring compliance.

Standards 158, 164 and 170 require the council to produce and publish an annual report, in Welsh, by 30 June each year. The annual report 2015/16 covers the period during which the council was required to comply with the Welsh language standards i.e. 30 and 31 March 2016. The content of this first annual report therefore may differ from that of future reports.

4. Current situation / proposal

4.1 The council's Welsh language standards annual report 2015/16 is attached as appendix 1.

The report outlines:

- The preparations for compliance with the March 2016 standards made by the council and the ways in which the council has complied with the standards;
- the number of complaints received by the council during the period in question;
- the number of employees who have Welsh language skills at the end of the year;

- the number of employees attending training courses offered in Welsh during the period and the percentage of staff attending who attended the Welsh version;
- the number of new and vacant posts advertised during the period categorised as posts where either –
 - Welsh language skills were essential;
 - Welsh language skills needed to be learnt following appointment to the post;
 - Welsh language skills were desirable and
 - Welsh language skills were not necessary.

The report also includes data relating to:

- reception services;
- the number of Full Equality Impact Assessments undertaken.

The standards that relate to publishing an annual report do not require that the report be approved by the council or the Welsh Language Commissioner prior to publication as was previously required.

5. Effect upon Policy Framework & Procedure Rules

There are no proposed changes to the Policy Framework and Procedure Rules.

6. Equality Impact Assessment

This is an information report. As such, no Equality Impact Assessment is required.

7. Financial Implications

None within this report

8. Recommendation

It is recommended that Cabinet Equalities Committee receives and considers this report and the Welsh Language Standards annual report 2015/16.

Sarah Kingsbury
Head of Human Resources and Organisational Development
Date: 24 June 2016

Contact officers:
Paul Williams
Equalities Officer
Wing 3
Ravens Court
Brewery Lane
Bridgend CF31 4AP

Telephone: 643606
Paul.williams2@bridgend.gov.uk

Background documents: None

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WELSH LANGUAGE STANDARDS

ANNUAL REPORT 2015/16

This document is also available in Welsh

1. Introduction

Bridgend County Borough Council is required to produce and publish an annual report by the 30 June each year under the new Welsh Language Standards.

The 2015/16 annual report covers the following:

- The way/s in which the council has prepared for compliance with the March 2016 Welsh Language Standards;
- The period during which Bridgend County Borough Council was required to comply with the Welsh Language Standards i.e. 30 and 31 March 2016.

The requirement to produce and publish this annual report is outlined in the following standards:

158	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply. (3) You must publish the annual report no later than 30 June following the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available— (a) on your website, and (b) in each of your offices that are open to the public.</p>
164	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply. (3) You must publish the annual report no later than 30 June following the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available - (a) on your website, and (b) in each of your offices that are open to the public.</p>
170	<p>(1) You must produce a report (an "annual report") in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year. (2) the annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) - (a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151); (b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152); (c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152); (ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where - (i) Welsh language skills were essential, (ii) Welsh language skills needed to be learnt when appointed to the post, (iii) Welsh language skills were desirable, or (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154; (d) the number of</p>

<p>complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply. 3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available (a) on your website, and (b) in each of your offices that are open to the public.</p>

2. How the council has prepared for compliance with the March 2016 standards

- a) In summary, the council has taken the following steps towards compliance with all March 2016 standards:
- has a lead officer for Welsh language and equalities;
 - held staff awareness-raising sessions in the summer of 2015;
 - set up a Welsh Language Standards Board, chaired by the Head of Human Resources and Organisational Development, that consists of directorate representatives who have responsibility for jointly interpreting the requirements of the standards, collating and disseminating data and monitoring compliance;
 - developed an action plan and put our standards into ten key themes. Each theme has a lead officer who ensures the standards under those themes are communicated and that plans are in place to ensure these standards are met;
 - developed a communications plan to ensure that regular information is being filtered through the organisation in a consistent and timely way;
 - developed a risk register to help identify what actions need to be put in place to ensure compliance with the standards;
 - developed a team of Welsh Language Champions who help to raise awareness of the standards and provide support and guidance to staff;
 - developed staff intranet pages so employees can reference information on the standards and access resources that will help them in their day-to-day roles;
 - issued regular communications to employees through email and staff newsletters;
 - developed a series of briefing sessions for staff across all service areas during March 2016;
 - introduced a Welsh Language Standards email account for staff to ask questions. This was also used to develop FAQs which were circulated to all staff;
 - provided front-line staff with Welsh language training enabling them to meet and greet customers bilingually.

b) Service Delivery standards:

The steps undertaken by the council to comply with the Service Delivery standards can be summarised as:

- external telephone customers are greeted bilingually (Welsh followed by English) and, where relevant, conversations continue in Welsh until they are concluded or callers are passed to Welsh speaking staff (if available), or to English speaking staff if no Welsh speaker is available and the customer is agreeable to this;
- the council has the same number for its main telephone number, call centre numbers and helpline numbers for Welsh and English callers. If a Welsh service is not available callers are advised, in Welsh when such a service will be available. Welsh language callers to the council's main telephone number are also able to leave a message in Welsh;
- Welsh language training for all front-line staff in reception areas has been provided to 48 staff on 30 and 31 March 2016. Staff taking direct calls have access to resources to help them do this. When telephone numbers are advertised the council aims to ensure it states calls are welcomed in Welsh and English;
- attendees at meetings are asked whether they would like the meeting to be conducted in Welsh and, if so, either simultaneous translation is arranged or, the meeting may be conducted in Welsh if the employee is a Welsh speaker;
- the council sends bilingual invitations to public meetings and to those that we fund by fifty per cent. Anyone presenting at the meeting will be asked if they wish to use Welsh as well as attendees being told that they are welcome to use the Welsh language if we are advised in advance of the meeting;
- the council assesses the need for education courses open to the public to be provided in Welsh;
- bilingual public-facing marketing, advertising and publicity materials are produced;
- bilingual public-facing policies, strategies, consultation papers and brochures are produced and we ensure that any press statements issued by the communications team are bilingual unless the media outlet has selected one language only and we have recorded this;
- Welsh social media messages are responded to in Welsh;
- when street, place and direction signs are replaced following damage or normal wear and tear, they are replaced with bilingual signs with the Welsh text positioned so as to be read first;
- bilingual official notices are produced;
- reception staff who are able to speak Welsh wear lanyards to identify themselves as Welsh speakers. Reception staff who are learning

Welsh are encouraged to wear lanyards to identify themselves as learners;

- any audio announcements we make are bilingual with Welsh coming first;
- grant applications (and the process) may be made in Welsh;
- tenders and associated interviews may be made/held in Welsh.

c) Policy Making standards:

The steps undertaken by the council to comply with the Policy Making standards can be summarised as:

- our EIA process has been revised to include specific sections and guidance on the requirements of the Welsh Language Standards for managers to use when policies are being revised or developed;
- participants to consultation and research activities are asked for their views on whether the policy decision could impact the use of the Welsh language;
- the effects that awarding grants may have on the use of the Welsh language are considered.

d) Operational standards:

The steps undertaken by the council to comply with the Operational standards can be summarised as:

- a policy on using Welsh in the workplace has been developed which outlines how staff can be supported to use Welsh internally in their day-to-day business;
- staff have been provided with software to check their Welsh grammar and spelling;
- our intranet homepage and menus are bilingual and fully functional. Welsh language pages correspond with English pages and links are provided between these pages;
- we have developed a system for capturing details of all employees' Welsh language skills;
- standard wording for 'out of office' messages for emails has been provided to staff;
- a logo has been provided to Welsh speaking employees to use on email signatures to identify them as being Welsh speakers or learners;
- in order to increase the number of Welsh speaking employees and improve the Welsh language service provided by the council, all positions will be advertised with Welsh desirable, unless the screening identifies an essential requirement. This is reported on in more detail within this annual report;

- recruitment applicants are able to receive all documentation in Welsh and access the selection process in Welsh if required;
- the signage in our main reception area is bilingual with Welsh positioned so as to be read first.

3. Complaints received by the council on 30 and 31 March 2016.

- a) **Service Delivery standards:** none received/recorded.
- b) **Policy Making standards:** none received/recorded.

4. Employee skills and training:

- a) **The number of employees who had Welsh language skills at the end of the financial year (31 March 2016):**

The following data relates to employees as at 31 March 2016:

	Schools	%	Other Services	%
Welsh speaker				
○ a little	286	8.8%	380	11.6%
○ fairly good	59	1.8%	46	1.4%
○ fluent	172	5.3%	94	2.9%
	517	16.0%	520	15.9%
Welsh reader				
○ a little	270	8.3%	397	12.2%
○ fairly good	63	1.9%	62	1.9%
○ fluent	173	5.3%	91	2.8%
	506	15.6%	550	16.8%
Welsh writer				
○ a little	244	7.5%	296	9.1%
○ fairly good	59	1.8%	43	1.3%
○ fluent	167	5.2%	85	2.6%
	470	14.5%	424	13.0%

The total number of schools employees was 3241 and the total number of employees working in other services was 3265.

- b) **The number of employees who attended training courses offered in Welsh on 30 and 31 March 2016:**

No courses offered in Welsh were arranged on 30 and 31 March 2016.

- c) **Where Welsh versions of courses were held on 30 and 31 March 2016, the percentage of staff who attended the Welsh course:**

N/A.

5. Recruitment and selection:

a) The number of new and vacant posts advertised on 30 and 31 March 2016 which were categorised as posts where –

- i. Welsh language skills were essential – 1,
- ii. Welsh language skills needed to be learnt when appointed to the post – 0,
- iii. Welsh language skills were desirable – 0, or
- iv. Welsh language skills were not necessary - 17.

To assist the council in complying with Standard 170 it has:

- i. revised its Managers' Recruitment and Selection Guidelines;
- ii. updated its associated e-learning module to clarify the need for Welsh;
- iii. language skills for vacancies to be considered;
- iv. Issued a new vacancy management form to record the assessment of skills and
- v. made a policy decision that all vacancies be advertised with skills in Welsh as desirable except where Welsh skills are assessed as being essential.

6. Reception services, contact centres and telephone contact centres.

a) Demand for Welsh services in the Customer Contact Centre on 30 and 31 March 2016.

	March 30	March 31
Face to face interactions	0	0
Total visits	143	170
Welsh requests as % of total interactions conducted	0.00%	0.00%

b) Demand for Welsh services in the Telephone Contact Centre on 30 and 31 March 2016.

Telephone customers requesting a Welsh service do so by choosing option 7 on the opening bilingual message.

Call volumes	March 30	March 31
During normal working hours	3	7
Out of hours	0	0
Total calls (Welsh and English)	1304	1254
Welsh requests as % of total calls	0.23%	0.56%

7. Equality Impact Assessments carried out on 30 and 31 March 2016

- a. **Number of full EIAs undertaken:** none.
- b. **Number that considered impact on Welsh Language Standards:**
N/A.
- c. **Number of policies/strategies revised (if any) as a result:** N/A.

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET EQUALITIES COMMITTEE

14 JULY 2016

REPORT OF THE CORPORATE DIRECTOR – OPERATIONAL AND PARTNERSHIP SERVICES

DEVELOPMENT OF THE STRATEGIC EQUALITY PLAN 2016 – 2020 ACTION PLAN

1. Purpose of Report

The purpose of this report is to update members on the development of the Strategic Equality Plan 2016 – 2020 action plan.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

2.1 The Strategic Equality Plan (SEP) 2016 - 2020 is a statutory plan that impacts on the whole of the council. The SEP outlines seven equality objectives which are:

1. Transportation;
2. Fostering good relations and awareness raising;
3. Our role as an employer;
4. Mental health;
5. Children;
6. Leisure, arts and culture and
7. Data.

2.2 The report also supports the following corporate priorities:

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

3. Background

3.1 The SEP 2016 – 2020 was approved by Cabinet on 15 March 2016. A draft action plan was developed to include actions on all seven of the strategic equality objectives outlined in the SEP. Key / lead officers from across the council and other partners were consulted regarding the development of meaningful and achievable actions within their respective services.

4. Current situation / proposal.

4.1 Between 12 May 2016 and 22 June 2016 the council consulted with the public on the actions that will sit under each strategic objective. The consultation also involved meetings and engagement with local equality and diversity groups including:

- Glamorgan Muslim Association;
- Stroke Association;
- Bridgend People First;

- Bridgend Deaf Club;
- Bridgend Youth Council;
- Bridgend Shout Group;
- Bridgend Visually Impaired Society (BridgeVIS);
- Bridgend LGBT Forum;
- Bridgend council LGBT staff network;
- Parc Prison LGBT network;
- Mental Health Matters Wales;
- Bridgend Equality Forum;
- SACRE and
- Bridgend Carers Centre.

Council officers were scheduled to meet with the Bridgend Coalition of Disabled People (BCDP). However it was not possible for them to accept our invitation.

- 4.2 The council received 184 survey completions and engaged with 133 people across nine engagement events.
- 4.3 In summary the 47 actions under the seven objectives were widely supported. Of the seven objectives, transport (26%), mental health (21%), our role as an employer (19%) and children (17%) were the most popular objectives when considering any gaps in the proposed actions. The percentages below reflect only those respondents who have identified such gaps in that objective. The subsequent amendments to the SEP Action Plan are:

a) Transportation:

- **Work towards a more integrated bus network (20%);**
The SEP Action Plan has been amended to reflect this gap under the Action “Work towards a more integrated bus network by supporting the provision of community transport”;
- **Increase disabled access within public transport (20%);**
No amendment was required to the action plan as disability access is already covered in the actions on increasing the number of wheelchair accessible taxis and community transport;
- **Increase staff to provide/carryout safe routes eg street lights, wider paths etc (15%);**
No amendment was required to the action plan as this relates to service arrangements within the Communities directorate’s Neighbourhood Services. This gap/suggested improvement will be passed to the team responsible;
- **Improve road safety/reduction in traffic surrounding schools (10%);**
The SEP Action Plan has been amended to reflect this gap under “Assess routes to school as part of our Learner Travel Safer Routes work and work towards improving road safety around schools”;

b) **Our role as an employer:**

- **Up to date training for all staff (30%);**
The SEP Action Plan has not been amended to reflect this gap as training provided to employees will be up to date;
- **More support in the workplace for all employees (22%);**
This gap is reflected in the amended SEP Action Plan under:
 - i) Increasing support for all employees in the workplace by continuing to develop information packs for employees with protected characteristics;
 - ii) Take a range of actions to ensure that employees have an awareness and understanding of the variety and extent of support available through the Employee Assistance Programme, available from Care First;
 - iii) Increasing support for employees by developing further staff networks for those employees sharing a protected characteristic.

c) **Mental Health:**

- **Increase support mechanisms/counselling (48%);**
The SEP Action Plan has been amended to reflect this gap in the action “Improve the provision of multi-agency support for people in the county borough including provision for people (including carers and family) experiencing mental health issues”;
- **More support provided for people with mental health issues (17%);**
The SEP Action Plan has been amended to reflect this gap under the action “Continue working towards increasing the level of support for people with mental health issues by supporting the Time to Change Wales project and the Western Bay Action Plan”.

Some references were made to children not meeting criteria for mental health support and the waiting times for children to be assessed by CAMHS (Child and Adolescent Mental Health Service). These gaps have been passed to then relevant service within the Education and Family Support Directorate.

d) **Children:**

- **Have systems in place for all forms of bullying not just protected characteristics (22%);**
All school children have one or more protected characteristics under the Equality Act 2010. The SEP Action Plan has, therefore not been amended to reflect this gap as school bullying monitoring systems are in development.
- **Provide suitable education for all (22%);**
The SEP Action Plan has not been amended to reflect this gap as this is covered in four separate actions within the objective;
- **Establish impartial support in school that is not geared towards targets (13%);**
The SEP Action Plan has not been amended to reflect this gap which relates to children not always being able to speak to a teacher. Schools have confidential pastoral systems in place to assist and support pupils.

4.4 Feedback received on all actions was agreeable with only five actions disputed by more than 7.5% of respondents. The qualitative data is as follows:

Objective	Action	Number of respondents	Respondents disagreeing with action
Fostering good relations and awareness raising	Develop a library of publicity images displaying local people	182	14.8%
Fostering good relations and awareness raising	Raise awareness of relevant awards and achievements	181	11.1%
Fostering good relations and awareness raising	Continue with promoting awareness campaigns around protected characteristics	181	9.4%
Transportation	Increase provision of raised kerbs at bus stops	182	8.2%
Our role as an employer	Review our pay and grading structure every three years	179	7.8%

In response to the disputed actions above, the SEP Action Plan has been amended as follows:

- i) **Develop a library of publicity images displaying local people**
This has been removed from the SEP Action plan as it is considered to be business as usual for the council;
- ii) **Raise awareness of relevant awards and achievements**
This has been removed from the SEP Action Plan as it is considered to be business as usual for the council;
- iii) **Continue with promoting awareness campaigns around protected characteristics**
This action is integral to the council's responsibility under the Public Sector Equality Duty which is to:
 - eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act 2010;
 - advance equality of opportunity between persons who a relevant protected characteristic and persons who do not share it and to
 - foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

and has, therefore been retained within the SEP Action Plan.

- iv) **Increase provision of raised kerbs at bus stops**
Provision of raised kerbs at bus stops is included within any relevant infrastructure development. This action has, therefore been retained.
- v) **Review our pay and grading structure every three years**
A three year review of the council's pay and grading structure must be undertaken to ensure it is fit for purpose. This review will be undertaken by an independent body and will be retained within the SEP Action Plan.

4.5 The full consultation report is included as appendix 1.

4.6 The final SEP action plan, amended in line with the consultation is included as appendix 2.

4.7 Cabinet Equalities Committee will receive annual progress reports on the SEP action plan.

5. Effect upon Policy Framework & Procedure Rules

5.1 The report has no direct effect upon the policy framework or procedure rules.

6. Equality Impact Assessment

Following the consultation a Full Equality Impact Assessment has been undertaken on the SEP which highlighted that the Strategic Equality Plan 2016 – 2020 and associated action plan will have a positive impact on most of the protected characteristic groups. Paragraph 4.3 above outlines the amendments made to the action plan as a result of the consultation. The Full Equality Impact Assessment is attached as appendix 3.

7. Financial Implications.

7.1 Any financial implications described within the SEP action plan will be met from within existing directorate budgets.

8. Recommendation.

8.1 That Cabinet Equalities Committee receives and considers this report and appendices.

Andrew Jolley

Corporate Director – Operational and Partnership Services

Date: 29 June 2016

Contact Officers:

Sarah Kingsbury

Head of Human Resources and Organisational Development

Email: Sarah.kingsbury@bridgend.gov.uk

Telephone: 643212

Paul Williams

Equality Officer

Email: Paul.williams2@bridgend.gov.uk

Telephone: 643606

Background papers: None.

Strategic Equalities Plan

Consultation report

Date of issue: June 2016

Contents

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1. Overview

A public consultation reviewing Bridgend County Borough Council's action plan for its strategic equality plan 2016 - 2020 was undertaken over a six week period from 12 May 2016 and 22 June 2016. The consultation engaged with 315 residents from a combination of the consultation survey and engagement events held with nine Bridgend Equality Forum groups. This paper details the analysis associated with the consultation.

2. Introduction

A public survey based on Bridgend County Borough Council's action plan for its strategic equality plan 2016 - 2020 was undertaken over a six week period between 12 May 2016 and 22 June 2016. The survey was available to complete online through a link on the consultations page of the council's website¹. Paper copies of the consultation were also made available at local libraries, or alternatively, they could be sent directly to the residents upon request in either English or Welsh.

In total there were seven objectives relating to associated actions which would be undertaken by the council should the proposed actions be accepted. There were potentially 39 questions in the survey, which were all optional and all survey responses offered the option of anonymity. Comments regarding the consultation were also invited via letter, email, phone call or via an interpreter (e.g. BSL).

The objectives used within the plan were created based on an initial consultation held between 4 February and 25 February 2016 which received 101 responses in total.

3. Promotional tools and engagement methods

Details of the consultation were sent as part of a direct mail campaign to all Bridgend Equality Forum (BEF) members, SACRE (Standard Advisory Committee on Religious Education), Parc Prison LGBT forum, Mental Health Matters Wales, Calan DVS and the Bridgend County Borough Youth Council. The survey was also promoted to the general public through the authority's website and social media outlets.

A message to all staff was sent through Bridgend's mail on 25 May 2016 encouraging members of staff to complete the survey followed by a reminder email on 17 June 2016.

3.1 Social media

The council tweeted its 7,162 @Bridgend CBC followers and posted to its 4,950 Facebook followers about the consultation on several occasions during the consultation period to help raise awareness. A Facebook advertisement was run between 31 May – 4 June and 9 June – 11 June 2016.

¹<http://www1.bridgend.gov.uk/consultation>

3.2 Online and paper survey

The survey gave respondents the ability to share their views either by post or online - including the use of mobile devices.

3.3 Engagement events

Nine engagement events were attended by council officers for Bridgend Equality Forum (BEF) members and other local groups. The engagement events were used to explain the proposed actions in greater detail allowing for a more in-depth discussion on actions that may impact on protected characteristics.

Group	Date	Attendees
Bridgend Carers Centre	25 May 2016	29
Bridgend BridgeVis	3 June 2016	22
Bridgend Stroke Association	16 May 2016	21
Bridgend People First	24 May 2016	18
Bridgend Deaf Club	24 May 2016	12
Bridgend Youth Council	1 June 2016	12
Bridgend Shout	15 June 2016	7
Aberkenfig Mosque	13 May 2016	6
Bridgend ABFABB	9 June 2016	6

4. Response rate

Overall there were 315 interactions regarding the consultation. The response rate has been segregated into the consultation survey responses and engagement event attendance.

- 184 survey responses in total with 157 online submissions and 27 paper versions returned. No comments were received by letter or telephone call.
- There were 133 attendees across the nine engagement events held in the borough.
- During two social media advertisements promoting the survey there were 137 click throughs reaching 6,337 different users.

5. Headline figures

5.1 Overall feedback for the breadth of the objectives was agreeable. Of the seven objectives, transport (26%), mental health (21%), employer (19%) and children (17%) were the most popular objectives when considering if there were any gaps in the actions put forward.

Objective	Number of respondents	Respondents identifying a gap in objective
Objective one: transportation	167	25.7%
Objective four: mental health	153	20.9%
Objective three: employer	161	18.6%
Objective five: children	155	17.4%

5.2 Feedback received for all actions were agreeable, only five actions were considered as disagreeable by more than 7.5 per cent of respondents. Three were under 'relations' and both 'transportation' and 'employer' received one each.

Objective	Action	Number of respondents	Respondents disagreeing with action
Objective two: relations	Develop a library of publicity images displaying local people	182	14.8%
Objective two: relations	Raise awareness of relevant awards and achievements	181	11.1%
Objective two: relations	Continue with promoting awareness campaigns around protected characteristics	181	9.4%
Objective one: transportation	Increase provision of raised kerbs at bus stops	182	8.2%
Objective three: employer	Review our pay and grading structure every three years	179	7.8%

6. Question and analysis - consultation survey

Section seven of the report looks at the questions asked in the consultation survey – with 184 responses in total.

6.1 Please select a language to begin the survey.

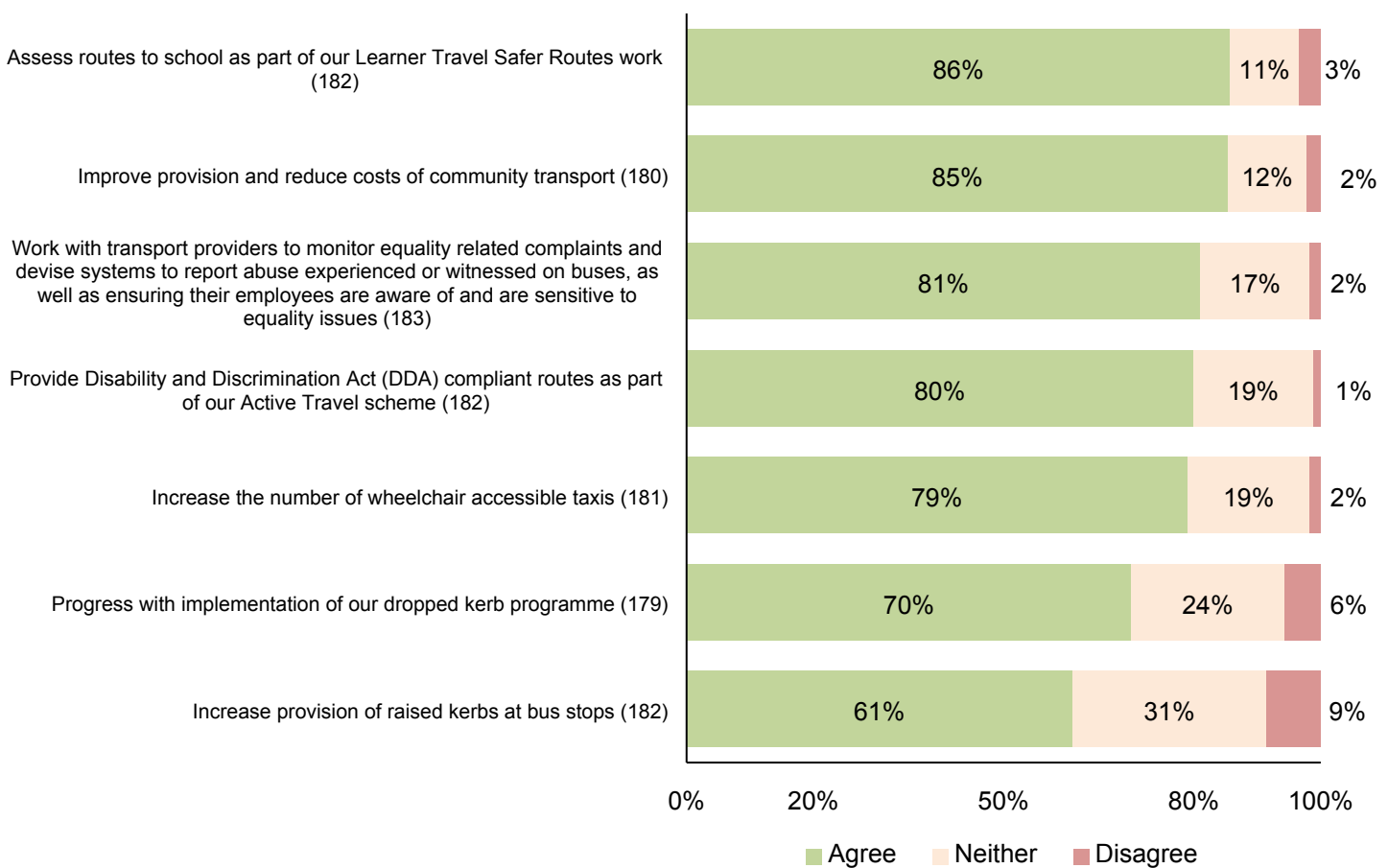
Respondents to the consultation survey were initially asked which language they would like to complete the survey in. Overall 99 per cent of respondents selected English with one per cent selecting to complete the survey in Welsh.

Language	#	%
English	182	98.9
Welsh	2	1.1
Total	184	100.0

6.2 Objective one: transportation

All actions were supported by the respondents with agreement levels ranging from 61 per cent to 86 per cent. The least supported action was regarding ‘increasing provision of raised kerbs at bus stops’ with nine per cent opposing the action and 31 per cent neither agreeing or disagreeing. The most supported action was ‘assess routes to school as part of our Learner Travel Safer Routes work’.

Figure 1: Objective one: transportation (all responses)



Unweighted sample base in brackets

Those who disagreed with any of the actions were given the opportunity to provide a response in a free text box. There were 15 responses in total.

Objective one: transportation – disagreement with actions	#	%
Waste of money/prioritise tasks	4	27%
Incompatible with council's transport policy	2	13%
Other concerns are more pressing	2	13%
Don't use public transport	1	7%
No children	1	7%
EIA towards Active Travel should cover this area	1	7%
More dropped curbs are needed for wheelchair access	1	7%
Enough is being done to meet this need already	1	7%
Difficult for visually impaired people	1	7%
Do not have adequate information to comment on whether this is value for money or required	1	7%

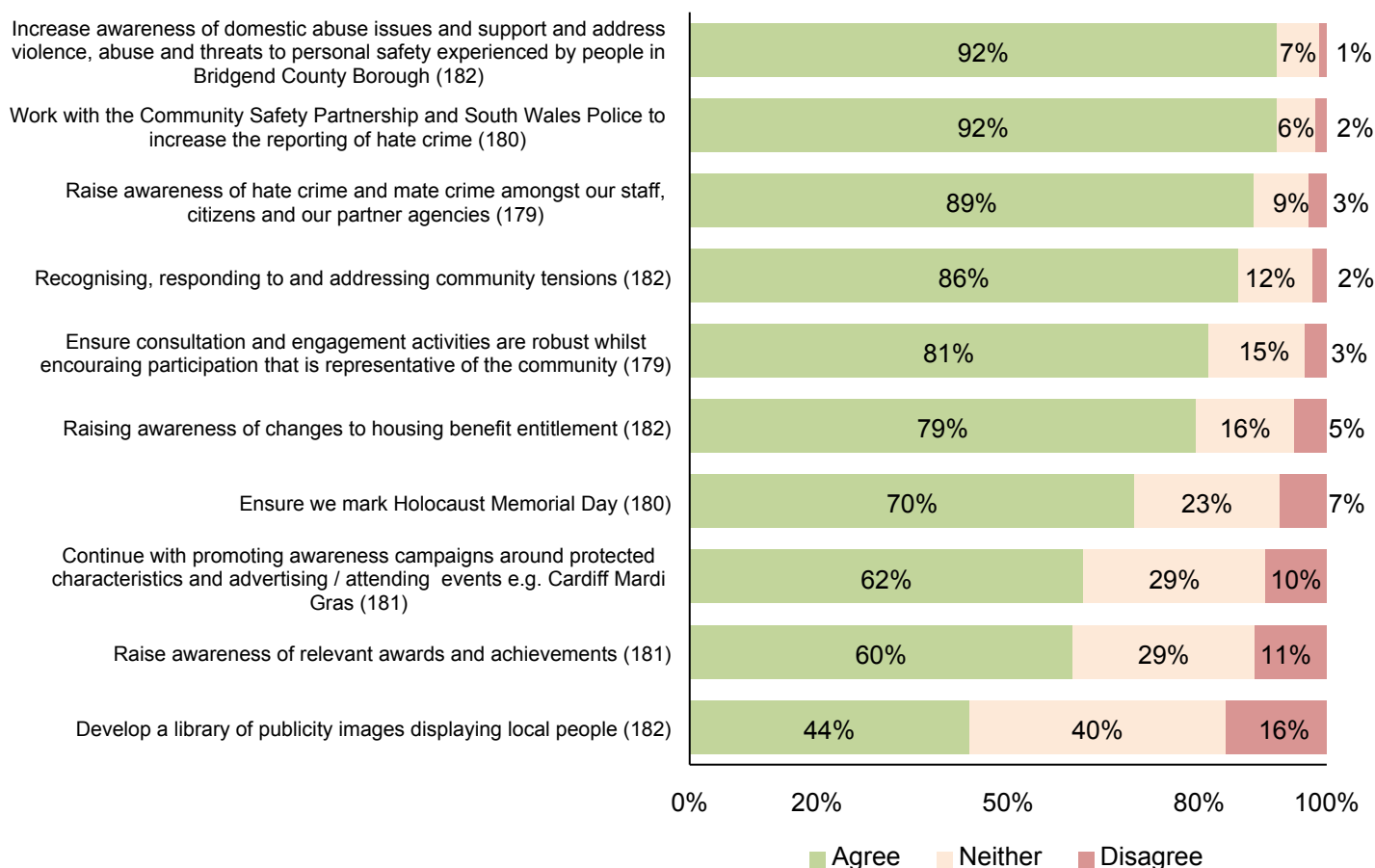
Respondents were then asked if they thought there were any gaps in the transportation objective. In total one in four (26%) believed there to be gaps in the actions. The 26 per cent were then asked what they believed were missing.

Objective one: transportation actions - gap analysis	#	%
Work towards a more integrated bus network	8	20%
Increase disabled access within public transport	8	20%
Increase staff to provide / carry out safe routes eg street lights, wider paths etc	6	15%
Improve road safety / reduction in traffic surrounding schools	4	10%
Support for people with disabilities to understand and gain assistance with 'access to work' and other agency support packages	3	8%
Increase financial help	2	5%
Provide free travel for pensioners / children	2	5%
Drop down curbs	1	3%
Removal and re-evaluation of the damage caused by council initiated speed ramps and cameras	1	3%
Provision for pushchairs, prams and wheelchairs	1	3%
Increase staff training / awareness eg Training in deaf awareness	1	3%
Raising awareness of ASD for bus drivers, taxi drivers etc	1	3%
Improve cycle safety / routes etc	1	3%

6.3 Objective two: relations

All actions were supported by the respondents with agreement levels ranging from 44 per cent to 92 per cent. The least supported action was regarding ‘develop a library of publicity images displaying local people’ with 16 per cent opposing the action and 40 per cent neither agreeing nor disagreeing. The most supported action was ‘increase awareness of domestic abuse issues and support and address violence, abuse and threats’ with 92 per cent agreement.

Figure 2: Objective two: relations (all responses)



Unweighted sample base in brackets

Those who disagreed with any of the actions were given the opportunity to provide a response in a free text box. There were 24 responses referencing nine topics.

Objective two: relations – disagreement with actions	#	%
Waste of tax payers money	14	58%
Not a priority based on other areas of importance	3	13%
More emphasis on the future not focusing on negative historical events	2	8%
Budget restraints across the authority should prioritise spending in a different manner	2	8%
Awareness campaigns should be promoted by organisers	1	4%
Some of these items only affect a small minority	1	4%
Too much publicity on information	1	4%

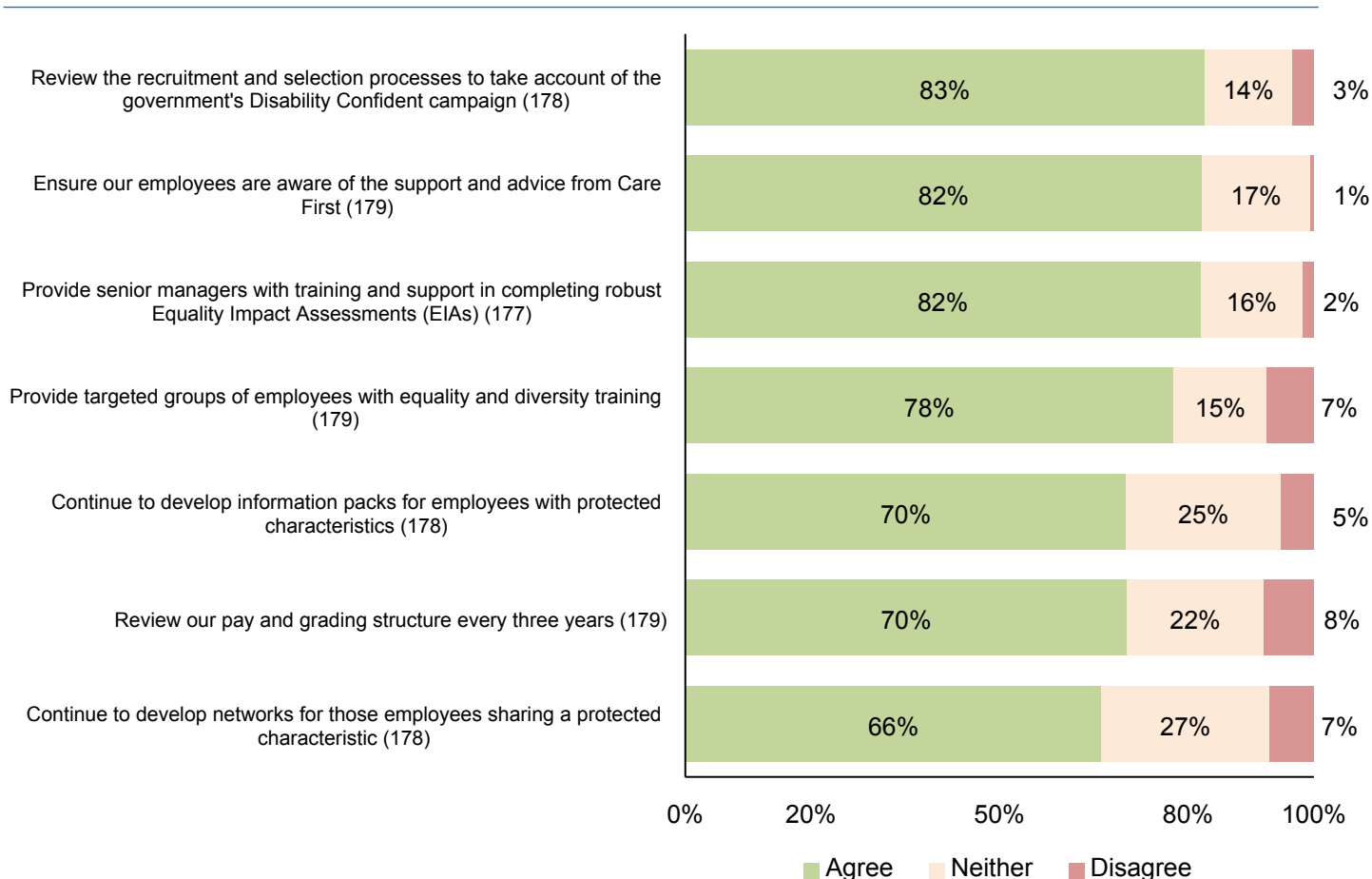
Respondents were then asked if they thought there were any gaps in the relations objective. In total 86 per cent believed there were no gaps in the objective. The remaining 14 per cent were then asked what they believed were missing.

Objective two: relations actions - gap analysis	#	%
More open communication between the council and the community	4	25%
Proactive linking, partnership working etc to established sports and activity events	1	6%
ASD awareness among the public and employers	1	6%
Raising awareness alone will not solve the problem	1	6%
Council needs to promote racial diversity and be inclusive. Anti-racism campaign is needed	1	6%
Increase finance to do any of this properly	1	6%
Raising awareness / support of domestic violence	1	6%
Raising awareness / support of mental health	1	6%
More training should be offered to staff with examples of real life situations	1	6%

6.4 Objective three: employer

All actions were supported by the respondents with agreement levels ranging from 66 per cent to 83 per cent. The least supported action was regarding 'continue to develop networks for those employees sharing protected characteristics with under one in ten (7%) opposing the action and 27 per cent neither agreeing nor disagreeing. The most supported action was 'review the recruitment and selection process to take account of the Government's Disability Confident campaign'.

Figure 3: Objective three: employer (all responses)



Unweighted sample base in brackets

Those who disagreed with any of the actions were given the opportunity to provide a response in a free text box. There were 21 comments in total.

Objective three: employer – disagreement with actions	#	%
All employees should be treated equally	5	24%
Equality and diversity training should be provided for all staff	4	19%
Equal support regardless of what characteristics we may or may not have.	3	14%
People should be awarded their job based on their skills and what they can bring to the role	2	10%
Pay should be reviewed annually	2	10%
No need for this objective	1	10%
Reviews will become a mechanism for reducing costs rather than ensuring fairness and equality of salary / grading provisions	1	5%
Pay and grades need reviewing every three years	1	5%
Staff consultation to ensure fair and consistent treatment	1	5%
Information packs waste of resources	1	5%

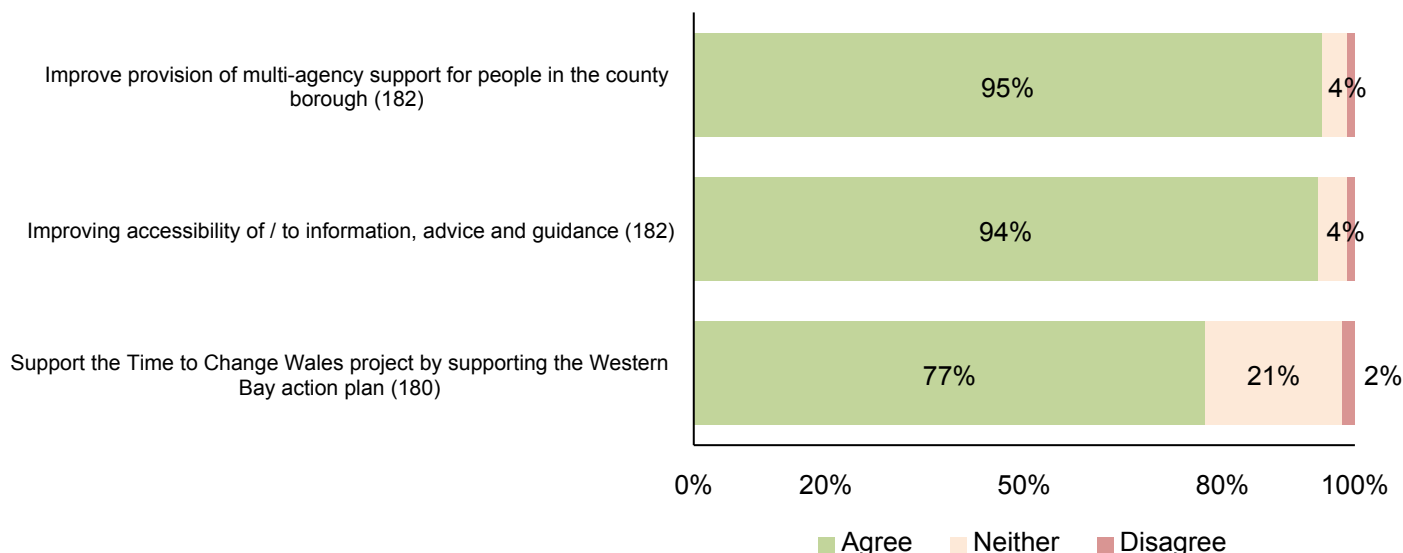
Respondents were then asked if they thought there were any gaps in the transportation objective. In total two in ten (19%) believed there to be gaps in the actions. The 19 per cent were then asked what they believed were missing.

Objective three: employer actions - gap analysis	#	%
Up to date training for all	8	30%
More support in workplace for all employees	6	22%
Re-evaluate pay grades for support staff	3	11%
Promote awareness of resources available for employees with disabilities.	2	7%
The council should ensure fair recruitment and selection happens fairly	2	7%
Increase the number of ethnic minority employees	1	4%
More information in regards to employees rights on sick leave	1	4%
Packs waste of money as all information needs to be up to date	1	4%
Increase budgets to improve all areas / schemes mentioned	1	4%
Provide support for employees who are getting bullied in the workplace	1	4%
Give employees the ability to gain further qualifications within the workplace	1	4%

6.5 Objective four: mental health

All actions were supported by the respondents with agreement levels ranging from 77 per cent to 95 per cent. The least supported action was regarding ‘Support the Time to Change Wales project by supporting the Western Bay action plan’ with 77 per cent supporting the action and 21 per cent neither agreeing nor disagreeing. The most supported action was ‘Improve provision of multi-agency support for people in the county borough’.

Figure 4: Objective four: mental health (all responses)



Unweighted sample base in brackets

Those who disagreed with any of the actions were given the opportunity to provide a response in a free text box. Three comments were received.

Objective four: mental health – disagreement with actions	#	%
More important priorities	1	33%
The support that is already there is ineffective - why waste more money on it?	1	33%
BCBC only cares about BCBC	1	33%

Respondents were then asked if they thought there were any gaps in the transportation objective. In total over one in five (21%) believed there to be gaps in the actions. The 21 per cent were then asked what they believed were missing.

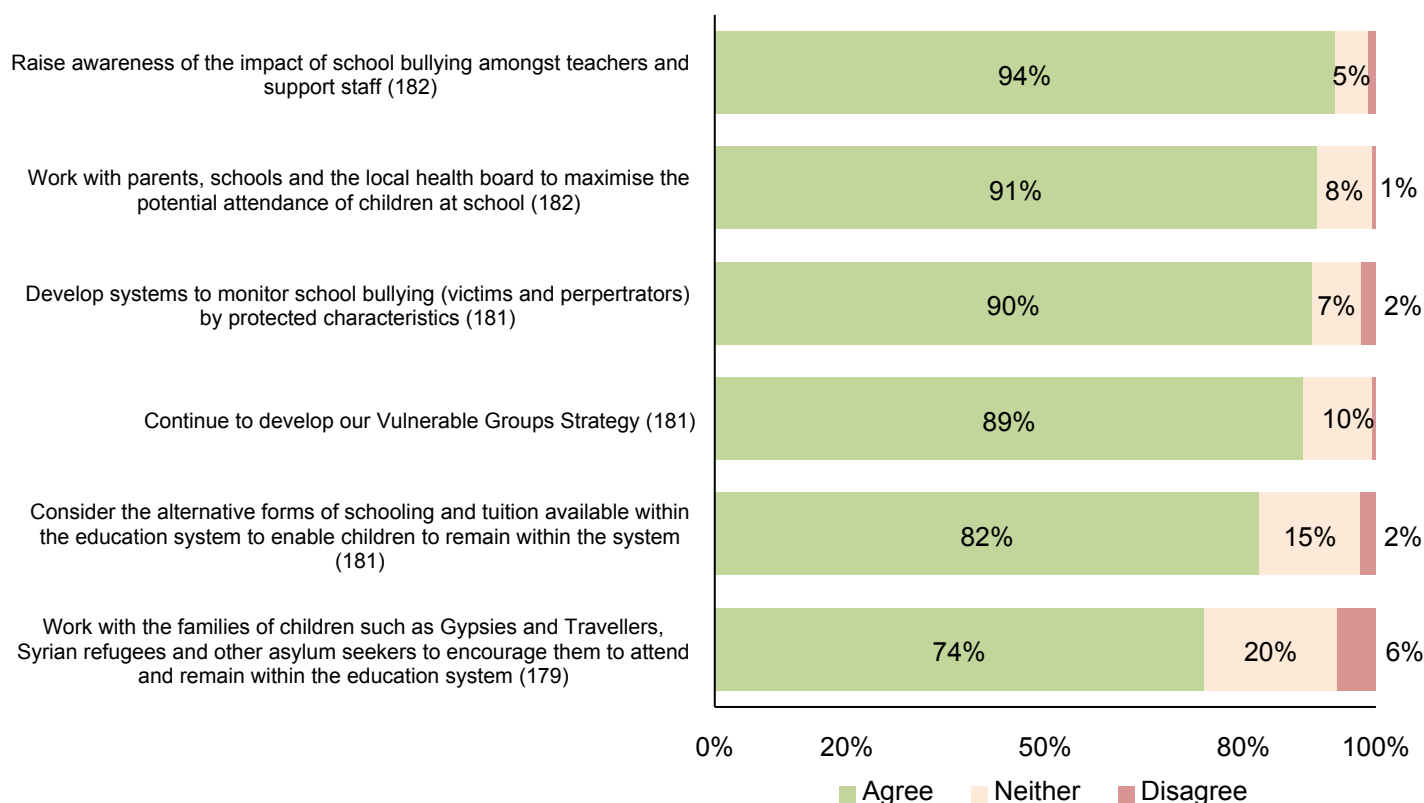
Objective four: mental health actions - gap analysis # %

Increase support mechanisms / counselling	14	48%
More support provided for people with mental health issues	5	17%
Increase funding	2	17%
Additional communication within BCBC and with public and funding from WAG to implement	2	7%
Increase working with multi agencies to provide rapid support for individuals with mental health problems	2	7%
Lower waiting times for GP referrals regarding metal health	1	3%
Advocates should be readily available	1	3%
No clear actions re provision	1	3%

6.6 Objective five: children

All actions were supported by the respondents with agreement levels ranging from 74 per cent to 94 per cent. The least supported action was regarding working with travellers etc. to encourage their children to remain in education with six per cent opposing the action and 7 per cent neither agreeing nor disagreeing. The most supported action was 'raise awareness of the impact of school bullying amongst teachers and support staff'.

Figure 5: Objective five: children (all responses)



Unweighted sample base in brackets

Those who disagreed with any of the actions were given the opportunity to provide a response in a free text box. There were 12 comments in total.

Objective five: children – disagreement with actions	#	%
Bullying actions should be monitored	2	17%
Create database of children who are not schooled	2	17%
Let teachers handle bullying	2	17%
Not highest priority	2	17%
Highlighting bullying of teachers / staff will make future recruiting difficult	1	8%
Home schooling should not be encouraged	1	8%
Why should we have to pay for those who choose not to contribute?	1	8%
Concentrate on our children that want to be in school	1	8%

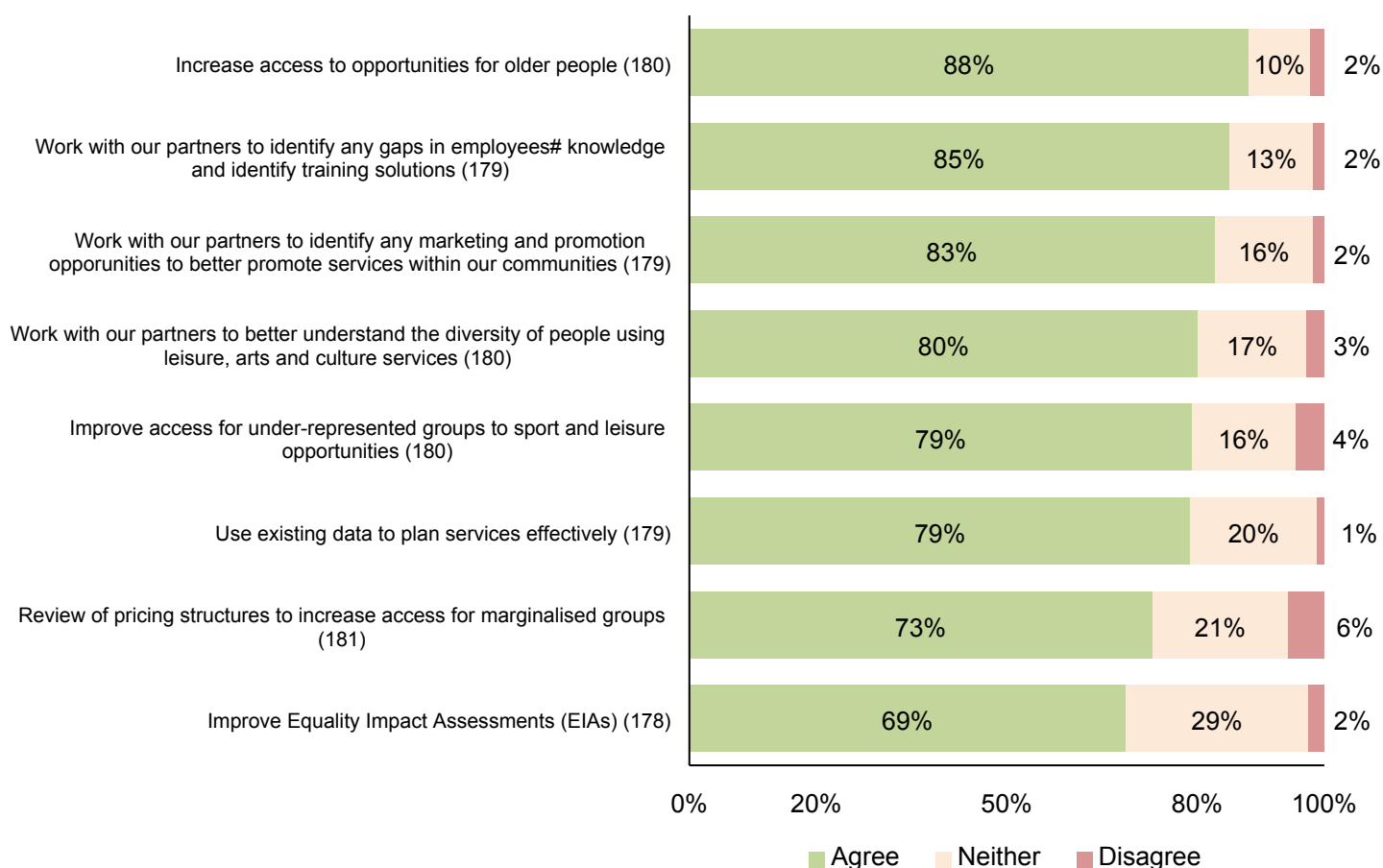
Respondents were then asked if they thought there were any gaps in the transportation objective. In total approaching one in six (17%) believed there to be gaps in the actions. The 17 per cent were then asked what they believed were missing.

Objective five: children actions - gap analysis	#	%
System in place for all forms of bullying not just 'protected characteristics'.	5	22%
Provide suitable education for all	5	22%
Establish impartial support in school that is not geared towards targets	3	13%
Good quality play provision	2	9%
Raise awareness of Young Carers and the difficulties they face	2	9%
Attendance being more rigorously controlled by the council	2	9%
Need to separate asylum seekers from gypsies. They are not in the same category.	1	4%
Raise the awareness of the issues / difficulties children in care face	1	4%
Develop and encourage the greater number and take-up of vocational training and apprenticeship opportunities	1	4%
Equality of school transport policy	1	4%

6.7 Objective six: leisure, arts and culture

All actions were supported by the respondents with agreement levels ranging from 69 per cent to 88 per cent. The least supported action was regarding ‘improve Equality Impact Assessments (EIAs)’ with two per cent opposing the action and 29 per cent neither agreeing nor disagreeing. The most supported action was ‘increase access to opportunities for older people’.

Figure 6: Objective six: leisure, arts and culture (all responses)



Unweighted sample base in brackets

Those who disagreed with any of the actions were given the opportunity to provide a response in a free text box. There were 11 comments in total.

Objective six: leisure, arts and culture – disagreement with actions	#	%
Fair access and prices should be offered to all	6	55%
Leave the promotional and marketing to Halo	1	9%
Everyone should be treated equally and these assessments should already be in place	1	9%
Look at current services for elderly people as they are venerable	1	9%
Budgets better well spent	1	9%
Keep all info up to date	1	9%

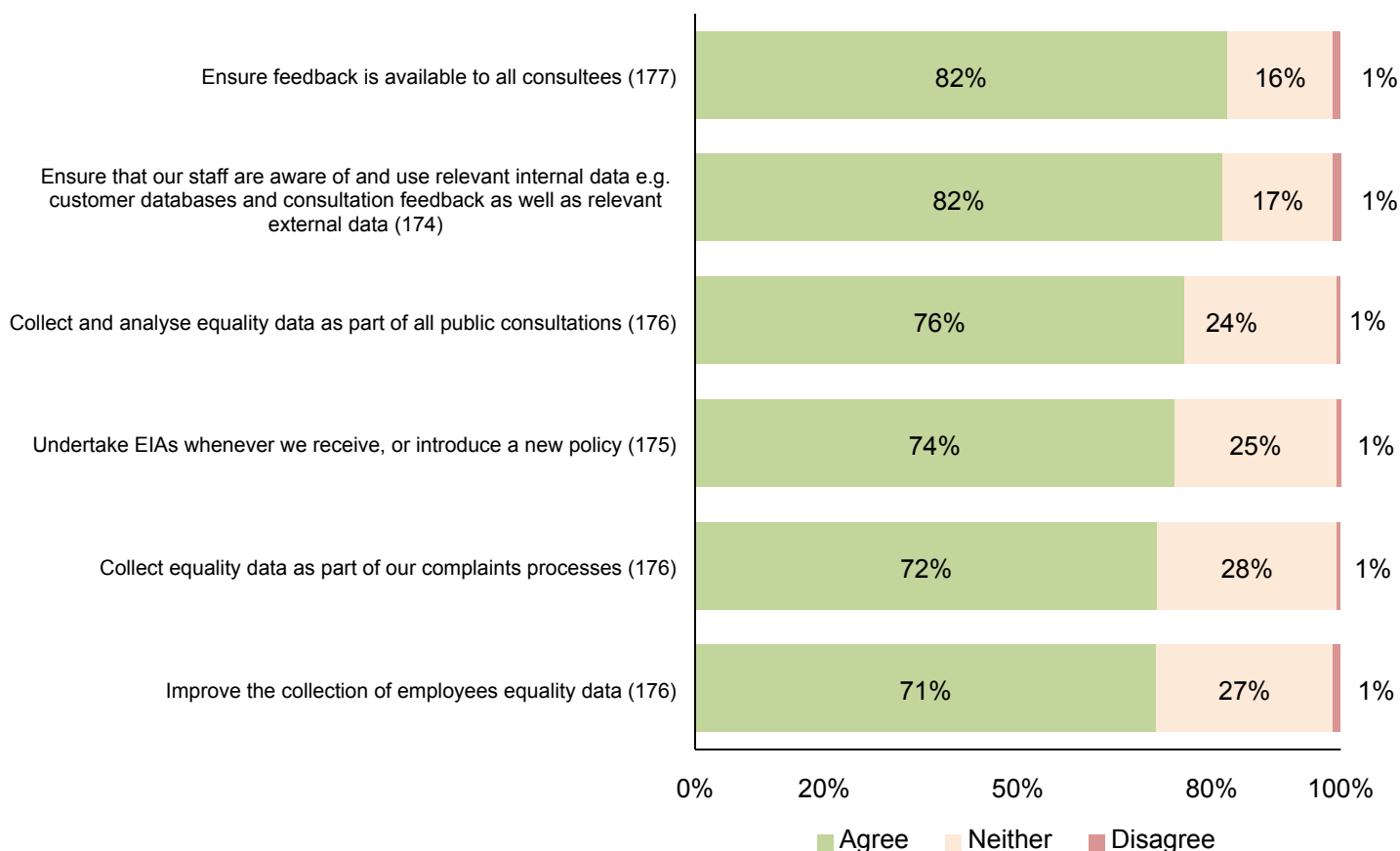
Respondents were then asked if they thought there were any gaps in the leisure, arts and culture objective. In total one in ten (10%) believed there to be gaps in the actions. The ten per cent were then asked what they believed were missing.

Objective six: leisure, arts and culture actions - gap analysis	#	%
Improve advertising and availability for these activities	3	20%
Equalities should be looking at access and participation from all sectors	2	13%
Understand the needs of Bridgend and financial constraints	1	7%
Allocate budgets equally to groups that need it	1	7%
Reaching out to minority groups	1	7%
Free transport for young and elderly	1	7%
Lack of recreational facilities for disabled persons	1	7%
Less writing and tests in schools and more sports and gardening	1	7%

6.8 Objective seven: data

All actions were supported by the respondents with agreement levels ranging from 71 per cent to 82 per cent. The least supported action was regarding 'improve the collection of employees equality data' with one per cent opposing the action and 27 per cent neither agreeing or disagreeing. The most supported action was 'ensure feedback is available to all consultees'.

Figure 6: Objective seven: data (all responses)



Unweighted sample base in brackets

Those who disagreed with any of the actions were given the opportunity to provide a response in a free text box. Three comments referenced the same topic.

Objective seven: data – disagreement with actions	#	%
Use resources to improve services.	3	100%

Respondents were then asked if they thought there were any gaps in the data objective. In total six per cent believed there to be gaps in the actions. The six per cent were then asked what they believed were missing.

Objective seven: data - gap analysis	#	%
Ensure staff are aware of the UNCRC and article 12	1	17%
Up to date relevant data needs to be obtained and analysed	1	17%
Have a glossary to define words like EI	1	17%
Ensure equality for Welsh	1	17%
Improve communication with Welsh Government	1	17%
Understand the pressure your staff are under and the bullying going on in BCBC	1	17%

6.9 Qualitative responses

A final free text section allowed all respondents to add any additional comments relating to the survey. Other comments included raising the awareness of Welsh within the area and stopping bullying in the workplace.

Themes	#	%
Listen to public's views (relevant data) and act on concerns	7	24%
Improve disability facilities in Bridgend	6	21%
Waste of resources	3	10%
Improve facilities within Bridgend	3	10%
Work harder to make Bridgend inclusive and to reflect and promote diversity	2	7%
Awareness of ASD / UNCRC needs to be raised across the borough	2	7%
No discussions on frail-older and disabled people	2	7%
Other	4	13%

Bridgend County Borough Council

Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr



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Strategic Equality Plan 2016 – 2020

Action Plan

This action plan has been developed to support achieving the seven objectives within the council's strategic equality plan which was approved by the council's Cabinet in March 2016 following a period of consultation with the public and representative groups during February 2016. The feedback from this consultation was primarily focussed on setting the overall objectives for the council but was also used to help shape draft actions (where relevant) when we developed the first draft of this plan. Key statistics/points from this consultation have been highlighted in the 'Why is this an important issue' section of this plan for relevant objectives.

A second phase of consultation was carried out on the draft action plan during May and June 2016 and the feedback gained from this exercise has been used to shape the final actions which are detailed within this plan. The consultation report which details the feedback can be found [here](#).

We will use this plan to monitor and report on progress at the council's Cabinet Equalities Committee. 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 actions to support 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 2016 to 2020.

Objective 1: Transportation	
What are we trying to achieve?	We will help to provide an accessible, cost effective, all-inclusive transport network within Bridgend County Borough.
Why this is an important issue:	<ul style="list-style-type: none"> • Transportation continues to be highlighted as an issue by local disability groups who require reliable and accessible transportation helping them maintain community links and access local facilities; • Progress has been made in this area e.g. increasing the number of raised and dropped kerbs but there is still work to be done around accessible taxis and improving the transport network; • 76% of people agreed with this objective as part of the consultation on the strategic equality plan.
How will this support the delivery of our other objectives?	<p>This objective has a clear link to the council's corporate priorities:</p> <ul style="list-style-type: none"> • Priority 1: Supporting a successful economy • Priority 2: Helping people to be more self-reliant • Priority 3: Smarter use of resources
The performance indicators we will use:	<ul style="list-style-type: none"> ➤ The feedback and complaints we receive from groups and individuals on transport issues relating to equality and hate crime; ➤ The number of raised and/or dropped kerbs being provided as part of improvement works; ➤ The number of wheelchair accessible taxis in the county borough; ➤ The routes and costs of fares provided by Bridgend Community Transport; ➤ The number of DDA compliant 'Active Travel' routes developed; ➤ The number of 'Safer Routes to School' identified.
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 / what data will be collected?	Target date	Lead Service
Increase provision of raised kerbs at bus stops	Where bus stops feature as a part of highways works, new developments or an infrastructure review, we will endeavour to ensure that raised kerbs are provided.	We will gather information relating to the works that have been concluded and will report on whether raised kerbs were provided.	Ongoing development to be reported annually.	Highways Services – Tony Godsall
Progress the implementation of our dropped kerb programme	Where highway works, new developments or infrastructure redevelopments are undertaken, we will endeavour to ensure that, where possible, dropped kerbs are included.	We will gather information relating to the works that have been concluded and will report on whether dropped kerbs were provided.	Ongoing development to be reported annually.	Highways Services – Jason Jenkins
Increase the number of wheelchair accessible taxis	We will liaise with our taxi licensing department and the taxi trade to consider whether more can be done to increase the number of wheelchair accessible taxis in Bridgend County Borough.	We will monitor the number of wheelchair accessible taxis and whether this is increasing.	Ongoing development to be monitored annually –	Shared Service Collaboration Project – Will Lane, Operational Manager
Work towards a more integrated bus network by supporting the provision of community transport.	We have a Bridgend Community Transport (BCT) strategy in place and we will continue to encourage BCT to make applications for grant funding to introduce new routes and improve the frequency of existing routes. The council meets the BCT Business Development Manager to monitor progress and the increase in miles travelled as a result of the grant funding.	BCT is required to produce an annual report on the strategy, detailing the number of journeys made, costs of fares and increase in routes. We will use this to monitor service provided.	Ongoing development to be monitored annually.	Highways Services – Tony Godsall

<p>Work with transport providers to monitor equality related complaints and devise systems to report abuse experienced or witnessed on buses, as well as ensuring their employees are aware of and are sensitive to equality issues</p>	<p>We will request that the Bridgend Equality Forum becomes a member of the First Cymru Customer Panel to feed in any equality related issues and concerns the forum becomes aware of. We will also encourage all bus operators in Bridgend County Borough to raise awareness on buses of hate crime and hate crime reporting. We will also encourage bus operators to use and support Bus Users Cymru Campaigns.</p>	<p>We will gather, on a bimonthly basis, information and feedback from the protected characteristic groups and Bridgend Equality Forum with whom we work in Bridgend County Borough and use this to monitor incidents and issues, feeding back to the panel accordingly.</p>	<p>Ongoing development to be monitored biannually.</p>	<p>Highways Services – Tony Godsall</p>
<p>Provide DDA compliant routes as part of our Active Travel scheme</p>	<p>We will ensure that we undertake robust and meaningful stakeholder consultation and engagement and use the information to support the development of DDA compliant routes.</p>	<p>The design of Active Travel schemes will take account of the views of stakeholders and the outcome of the stakeholder consultations will be recorded and monitored.</p>	<p>Ongoing development to be monitored on a scheme by scheme basis and reported on annually.</p>	<p>Highways Services – Tony Godsall</p>
<p>Assess routes to school as part of our Learner Travel Safer Routes work and work towards improving road safety around schools.</p>	<p>We will ensure that, with the reduction in home to school transport provision, regular risk assessments of routes to school are undertaken to assess elements such as pavement widths and any social danger.</p>	<p>We will report on the number of risk assessments carried out annually and make recommendations on improving these routes on an ongoing basis.</p>	<p>Ongoing development to be monitored annually.</p>	<p>Highways Services – Tony Godsall</p>

Objective 2: Fostering good relations and awareness raising	
What are we trying to achieve?	We will positively promote a fairer society in the county borough by increasing public awareness of the issues faced by people with protected characteristics and increasing our efforts to help tackle issues such as hate crime and domestic abuse. We will also improve the ways in which we communicate, consult and engage with those who share a protected characteristic.
Why this is an important issue:	<ul style="list-style-type: none"> • We know that the county borough is becoming increasingly diverse e.g. the council has taken the decision to be involved in the Syrian Resettlement Programme; • We know from our work with CalanDVS that the incidences of domestic abuse, violence against women and sexual violence are increasing in the county borough and that children can easily become emotional and physical victims; • We know that between April and December 2015 there were 86 recorded hate crimes in Bridgend County Borough and we want to help encourage more reporting to tackle these issues; • We want to involve people and representative groups in planning and shaping services by giving them a voice in decisions that may impact on their lives; • As the council looks to reduce its spending, services are being reviewed and we need to consult and engage with people on many of these changes. We want the views we use that help inform our decision-making to be representative of the people of the county borough; • 83% of people agreed with this objective as part of the consultation;
How will this support the delivery of our other objectives?	<p>This objective links to the following council's corporate priorities:</p> <ul style="list-style-type: none"> • Priority 2: Helping people to be more self-reliant • Priority 3: Smarter use of resources

The performance indicators we will use:		<ul style="list-style-type: none"> ▪ An analysis of the hate crime figures for Bridgend County Borough; ▪ Consultation data; ▪ Levels of engagement on social media and event feedback; ▪ External recognition for our services; ▪ Numbers of domestic abuse reports. 		
Which Protected Characteristic Groups will be impacted?		All of the protected characteristic groups will be impacted.		
What difference will this objective make to people that live and work in Bridgend County Borough?		Fostering good relations will improve the way our citizens live together by better understanding issues faced. Increasing hate crime reporting will improve the lives and experiences of all our citizens. We know that, when hate crime occurs, it can have a damaging impact on victims and on our communities. People can feel unsafe and isolated from community life which can impact health, housing, education and economic wellbeing. Raising awareness of different issues and or events will improve citizens understanding of their communities. Citizens will feel that their voices and opinions are helping to shape council's services.		
What we will do to achieve this objective	How we will do this	How we will know we've succeeded. What data will be collected?	Target date	Lead Service
Continue with promoting awareness campaigns around protected characteristics and advertising/attending events e.g. Cardiff Mardi Gras	We will demonstrate our support for local, national and international awareness raising campaigns such as LGBT History Month, International Women's Day and Step out for Stroke etc by sharing information relating to these events and, where relevant, holding/attending local events. We will also promote events and campaigns via social media.	We will collate feedback from events, event attendance and monitor reach and engagement on social media.	Ongoing development to be monitored annually.	Communications, Marketing and Engagement Team

Ensure we mark Holocaust Memorial Day	We will ensure that our annual Holocaust Memorial Day event recognises that the victims of the holocaust were not restricted to the Jewish Faith. We will ensure that our HMD events reflect international, national and local themes.	Following each HMD event we will gather information and feedback from those attending regarding the success of the events.	HMD is an annual event, feedback will be monitored annually.	Communications, Marketing and Engagement team
Raise awareness of hate crime and mate crime amongst our staff, citizens and our partner agencies	We will work with Victim Support to design a hate crime 'train the trainer' session for our staff and partners in Bridgend. Trained staff will deliver three hate crime/mate crime sessions per annum to our staff and partner agencies such as Registered Social Landlords to raise and increase the reporting of hate/mate crime awareness in the county borough.	An increase in the number of reports made to police. Training is targeted in the areas identified within the gap and need assessment.	Ongoing development to be monitored quarterly.	Social Care Workforce Development Programme and Workforce Development Team
Work with the Community Safety Partnership and South Wales Police to increase the reporting of hate crime	We will work with the Community Cohesion Group to support campaigns such as 'Stop the Hate' and other awareness raising campaigns in the county borough's main towns to increase the level of hate crime reporting. Links are established with safeguarding boards (adults and children) on work to tackle hate crime, including across disability hate crime and mate crime. We will also use the taxi forum to raise awareness of hate crime/incident reporting amongst the taxi trade and taxi drivers.	At each event we will gather information and feedback from those attending regarding the level of awareness before and after attendance. We will also monitor the level of hate crime reporting published by South Wales Police to understand if further work is required.	Feedback at events will be monitored on an ongoing basis. Campaigns, activities and communication will be co-ordinated during hate crime awareness week to increase understanding and reporting.	Community Safety Partnership.

<p>Increase awareness of domestic abuse issues and support and address violence, abuse and threats to personal safety experienced by people in Bridgend County Borough</p>	<p>We will work with our partners to ensure that Bridgend town retains its White Ribbon Status and will promote annually the November White Ribbon Campaign. We will continue to develop the domestic abuse one-stop-shop (Assia Suite). We will progress the elements contained in Welsh Government's guidance on violence against women, domestic abuse and sexual violence.</p>	<p>Success will be measured by Bridgend retaining its White Ribbon status and wide publicity around the White Ribbon Campaign. We will monitor data from the Multi Agency Risk Assessment Conferences (MARAC) on high risk victims of domestic abuse and collect reported data of people accessing support in Bridgend County Borough.</p>	<p>Ongoing developments to be monitored annually.</p>	<p>Community Safety Partnership - Bethan Lindsay-Gaylard and Calan DVS – Kathryn Fox</p>
<p>Raising awareness of changes to housing benefit entitlement</p>	<p>We will raise awareness of the impact of changes affecting claimants for housing benefits as soon as we become aware of them.</p>	<p>We will collate information relating to the number of claimants contact annually.</p>	<p>Ongoing activity to be monitored annually.</p>	<p>Benefits team – Janice Jenkins</p>
<p>Recognising, responding to and addressing community tensions</p>	<p>We will ensure we have tension monitoring structures and processes in place and are evidencing processes to solve problems.</p>	<p>The number of potential incidents identified through tension monitoring systems.</p>	<p>Ongoing activity to be monitored on a six monthly basis</p>	<p>Community Safety Partnership.</p>
<p>Ensure consultation and engagement activities are robust whilst encouraging participation that is representative of the community</p>	<p>We will use the council's consultation and engagement toolkit and processes to raise awareness amongst the general public of developments within our services whilst aiming that the feedback we receive is representative of the communities we serve.</p>	<p>We already publish consultations on our website (open and closed). We will collate, on an annual basis, a summary of our consultations and the</p>	<p>Ongoing development to be monitored annually.</p>	<p>Communications, Marketing and Engagement team</p>

		associated data available.		
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Objective 3: Our role as an employer	
What are we trying to achieve?	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.
Why this is an important issue:	<ul style="list-style-type: none"> • The council has a role within the wider community to lead the way on equality and diversity; • Raising awareness of equality and diversity of employees, many of whom live in the county borough, will also impact positively on the community; • 73% of people agreed with this objective as part of the strategic equality plan consultation. The top suggestion related to more staff training at all levels.
How will this support the delivery of our other objectives?	<p>This objective links to the following council priorities:</p> <ul style="list-style-type: none"> • Priority 2: Helping people to be more self-reliant • Priority 3: Smarter use of resources
The performance indicators we will use:	<ul style="list-style-type: none"> ➤ Baseline equality data on our employees; ➤ Frequency of online access to employee information packs; ➤ Completed e-learning and face to face learning activities; ➤ Membership of staff networks.
Which Protected Characteristic Groups will be impacted?	<ul style="list-style-type: none"> ➤ All of the protected characteristic groups will be impacted.
What difference will this objective make to people that live and work in Bridgend County Borough?	Raising awareness of equality and diversity issues within the workforce will encourage and enable employees to fulfil their potential in an inclusive working environment

What we will do to achieve this objective	How we will do this	How we will know we've succeeded. What data will be collected?	Target date	Lead Service
Increase support for all employees in the workplace by continuing to develop information packs for employees with protected characteristics	Develop packs for disabled employees, those identifying as LGBT and those from different faith groups to signpost them to sources of information, advice and support with a view to developing a more inclusive working environment.	We will monitor the frequency of online access to these packs and regularly raise awareness amongst our employees of them.	31 August 2016	Communications, Marketing and Engagement team – Paul Williams
Provide targeted groups of employees with equality and diversity training	<p>Update and promote the equalities and diversity section within the corporate e-learning module.</p> <p>Update the introduction to equality and diversity e-learning module and target front line employees.</p> <p>Develop and promote specific e-learning modules e.g. mental health, domestic abuse.</p>	<p>We will monitor training completion and evaluations in order to identify further training needs.</p> <p>Monitor equality and diversity complaints from employees and our customers.</p>	Ongoing development to be monitored quarterly.	<p>Human Resources and Organisational Development - Nikki Flower</p> <p>Communications, Marketing and Engagement team – Paul Williams</p>
Provide senior managers with training and support in completing robust EIAs	Update the EIA e-learning module and roll out to target group of employees who are responsible for carrying out EIAs. This will include support materials such as toolkits and case studies.	We will monitor training completion and evaluations in order to identify further training needs.	Ongoing development to be monitored quarterly.	<p>Human Resources and Organisational Development - Nikki Flower</p> <p>Communications, Marketing and Engagement team – Paul Williams</p>

Increase support for employees by developing further staff networks for those employees sharing a protected characteristic	During the last SEP we developed a network for LGBT employees. We will develop further networks, initially developing one for disabled staff to assist them with gaining advice and guidance on everyday living and employment.	Network established with representative members	Ongoing	Communications, Marketing and Engagement team – Paul Williams
Review our pay and grading structure every three years	An independent body will carry out an EIA every three years to ensure our pay and grading structure remains fit for purpose.	Robust pay and grading structure in place.	2016 and 2019	Human Resources and Organisational Development
Review the recruitment and selection processes to take account of the government's Disability Confident campaign	Update our recruitment and selection guidelines and e-learning to ensure that the principles of the Disability Confident campaign are reflected.	Updated guidelines and e-learning in place. We will also continue to monitor our workforce information.	31 July 2016. Six monthly monitoring.	Workforce Development team – Nikki Flower
Take a range of actions to ensure that employees have an awareness and understanding of the variety and extent support available through the Employee Assistance Programme, available from Care First.	We will raise awareness of the health and wellbeing advice, guidance and support available for our employees by providing quarterly updates signposting them to Care First (an organisation providing counselling related services).	Employees are aware of the support available and are able to access this as needed. We will collect data relating to the frequency of access to the Care First website.	Ongoing development to be monitored quarterly.	Communications, Marketing and Engagement team – Paul Williams Workforce Development team – Ian Vaughan

Objective 4: Mental health	
What are we trying to achieve?	Our Adult Social Care service will build on its partnership work with the third (voluntary) sector to provide mental health support and services.
Why this is an important issue:	<ul style="list-style-type: none"> • Raising awareness of mental health issues will help to reduce stigma; • Accessible services for people with mental health and substance misuse issues are important so that they can get the support they need when they need it; • 86% of people agreed with this objective as part of the consultation. The top suggestion was to support easier and quicker access to specialists.
How will this support the delivery of our other objectives?	<p>This objective links to the following council corporate priorities:</p> <ul style="list-style-type: none"> • Priority 2: Helping people to be more self-reliant • Priority 3: Smarter use of resources
The performance indicators we will use:	<ul style="list-style-type: none"> • A measureable increase in the level of support for citizens with co-occurring mental health and substance misuse issues; • An increase in the range of robust information and advice available; • Progress with the implementation of the Time to Change Wales Action Plan.
Which Protected Characteristic Groups will be impacted?	All of the protected characteristic groups will be impacted
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 so that they 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. What data will be collected?	Target date	Lead Service
Improve the provision of multi-agency support for people in the county borough including provision for people (including carers and family) experiencing mental health issues	The council is required to comply with new responsibilities under the new Social Services and Wellbeing (Wales) Act. We will develop stronger links with the health board to develop better integration in our day to day services.	We will assess the provision of multi-agency support to ensure we provide a 'joined up' social services and health service.	April 2017	Adult Social Care – Jackie Davies
Improving accessibility of / to information, advice and guidance	We will develop systems to enable people to source robust information and advice in order for them to meet their own needs.	We will work with our health and third sector partners for feedback on the effectiveness of the information and advice available.	April 2017	Adult Social Care – Jackie Davies
Continue working towards increasing the level of support for people with mental health issues by supporting the Time to Change Wales project and the Western Bay Action Plan	The council signed the Time to Change Wales organisational pledge in February 2016. The pledge requires the council to meet a number of commitments e.g. to provide management development training and raise awareness of the importance of mental health and wellbeing amongst employees.	We will monitor the council's progress in meeting the commitments outlined within the Time to Change Wales action plan.	On a quarterly basis and ongoing.	Adult Social Care and Human Resources and Organisational Development.

Objective 5: Children	
What are we trying to achieve?	We will positively promote and support the emotional and educational attainment of children in the county borough and address the issues children face such as bullying.
Why this is an important issue:	<ul style="list-style-type: none"> • We know that bullying and identity related incidents occur in our schools and we must do all we can to address this. We have an anti-bullying task group in place to assist with this; • We know that the number of NEETs (Not in Education, Employment or Training) leaving secondary school is unacceptable and that life expectancy and the opportunity to achieve can be reduced as a result; • Due to their high levels of mobility, some children in our county borough e.g. from Gypsies and Traveller communities do not attend school regularly which can prevent them from reaching their full potential. We must work with these families to encourage them to attend and remain within the education system; • 93% of people agreed with this objective as part of the consultation. Top suggestion was to have more training and support for anti-bullying programmes including anti-cyber bullying in schools.
How will this support the delivery of our other objectives?	<p>This objective links to the following council's corporate priorities:</p> <ul style="list-style-type: none"> • Priority 2: Helping people to be more self-reliant • Priority 3: Smarter use of resources
The performance indicators we will use:	<ul style="list-style-type: none"> • The number of children from Gypsy and Traveller families regularly attending primary and secondary schools; • The number of disabled children and those with complex medical needs regularly attending primary and secondary schools; • The number of reported incidents of identity related bullying at school and the nature of the incidents; • The number of children electing for alternative education.
Which Protected Characteristic Groups will be impacted?	All of the protected characteristic groups will be impacted.

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 support services through a partnership approach working with parents, health and other partners to support and promote the attendance of children at school, identify opportunities for them to develop socially and academically and deal with school bullying issues.		
What we will do to achieve this objective	How we will do this	How we will know we've succeeded. What data will be collected?	Target date	Lead Service
Continue to develop our Vulnerable Groups Strategy	The Vulnerable Groups Strategy is a joint strategy between our Education and Transformation and Social Services and Wellbeing Directorates and external partners to ensure that, by working collaboratively, the educational ambitions, aspirations and outcomes of children who are deemed to be 'vulnerable' can be raised to equip them for further learning and the world of work.	We will monitor the educational performance of specific groups of pupils such as looked after children and special educational needs and compare this against their more advantaged peers.	On a quarterly basis and ongoing.	School Improvement Service
Work with the families of children such as Gypsies and Travellers, Syrian refugees and other asylum seekers to encourage them to attend and remain within the education system	We will continue to work in partnership with education welfare officers, family engagement officers and Early Help teams to encourage families of these children to increase their regular attendance within the education system.	School attendance will be monitored on a half term basis and levels of individual and class based support will continue to be collated on a weekly basis.	On a quarterly basis and ongoing. Weekly and ongoing.	Inclusion Service

<p>Develop systems to monitor school bullying (victims and perpetrators) by protected characteristic</p>	<p>A priority of our anti-bullying network is to develop a consistent approach to identifying, recording and therefore reducing incidences of bullying. The network will utilise internal systems to record and monitor incidences of bullying against the protected characteristics. Schools reporting mechanisms are being considered with a view to developing a single bullying reporting and recording framework.</p>	<p>The reporting of school bullying (perpetrators and victims) in primary and secondary schools will increase. Schools will use this data to effectively address incidences and deliver appropriate interventions against the type of bullying being reported.</p>	<p>September 2016</p>	<p>Integrated Working team</p>
<p>Raise awareness of the impact of school bullying amongst teachers and support staff</p>	<p>Training will continue to be delivered to teachers and school staff based on identified need. We will continue to work with Actus Education to deliver training to school based staff and teachers including (but not limited to); digital literacy, leadership and management, personal social education, mentoring and coaching – all of which are specific and tailored to bullying.</p> <p>We will continue to work with Show Racism the Red Card to provide school based training for teachers, support staff and pupils. Our Gypsy and Traveller Education Service will continue to build capacity in individual schools as required.</p>	<p>The recording of incidences of school bullying will increase as a result of learners feeling more confident in identifying and addressing these. Core staff in each school will be trained in restorative approaches and mediation skills therefore utilising a consistent approach to addressing incidences of bullying.</p> <p>We will monitor the feedback from pupils and teachers following the Show Racism the Red Card workshops.</p>	<p>Ongoing</p>	<p>Integrated Working team</p>

<p>Work with parents, schools and the local health board to maximise the potential attendance of children at school</p>	<p>We are aware that some children have complex medical needs and/or are disabled which means that a multi -agency approach is needed. The Education Welfare Service will continue to work closely with health and education professionals in order to agree to an appropriate education plan.</p>	<p>We will monitor the attendance of children with complex medical needs and/or disabilities.</p>	<p>On a half termly basis.</p>	<p>Inclusion Service</p>
<p>Consider the alternative forms of schooling and tuition available within the education system to enable children to remain within the system</p>	<p>Where a child is not attending school for reasons other than complex needs or disability, we will work collaboratively to identify the most suitable model of tuition for the child. This will involve considering provisions such as:</p> <ul style="list-style-type: none"> • Elective home tuition; • Educated other than school (EOTS); and • Building to progress. <p>Schools will continue to review the cases of non-attendance at school via teacher interventions and will engage with the education welfare officer service for advice and further intervention.</p>	<p>We will monitor the attendance of children who, for reasons other than complex needs or disability, do not attend school regularly.</p>	<p>On a half termly basis.</p>	<p>Inclusion Service</p>

Objective 6: Leisure, Arts and Culture	
What are we trying to achieve?	We will work with our partners to help to promote fair and equal access to participation in sport and recreation services as well as in the arts and culture services to all members of the community.
Why this is an important issue:	<ul style="list-style-type: none"> • Increasing participation in affordable and accessible sporting facilities/activities amongst residents will improve health and wellbeing; • Improving access to affordable and accessible arts and culture facilities amongst people from all protected characteristic groups will promote inclusion and improve their cultural development and wellbeing in these activities; • 84% of people agreed with this objective as part of the consultation highlighting affordability and opportunities of services as the top suggestions.
How will this support the delivery of our other objectives?	<p>This objective links to the following corporate priorities:</p> <ul style="list-style-type: none"> • Priority 2: Helping people to be more self-reliant • Priority 3: Smarter use of resources
The performance indicators we will use:	<ul style="list-style-type: none"> ➤ A measureable increase in the numbers of people from protected characteristic groups accessing sport, recreation and culture services with a specific focus on age, disability, gender, race, religion and belief; ➤ An increase in the number of EIAs undertaken; ➤ Sharing of broader, key data with partners.
Which Protected Characteristic Groups will be impacted?	All of the protected characteristic groups will be impacted.
What difference will this objective make to people that live and work in Bridgend County Borough?	There will be an increased number of people participating in sport, recreation and culture activities resulting in improved health and wellbeing and an increase in awareness of local and regional culture. The council will still own its leisure and culture facilities and will ensure that all remain 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. What data will be collected?	Target date	Lead Service
Increase access to opportunities for older people	We will respond to the 'Ageing Well Plan for Bridgend' and develop services and activities that reduce loneliness and isolation, develop skills and employability and help to make Bridgend an age-friendly county. We will link with national programmes designed for older people and also listen to older voices when designing opportunities.	More people aged 50 plus participating in sport, leisure and cultural activities including on a multi-generational basis.	Ongoing development. Annual monitoring.	Social Services and Wellbeing – Andrew Thomas
Improve access for under-represented groups to sport and leisure opportunities	We will support the development of new community groups and organisations and also build confidence and capability within existing opportunities to be inclusive and engage under-represented groups.	More people with a protected characteristic engaging in community groups and organisations.	Ongoing development. Annual monitoring.	Social Services and Wellbeing – Andrew Thomas
Review of pricing structures to increase access for marginalised groups	We will ensure that a range of low cost and no cost opportunities are available to support access for hard to reach groups and reduce poverty as a barrier to participation in sport, leisure and cultural activities.	An increase in usage of facilities and services by customers with protected characteristics.	Annual monitoring.	Social Services and Wellbeing – Andrew Thomas
Improve our Equality Impact Assessments	We will continue to improve our use of EIAs when changing or reviewing our approaches to services. Our contracted partners (e.g. GLL/Halo Leisure and Awen Cultural Trust) will also conduct such assessments and provide them to ourselves for approval. Our focus on EIAs will be enhanced by increasing knowledge of the different protected characteristics and also people with more than one characteristic.	A record of ongoing EIAs based on data (where it exists) and supplemented by public engagement and consultation approaches.	Review bi annually.	Social Services and Wellbeing – Andrew Thomas

<p>Using existing data to plan services effectively</p>	<p>We will continue to use secondary data collated by partners (e.g. Sport Wales, Arts Council, Welsh Health Survey) but also progressively develop primary data at a county and, where possible, locality level to support planning for services (e.g. membership, postcodes of users, types of protected characteristic). Certain key data will be built into performance monitoring systems including those operated by contracted partners (GLL/Halo and Awen Trust).</p>	<p>Broader data will be available on protected characteristic groups and their participation and engagement with sport, leisure and cultural opportunities. Increased collaboration between partners on agreed themes and issues.</p>	<p>Annual data service reviews.</p>	<p>Social Services and Wellbeing – Andrew Thomas</p>
<p>Work with our partners (GLL/Halo Leisure and Awen Trust) to better understand the diversity of people using leisure, arts and culture services</p>	<p>We will progressively improve our insight into gaps in provision for groups with a protected characteristic and to determine capability to meet needs and who may be best placed to do so. This recognises the importance of the third sector and supporting its ability to meet local needs. We will improve our understanding of diversity within protected characteristics (e.g. disability) via ongoing consultation and engagement and development of our workforce.</p>	<p>Increased understanding of the sport, leisure and cultural needs of people with a protected characteristic that is built into the planning and delivery of services.</p> <p>Sharing of key data between partners will improve the accessibility of local opportunities.</p>	<p>Annual performance review with partners.</p>	<p>Social Services and Wellbeing – Andrew Thomas</p>
<p>Work with our partners (GLL/Halo Leisure and Awen Trust) to identify any gaps in employees' knowledge and identify training solutions</p>	<p>Equality and diversity training will be available to a range of staff via formal training programmes and e-learning approaches which will be integrated within partner training frameworks as well. Core training will be supplemented by specific, more detailed modules where appropriate.</p>	<p>More of the workforce will be competent and confident to support people with a protected characteristic to access sport, leisure and cultural opportunities.</p>	<p>Annual training and development planning/review.</p>	<p>Social Services and Wellbeing – Andrew Thomas</p>

<p>Work with our partners (GLL/Halo Leisure and Awen Trust) to identify any marketing and promotion opportunities to better promote services within our communities</p>	<p>We will use traditional and digital marketing approaches to improve communication with people with a protected characteristic. In particular we will continue to develop our use of social media and web based information whilst recognising those who are digitally excluded. We will build on direct marketing approaches, improve our database of community partners and further develop relations with our communities.</p>	<p>Greater numbers of people with a protected characteristic accessing delivered services or engaging with partner led activities.</p>	<p>Annual marketing planning and review.</p>	<p>Social Services and Wellbeing – Andrew Thomas</p>
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Objective 7: Data	
What are we trying to achieve?	We will continue to develop systems to collect, collate, monitor and publish equalities data on our service users and employees as well as improve our equality impact assessments.
Why this is an important issue:	<ul style="list-style-type: none"> • By collecting and analysing data we can better understand the demographics of our employees and our service users; • We need to be able to identify any gaps in service provision where, perhaps, a particular group's needs are not being fully met; • We will be able to make evidence based, informed decisions on service developments outlined within the council's Medium Term Financial Strategy.
How will this support the delivery of our other objectives?	The data objective underpins all of the council's corporate priorities.
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, and feedback from key managers and staff on the accuracy and reliability of existing data and information; ➤ An increase in the number of EIAs and reports using robust, meaningful data; ➤ Improved data sharing and feedback from public consultations.
Which Protected Characteristic Groups will be impacted?	All of the protected characteristic groups will be impacted.
What difference will this objective make to people that live and work in Bridgend County Borough?	A better understanding of the data relating to our service users, customers and employees will help the council to ensure that it is providing fair and accessible services.

What we will do to achieve this objective	How we will do this	How we will know we've succeeded. What data will be collected?	Target date	Lead Service
<p>Ensure that our staff are aware of and use relevant internal data e.g. customer databases and consultation feedback as well as relevant external data e.g. the National Survey for Wales and the Census when drafting Equality Impact Assessments (EIAs) and other relevant / annual reports</p>	<p>We will ensure that our managers and staff responsible for producing EIAs are fully aware of the need to use robust and reliable internal and external data. This will help the council to make informed decisions and ensure reports we produce accurately represent the services we provide and those who receive them. We will also produce a concise list of data sources which will be published internally and made accessible to all staff.</p>	<p>The robustness of EIAs will improve. This will be monitored continuously and all completed full EIAs will be published.</p>	<p>Ongoing process.</p>	<p>All service areas</p>

Collect and analyse equality data as part of all public consultations	We will ensure the equality monitoring questions we use (based on Welsh Governments standards) are used in every public consultation exercise. We will use the equality data we collect to identify the protected characteristics of those that engage with us and also to identify where the gaps in our engagement lie.	The data disclosed to us will increase both in volume and detail. Data collated will strengthen our understanding of the views of people with protected characteristics. Future consultation and engagement exercises can be more targeted to identify any gaps in representation.	Quarterly and ongoing.	Communications, Marketing and Engagement Team.
Collect equality data as part of our complaints processes	We will ensure that our equalities monitoring questions continue to be based on the standards set by Welsh Government. We will ensure they remain relevant and that they are used in our complaints processes.	We will collate and monitor this data and use this in our EIAs and any relevant service reviews. We will also use this data to identify any issues.	Quarterly and ongoing.	Designated complaints officers.
Undertake EIAs whenever we review, or introduce a new policy	We will undertake robust and meaningful EIAs using accurate, up to date and relevant data, to ensure that the likely impact (positive, negative or neutral) is clear and can be addressed.	There will be an increase in the number of robust EIAs being produced That inform decision-making.	Ongoing process	All service areas
Ensure feedback is available to all consultees	We will ensure that people with whom we consult and engage with are able to access the outcome of the consultation (positive or negative) e.g. on our website. Consultees will be able to see how their feedback has influenced the decision making process.	Consultees will have a better understanding of how their views have helped to shape services and influence decisions. More people will engage with us.	Ongoing/post consultation exercises	Communications, Marketing and Engagement team.

<p>Improve the collection of employee equality data</p>	<p>We will take actions to enable and encourage employees to complete and or update their personal data (being mindful that they are under no obligation to respond).</p>	<p>We will report on equalities data and monitor the progress being made.</p>	<p>Six monthly and ongoing.</p>	<p>HR Transactional Manager</p>
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Full Equality Impact Assessment

Name of project, policy, function, service or proposal being assessed:	Strategic Equality Plan 2016 – 2020, Action Plan
Date assessment completed	28 June 2016

At this stage you will need to re-visit your initial screening template to inform your discussions on consultation and refer to [guidance notes on completing a full EIA](#)

The Equality Act 2010 sets out general and specific duties for local authorities in Wales. The council has a general duty to:

- eliminate discrimination, harassment and victimisation,
- advance equality of opportunity; and
- foster good relations between people who share a protected characteristic and those who do not.

One of the specific duties is for the council to produce and publish a Strategic Equality Plan (SEP) to include equality objectives describing how the most pressing issues for people in Bridgend will be addressed for the next four years.

An external consultation on the proposed actions within Bridgend County Borough Council's Strategic Equality Plan 2016 – 2020 Action Plan was undertaken over a six week period between 12 May 2016 and 22 June 2016. The consultation engaged with 315 residents from a combination of the consultation survey and engagement events held with the Bridgend Equality Forum groups. This Full Equality Impact Assessment outlines the analyses associated with the consultation. The results gathered from the consultation have been used to consider whether the proposed actions were fit for purpose and to make any amendments to the actions as required. Bridgend County Borough Council Officers attend 9 engagement events with representative groups of

the Bridgend Equality Forum and, because of the sensitivities involved, engaged with a further 5 groups via e mail. All questions in the online survey were optional and all survey responses offered the option of anonymity. Paper copies of the consultation were also made available at the engagement events or alternatively could be sent to residents upon request in English or Welsh. In total there were 47 actions within the 7 Strategic Objectives which required a reply from respondents. Promotional tools included:

- Messages to staff;
- Direct mail campaign to Bridgend Equality Forum members;
- Social Media – the council tweeted its 7,162 @Bridgend CBC followers and posted to its 4,950 Facebook followers about the consultation on several occasions during the consultation period to help raise awareness. A Facebook advertisement was run between 31 May and 4 June and between 9 June and 11 June;
- Online and paper survey
- Engagement events

The level of interaction per promotional tool is described in the Consultation Report.

1. Consultation

		Action Points
<p>Who do you need to consult with (which equality groups)?</p>	<p>The council is mindful that the full impact of the proposed actions outlined in the Strategic Equality Plan 2016 – 2020 Action Plan may be high level and potentially impacting many customers, citizens, visitors and service users from across all protected characteristic groups. The council is also mindful that, in order to maximise its community reach and its service users, it needed to consider further engagement methods. The council used social media, online consultation methods, distributed hard copies of consultation documents to libraries and public buildings, attended a series of engagement events with representative groups to encourage citizens to give their views on the consultation. Additionally, the Bridgend Equality Forum comprising representatives from most of the</p>	<p>The council's approach to consultation is described above.</p>

	protected characteristic groups, was consulted.	
How will you ensure your consultation is inclusive?	The council is mindful of the different accessibility needs of people and consultation was carried out inclusively using as wide a range of formats and access opportunities as possible.	The consultation methods comprised of hard copy materials in various font sizes, online methods for customers and citizens who wished to feedback in a digital environment, face to face focus groups enabling people to feedback verbally to council representatives and the Bridgend Equality Forum who also engaged with their individual groups.
What consultation was carried out? Consider any consultation activity already carried out, which may not have been specifically about equality but may have information you can use	The council's consultation period on its Strategic Equality Plan 2016 – 2020 Action Plan began on 12 May 2016 and ended on 22 June 2016. The Bridgend Equality Forum meets on a bimonthly cycle and various meetings are held with representative groups such as Bridgend Visually Impaired Society, Bridgend Deaf Club and Bridgend Coalition of Disabled People to discuss the council's equality agenda.	Please see Consultation Report.

Record of consultation with people from equality groups

Group or persons consulted	Date, venue and number of people	Feedback, areas of concern raised	Action Points
Glamorgan Muslim Association	13 May 2016, Aberkenfig Mosque, 6 attendees;	Bullying will happen regardless of skin colour.	Please see final SEP Action Plan 2016 - 2020
Stroke Association	16 May 2016, St. Johns Day Centre, 21 attendees;	General discussions	Please see final SEP Action Plan 2016 - 2020
Bridgend Carers Centre	25 May 2016, Friends Meeting House, 29 attendees;	General discussions	Please see final SEP Action Plan 2016 - 2020
BridgeVIS	3 June 2016, Evergreen Hall, 22 attendees;	Issues around transportation and public toilets	Please see final SEP Action Plan 2016 - 2020
Bridgend People First	24 May 2016, Bryngarw Country Park, 18 attendees;	Hate crime is a problem and getting the right support in work,	Please see final SEP Action Plan 2016 - 2020
Bridgend Deaf Club	24 May 2016, Bridgend Deaf Club, 12 attendees;	Need more contact with Deaf social worker, BSL services at Civic Offices are fantastic.	Please see final SEP Action Plan 2016 - 2020
Bridgend Youth Council	1 June 2016, Council Chamber, 12 attendees;	General discussions	Please see final SEP Action Plan 2016 – 2020

Bridgend Shout	15 June 2016, Evergreen Hall, 7 attendees;	Transport and toilets are main issues.	Please see final SEP Action Plan 2016 - 2020
ABFABB (A Better Future Altogether Benefitting Bridgend)	9 June 2016, The Zone, 6 attendees;	Hate crime reporting is an issue, difficult to stop bullying in schools, use of correct terminology (LGBT not LGB & T), Engagement such as this is a step in the right direction, need more community spirit in Bridgend, proud to see the rainbow flag being flown.	Please see final SEP Action Plan 2016 - 2020
SACRE (Standing Advisory Committee on Religious Education; BCBC LGBT Staff Network; Calan DVS; Parc Prison LGBT forum and Mental Health Matters Wales	Consulted and engaged with via e mail because of the sensitivity with the groups represented.	None received	Please see final SEP Action Plan 2016 - 2020

2. Assessment of Impact

Based on the data you have analysed, and the results of consultation or research, consider what the potential impact will be upon people with protected characteristics (negative or positive). If you do identify any adverse impact you **must**:

- a) **Liaise with the Engagement Team who may seek legal advice as to whether, based on the evidence provided, an adverse impact is or is potentially discriminatory, and**
- b) **Identify steps to mitigate any adverse impact – these actions will need to be included in your action plan.**

Include any examples of how the policy helps to promote equality.

Gender	Impact or potential impact	Actions to mitigate
Identify the impact/potential impact on women and men.	This Full Equality Impact Assessment reinforces the detail in the Initial Screening Equality Impact Assessment which is that it is possible that both men and women may be impacted by one or more of the strategic equality objectives and actions outlined in the SEP 2016 – 2020.	The actions within the SEP Action Plan are those that will support the delivery of the strategic equality objectives. Whilst gender is not specifically outlined as an action, there is expected to be a positive impact on men and women.

Disability	Impact or potential impact	Actions to mitigate
Identify the impact/potential impact on disabled people (ensure consideration of a range of impairments, e.g. physical, sensory impairments, learning disabilities, long-term illness).	This Full Equality Impact Assessment reinforces the detail in the Initial Screening Equality Impact Assessment which is that all people stating they had a disability could potentially be impacted by one or more of the Strategic Equality Objectives and actions outlined in the SEP 2016 – 2020.	The actions within the SEP Action Plan are those that will support the delivery of the strategic equality objectives. Disability is referenced in a number of the equality objectives and actions and there is expected to be a positive impact on disabled people.
Race	Impact or potential impact	Actions to mitigate
Identify the impact/potential impact of the service on Black and minority ethnic (BME) people.	This Full Equality Impact Assessment reinforces the detail in the Initial Screening Equality Impact Assessment which is that people describing themselves as from a BME background may be impacted by one or more of the Strategic Equality Objectives and actions outlined in the SEP 2016 – 2020.	The actions within the SEP Action Plan are those that will support the delivery of the strategic equality objectives. Race is referenced in a number of the equality objectives and actions and there is expected to be a positive impact on people identifying as from a BME background.

Religion and belief	Impact or potential impact	Actions to mitigate
Identify the impact/potential impact of the service on people of different religious and faith groups.	This Full Equality Impact Assessment reinforces the detail in the Initial Screening Equality Impact Assessment which is that people from all religions in Bridgend could potentially be impacted by one or more of the Strategic Equality Objectives and actions outlined in the SEP 2016 – 2020.	The actions within the SEP Action Plan are those that will support the delivery of the strategic equality objectives. Religion and belief are referenced along with race in a number of the equality objectives and actions. There is expected to be a positive impact on people identifying as from a BME background.
Sexual Orientation	Impact or potential impact	Actions to mitigate
Identify the impact/potential impact of the service on gay, lesbian and bisexual people.	As described within the EIA Initial Screening undertaken, reliable data relating to sexual orientation is not available. However, a positive impact is expected on this protected characteristic group.	The actions within the SEP Action Plan are those that will support the delivery of the strategic equality objectives. Sexual orientation is referenced in a number of the equality objectives and actions. There is expected to be a positive impact on people identifying as LGBT.

Age	Impact or potential impact	Actions to mitigate
Identify the impact/potential impact of the service on older people and younger people.	This Full Equality Impact Assessment reinforces the detail in the Initial Screening Equality Impact Assessment which is that people from all ages in Bridgend could potentially be impacted by one or more of the Strategic Equality Objectives and actions outlined in the SEP 2016 – 2020.	The actions within the SEP Action Plan are those that will support the delivery of the strategic equality objectives. Whilst age is specifically referenced in the Leisure, Arts and Culture objective, there is expected to be a positive impact on people of all ages within the SEP.
Pregnancy & Maternity	Impact or potential impact	Actions to mitigate
	Census data is not available on this protected characteristic group.	The possible impact on this protected characteristic is not currently understood. However, during the period of the Strategic Equality Plan 2016 – 2020 regular assessments will be undertaken to ensure actions are fit for purpose.

Transgender	Impact or potential impact	Actions to mitigate
	Census data is not available on this protected characteristic group.	The possible impact on this protected characteristic is not currently understood. However, during the period of the Strategic Equality Plan 2016 – 2020 regular assessments will be undertaken to ensure actions are fit for purpose.
Marriage and Civil Partnership	Impact or potential impact	Actions to mitigate
	This Full Equality Impact Assessment outlines the number of respondents to the 2011 census who were in a Civil Partnership. No negative impact is expected on this protected characteristic group.	The possible impact on this protected characteristic is not currently understood. However, during the period of the Strategic Equality Plan 2016 – 2020 regular assessments will be undertaken to ensure actions are fit for purpose.

Under the Welsh Language Standards, EIAs must also consider:

- whether the policy would impact on people's opportunity to a) use the Welsh language in a positive or negative way and b) treat both languages equally;
- how the policy could be changed to have a positive effect or increase the positive effect on a) people's opportunity to use the Welsh language and b) treating both languages equally;
- how the policy could be changed to minimise or remove any adverse effects on a) people's opportunity to use the Welsh language and b) treating both languages equally.

Welsh Language	Impact or potential impact	Actions to mitigate
Identify the impact/potential impact on Bridgend County Borough Council, the Welsh Language, Welsh Culture, Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.	Bridgend County Borough Council is working towards compliance with the Welsh Language Measure 2011 and Welsh Language Standards. Services, where possible, are made available in Welsh.	

The following Section only applies where there is a potential impact (negative, positive or neutral) on children

United Nations Convention on the Rights of the Child (UNCRC)

The UNCRC is an agreement between countries which sets out the basic rights all children should have. The United Kingdom signed the agreement in 1991. The UNCRC includes 42 rights given to all children and young people under the age of 18. The 4 principles are:

1. Non-discrimination
2. Survival and development
3. Best interests
4. Participation

This section of the Full EIA contains a summary of all 42 articles and some will be more relevant than others, depending on the policy being considered however, there is no expectation that the entire convention and its relevance to the policy under review is fully understood. The Engagement Team will review the relevant data included as part of its monitoring process. The EIA process already addresses two of the principle articles which are non-discrimination and participation. This section covers “Best interests” and “Survival and development”.

Some policies will have **no direct impact** on children such as a day centre for older people.

Some policies will **have a direct impact** on children where the policy refers to a childrens’ service such as a new playground or a school.

Some policies will **have an indirect impact** on children such as the closure of a library or a cultural venue, major road / infrastructure projects, a new building for community use or change of use and most planning decisions outside individual home applications.

What do we mean by “best interests”?

The “Best interest” principle does not mean that any negative decision would automatically be overridden but it does require BCBC to examine how a decision has been justified and how the Council would mitigate against the impact (in the same way as any other protected group such as disabled people).

- The living wage initiative could be considered to be in the “Best interests”. The initiative could potentially lift families out of poverty. Poverty can seriously limit the life chances of children.
- The closure of a library or cultural building would not be in the “Best interests” of children as it could limit their access to play, culture and heritage (Article 31.)

Please detail below the assessment / judgement of the impact of this policy on children aged 0 – 18. Where there is an impact on “Best interests” and “Survival and development”, please outline mitigation and any further steps to be considered.

Impact or potential impact on children aged 0 - 18	Actions to mitigate
The council’s Strategic Equality Plan includes a Strategic Equality Objective and associated actions on Children. Children will therefore be positively impacted by the Strategic Equality Plan 2016 – 2020.	Please see the actions described within the SEP Action Plan 2016 – 2020.

It is essential that you now complete the action plan. Once your action plan is complete, please ensure that the actions are mainstreamed into the relevant Service Development Plan.

3. Action Plan

Action	Lead Person	Target for completion	Resources needed	Service Development plan for this action
N/A	N/A	N/A	N/A	N/A

The Strategic Equality Plan 2016 – 2020 has a supporting SEP Action Plan which outlines each action, the lead person or service, target dates for completion, details of the actions and measures for assessing success.

Please outline the name of the independent person (someone other than the person undertaking the EIA) countersigning this EIA below:

Please outline how and when this EIA will be monitored in future and when a review will take place:

The council's SEP 2016 - 2020 and associated Action Plan will be monitored annually with progress being reported on an annual basis to the Cabinet Equalities Committee.

Signed: Paul Williams

Date: 24 June 2016

4. Publication of your results and feedback to consultation groups

It is important that the results of this impact assessment are published in a user friendly accessible format.

It is also important that you feedback to your consultation groups with the actions that you are taking to address their concerns and to mitigate against any potential adverse impact.

Please send completed EIA form to [Paul Williams, Equality Officer](#)

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET EQUALITIES COMMITTEE

14 JULY 2016

REPORT OF THE CORPORATE DIRECTOR – OPERATIONAL AND PARTNERSHIP SERVICES

UPDATE REPORT ON IMPLEMENTATION OF THE WELSH LANGUAGE (WALES) MEASURE 2011 AND WELSH LANGUAGE STANDARDS

1. Purpose of Report

To update Cabinet Equalities Committee on the implementation of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

The Welsh Language (Wales) Measure 2011 introduced Welsh language standards which impact upon the work of the whole council. The standards link to the equalities agenda, form a key component of the council's Customer Care Programme and link to the following corporate priorities:

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

3. Background

3.1 Following receipt of its final compliance notice on 30 September 2015, the council has been working to determine the implications involved in implementing all 171 standards by 30 September 2016. An update on progress was provided to Cabinet Equalities Committee on 28 April 2016. That report is referenced as a background document to this report.

4. Current situation / proposal

4.1 The council has continued to prepare for compliance with the standards. Key progress/updates from 28 April 2016 can be summarised as:

- continued with the Welsh Language Standards Implementation Board meetings to continue working on interpreting the standards and discussing/reporting on compliance. Since May 2016, the board is now meeting on a fortnightly basis;
- developed an action plan for the September standards as well as continuing to monitor and report on compliance of the March standards;
- as part of developing the action plan for September 2016, standards have been placed into one of six themes with an appointed lead officer responsible for ensuring standards are communicated and that plans are in place to ensure, where appropriate, these are met. The themes and lead officers are outlined in appendix 1.

- continued to ensure that information is filtered through the organisation via a communications plan involving e mail and newsletters. Fortnightly Bridgend's emails will be issued to employees over the next few weeks as reminders about key March standards e.g. answering the phone bilingually;
- continued to work with the University of South Wales to provide meet and greet training to frontline staff to support them in dealing with Welsh speaking customers on a day to day basis. At the time of writing this report 379 frontline employees had received this training with a further 25 scheduled to attend;
- commenced work on producing a five year strategy outlining how the council will promote the use of the Welsh Language in Bridgend County Borough and to its employees. The strategy also highlights how we will aim to maintain the number of Welsh speakers in the area and within our workforce;
- published the first Annual Report under the Welsh Language Standards on 30 June 2016;
- received its first formal complaint from the Welsh Language Commissioner in relation to non-compliance with a correspondence-related standard. This is currently being investigated by BCBC;
- updated the compliance document to reflect the requirements of the September 2016 standards;
- received confirmation that compliance with nine of the ten March 2016 standards appealed (appendix 2) were not considered to be disproportionate or unreasonable by the Welsh Language Commissioner as part of their initial considerations. The council submitted further supporting evidence on these nine appeals to the Welsh Language Commissioner on 27 June 2016 and the final decision is awaited. Compliance with the tenth standard appealed (standard 64 in appendix 2) has been delayed to September 2017. During the appeals process the council is not required to comply with those standards under appeal;
- since the March standards came into effect on 30 March 2016 and at the time of writing this report, the council has not received a higher level of phone calls or face to face queries in the telephone/customer contact centre from Welsh speakers;
- the council continues to have regular contact with neighbouring councils to establish their interpretation of certain standards and also with the Welsh Language Commissioner where clarification on points of law has been required.

5. Effect upon Policy Framework & Procedure Rules

There are no proposed changes to the Policy Framework and Procedure Rules.

6. Equality Impact Assessment

This is an information report. As such, no Equality Impact Assessment is required.

7. Financial Implications

A recurrent budget pressure of £313,000 and a one-off pressure of £81,000 for 2016/17 to meet the estimated costs of implementing the majority of the Welsh Language Standards have been identified. The pressure does not take into account the financial implications of a number of standards for which the council is appealing on the basis that they are unreasonable or disproportionate. Standards which are considered to be significant in terms of financial impact will be funded corporately and these are outlined in appendix 3. The cost of implementing the Welsh Language Standards will be reviewed during 2016/17 and, if the costs are deemed to be significantly higher than budget; a decision will be made corporately as to how this shortfall will be met.

8. Recommendation

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

Andrew Jolley
Corporate Director – Operational and Partnership Services
Date: 29 June 2016

Contact Officers:
Sarah Kingsbury
Head of Human Resources and Organisational Development
Email: Sarah.kingsbury@bridgend.gov.uk
Telephone: 643212

Paul Williams
Equality Officer
Email: Paul.williams2@bridgend.gov.uk
Telephone: 643606

Background documents: Update report to Cabinet Equality Committee dated 28 April 2016 on the Welsh Language Standards.

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Action Plan Themes

Theme	Lead Officer
Customer Contact	Customer Services Manager
Online presence, ICT Systems and self-service machines	Marketing and Engagement Manager
Signage and Displays	(External signs), Group Manager, Business Support, Communities Directorate, (Internal signs), Customer Services Manager
Grant Applications, Procurement and Policy Development (non HR)	Group Manager, Business Support, Communities Directorate
Compliance Document and Complaints Procedure	Equalities Officer
Human Resources and Employee Relations	Head of Human Resources and Organisational Development.

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March 2016 standards under appeal

No.	Standard
7	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.
7	You must state - (a) in correspondence, and (b) in publications and official notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh <i>and that corresponding in Welsh will not lead to delay</i> . The council is appealing the part of the standard in bold italics.
29	If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.
29A	You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting - (a) if you have invited more than one person to the meeting, (b) if the meeting relates to the well-being of one or more of the individuals invited, and (c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.
41	If you produce the following documents you must produce them in Welsh - (a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings; (b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public. You must comply with standard 41(a) in every circumstance, except: <ul style="list-style-type: none"> • other papers that are available to the public, which relate to management board or cabinet meetings You must comply with standard 41(b) in every circumstance, except: <ul style="list-style-type: none"> • other papers for meetings that are open to the public.
42	Any licence or certificate you produce must be produced in Welsh.

62	You must ensure that - (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.
66	You must provide the interface and menus on every page of your website in Welsh.
64	Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service. You must comply with standard 64 in relation to the following by 30 March 2016: <ul style="list-style-type: none"> • The body's main reception service. You must comply with standard 64 in relation to the following by 30 September 2016: <ul style="list-style-type: none"> • Every other reception service.
67	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.

Standards being funded corporately

No.	Standard
107	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.
5	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.
37	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.
38	Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.
41	<p>If you produce the following documents you must produce them in Welsh - (a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings; (b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.</p> <p>You must comply with standard 41(a) in every circumstance, except:</p> <ul style="list-style-type: none"> • other papers that are available to the public, which relate to management board or cabinet meetings <p>You must comply with standard 41(b) in every circumstance, except:</p> <ul style="list-style-type: none"> • other papers for meetings that are open to the public.
42	Any licence or certificate you produce must be produced in Welsh.
44	If you produce the following documents, and they are available to the public, you must produce them in Welsh - (a) policies, strategies, annual reports and corporate plans; (b) guidelines and codes of practice; (c) consultation papers.
47	If you produce a document for public use, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh - (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.

Page 102	<p>You must ensure that –</p> <p>(a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.</p>
Page 103	<p>You must provide the interface and menus on every page of your website in Welsh.</p>
Page 104	<p>If you offer an education course that is open to the public, you must offer it in Welsh.</p> <p>You must comply with standard 84 in every circumstance except:</p> <ul style="list-style-type: none"> • when an assessment carried out in accordance with standard 86 comes to the conclusion that there is no need for that course to be offered in Welsh.
120	<p>You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).</p>