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

### Bridgend County Borough Council



Swyddfeydd Dinesig, Stryd yr Angel, Pen-y-bont, CF31 4WB / Civic Offices, Angel Street, Bridgend, CF31 4WB

*Rydym yn croesawu gohebiaeth yn Gymraeg.  
Rhowch wybod i ni os mai Cymraeg yw eich  
dewis iaith.*

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

Deialu uniongyrchol / Direct line /: (01656) 643148

Gofynnwch am / Ask for: Mark Anthony Galvin

Ein cyf / Our ref:

Eich cyf / Your ref:

**Dyddiad/Date: Wednesday 5 July 2017**

Dear Councillor,

#### **CABINET COMMITTEE EQUALITIES**

A meeting of the Cabinet Committee Equalities will be held in Committee Rooms 2/3, Civic Offices, Angel Street, Bridgend, CF31 4WB on **Thursday, 13 July 2017 at 10.00 am.**

#### **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 Committee Equalities dated 9 March 2017.
4. Equality and Diversity: Valuing Difference  
To receive a Presentation from Mrs A. Lee, Senior Lawyer.
5. Issues facing Disabled People in Bridgend County Borough 9 - 10
6. Annual Report on the Strategic Equality Plan 2016-2020 Action Plan 11 - 52
7. Annual Report on Equality in the Workforce (2016/17) 53 - 60
8. Update Report on Implementation of the Welsh Language (Wales) Measure 2011 and Welsh Language Standards 61 - 66
9. Welsh Language Standards Annual Report 2016/17 67 - 76
10. 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

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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

Councillors:

HJ David  
HM Williams

Councillors

D Patel  
CE Smith

Councillors

PJ White  
RE Young

Invitees:

SE Baldwin  
TH Beedle  
SK Dendy  
J Gebbie  
DG Howells  
JE Lewis  
JC Radcliffe  
KL Rowlands  
E Venables  
SR Vidal

## CABINET COMMITTEE EQUALITIES - THURSDAY, 9 MARCH 2017

### MINUTES OF A MEETING OF THE CABINET COMMITTEE EQUALITIES HELD IN COMMITTEE ROOMS 2/3, CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON THURSDAY, 9 MARCH 2017 AT 10.00 AM

#### Present

Councillor HJ Townsend – Chairperson

CL Reeves

PJ White

HM Williams

#### Officers:

Jonathan Flower  
Sarah Kingsbury

Senior Strategy Officer - Housing  
Head of Human Resources, Organisational and Development and  
Customer Services

Andrew Rees  
Claire Saralis  
Paul Williams

Senior Democratic Services Officer - Committees  
Communications, Marketing and Engagement Manager  
Equality Officer

#### 6. APOLOGIES FOR ABSENCE

Apologies for absence were received from the following Members:

Councillor N Clarke  
Councillor HJ David – Other Council Business  
Councillor M Gregory  
Councillor D Sage  
Councillor CE Smith – Other Council Business  
Councillor M Thomas

#### 7. COUNCILLOR M BUTCHER

The Chairperson announced that this was the first meeting of the Committee following the recent passing of Councillor Butcher who would be sorely missed for her contribution made to the work of the Committee.

#### 8. DECLARATIONS OF INTEREST

None.

#### 9. APPROVAL OF MINUTES

RESOLVED: That the minutes of the meeting of the Cabinet Committee Equalities of 10 November 2016 be approved as a true and accurate record.

#### 10. SYRIAN VULNERABLE PERSONS RELOCATION SCHEME

The Senior Strategy Officer – Housing and Community Regeneration provided an overview on the progress of the UK Government Syrian Vulnerable Persons Relocation Scheme in the County Borough of Bridgend. He stated that the UK Government is committed to resettling 20,000 Syrian refugees during the lifetime of this Parliament, with the number of refugees likely to be received in Wales increasing from 1,500 up to 1,800 over the Scheme.

The Senior Strategy Officer – Housing and Community Regeneration informed the Committee that Cabinet at its meeting on 5 July 2016 had approved the Council's participation in phase 2 of the Scheme. The Council had procured the Welsh Refugee Council to provide support to refugee families and he outlined the support which would be given to support the families. He stated that the families which had settled in Bridgend had been housed by Cartrefi Hafod who had been awarded the contract for the provision of housing management and who had experience in managing Syrian refugees in other local authorities and had the resources to assist with a variety of tenancy issues.

The Senior Strategy Officer – Housing and Community Regeneration informed the Committee that to date, 2 Syrian families had been resettled in the County Borough, with the first family arriving in November 2016, with the second family arriving in February 2017. A third family would be arriving in the County Borough during this month and a further 3 families arriving in the months that follow. Six families would be resettled in the County Borough by June 2017. A report would be submitted to a future meeting of Cabinet on proposals to resettle further families. He informed the Committee the families already resettled were settling in well in the County Borough having good housing support and the children attending local schools with support from an Arabic speaking Learning Support Officer. The families' religion is Sunni and they attend the mosque in Aberkenfig. To date, 294 people had resettled in Wales and 4,400 resettled in the UK which would be increasing to 20,000 during the lifetime of this Parliament.

The Committee questioned whether the authority had been a quota for resettling families. The Senior Strategy Officer – Housing and Community Regeneration informed the Committee that the Home Office had not given authorities for the resettling of families and that the numbers were determined based on the availability of housing, school spaces and health care. He stated that Bridgend's population accounts for 4.5% of the population of the whole of Wales and the authority could resettle up to 84 people. The Committee requested that the future Cabinet report also outline the methodology for resettling families in the County Borough.

The Committee referred to the rent allowance of £425 per month for 3 bedroom properties when the rental for such properties is approximately £575 per month and questioned how the shortfall would be met. The Senior Strategy Officer – Housing and Community Regeneration informed the Committee that the housing allowance is just below £500 per month and also below the market rent. He stated that the support service procured for refugee families would ensure that 100% housing allowance would be allowed. He also informed the Committee that Hafod would arrange for gas certification and the Council would use Home Office funding to support the families in their homes, with the Council being able to pay up to 12 weeks rent allowance to landlords. An approach had been received from a local church with an offer of a property in their ownership to resettle families. He stated that the Council would also use empty properties to house resettled families. Properties used as part of the programme would be leased for a minimum of 3 years and once the lease had been signed the owners of the properties could not withdraw from the lease, giving security of tenure to the families. The Senior Strategy Officer – Housing and Community Regeneration informed the Committee that the operational group established for mobilisation and delivery had been very effective in terms of its partnership working.

The Committee asked what assistance was being given to assist the people being resettled in accessing employment. The Senior Strategy Officer – Housing and Community Regeneration informed the Committee that people would be assisted in registering with the Job Centre for employment opportunities. The biggest barrier to obtaining employment is the language, however, English lessons are provided by Bridgend College for the families to attend. However as the families had only arrived recently, it was likely too early for job opportunities to be accessed.

The Committee asked how families are selected to be resettled in the County Borough. The Senior Strategy Officer – Housing and Community Regeneration informed the Committee that the Home Office are informed by the Council of the availability of housing and school places. Medical needs and whether the properties require adaptation for disabilities would need to be assessed by the Operational Group as to whether a family could be accepted in the County Borough.

The Committee questioned the geographical areas where the families would be resettled. The Senior Strategy Officer – Housing and Community Regeneration informed the Committee that as the families religion was likely to be Sunni, the area around Aberkenfig would be considered for resettling, however there was a lack of capacity at local schools in that area. He stated that some communities in the County Borough were isolated and communities in proximity to town centres, public transport, the mosque and also the availability of halal food were considered.

**RESOLVED:** That the Committee received the report and considered there had been a great deal of multi-agency work and volunteering in helping families resettle in the County Borough.

11. **FORWARD WORK PROGRAMME 2017-2018**

The Equality Officer sought approval of the proposed Forward Work Programme for 2017-18. He informed the Committee that the report on the Syrian Vulnerable Persons Relocation Scheme had replaced the proposed item on the Gypsy and Traveler Community in Bridgend as difficulties had been encountered in getting a representative from that community to attend Committee.

**RESOLVED:** That the Cabinet Equalities Committee approved the proposed Forward Work Programme 2017-18 and that an additional meeting of the Committee be arranged to take place in December / January.

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

The Equality Officer reported on a update on the implementation of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.

He informed the Committee that the Authority had received its final compliance notice on 30 September 2015 and had since been working to determine the issues and challenges involved in implementing the 171 standards assigned to the Council. The Council had continued to work towards compliance with the standards and he summarised the progress which had been made. He stated that a decision was awaited from the Welsh Language Commissioner on the ten standards appealed in March 2016 and the eight standards appealed in September 2016.

The Committee in supporting the Welsh Language was concerned about the recurrent budget pressure and costs of implementing the Welsh Language Standards and that a common sense approach needed to be adopted.

The Committee questioned whether candidates for positions with the authority were asked to express their language of preference for interview. The Equality Officer informed the Committee that the authority would not know the language of preference new job applicants, but is developing a Customer Relationship Management System (CRM) data base in order to collect information on language preference of citizens. He

also informed the Committee that the Minister for Lifelong Learning was producing a White Paper revisiting the Standards as the general consensus is that the Standards were not doing what they were intended to do. The Committee questioned whether there had been an increase in the number of people speaking Welsh since the introduction of the Standards. The Equality Officer explained that this would not be known until the results of the 2021 Census were known. He stated that the Welsh Government's Welsh Language Strategy included a target to increase the number of Welsh speakers to 1 million by 2050.

A member of the Committee stated that she had recently heard some innovative ideas for the teaching of Welsh from teachers. The Equality Officer informed the Committee that there was a need for a piece of work to be done as there is evidence of parents taking their children out of Welsh medium education by the time they go to secondary school education. One possible reason could be that parents may not feel confident that their Welsh language skills put them in a position to support their child with homework at secondary level but are able to do so at primary school level. The Committee also considered there may not be resources to provide SEN for pupils with ALN through Welsh medium education. The Equality Officer informed the Committee that a bilingual leaflet promoting Welsh medium education was being produced by the Welsh in Education Strategic Plan working group and would be ready for distribution at the Urdd Eisteddfod. The Committee considered there was anecdotal evidence of pupils leaving Welsh medium education and whether exit surveys were conducted to ascertain the reason why pupils had left Welsh medium education. The Equality Officer informed the Committee that he would clarify whether exit surveys were done and advise the committee accordingly.

The Committee asked whether comparisons were made with other local authorities on complying with the Standards. The Equality Officer informed the Committee that it would not be possible to make comparisons with other local authorities as each authority has to adhere to a different set of standards.

The Committee considered that the Council was in compliance with standard 67 in that it displayed a sign in Civic reception stating that persons are welcome to use the Welsh language in reception. The Equality Officer informed the Committee that this standard applied to all reception areas the Council has. The Council was attempting to have in place as many Welsh speakers as it could on reception points.

The Committee questioned whether the Council's website would give users a choice of language. The Equality Officer informed the Committee that the Council is reviewing its Web Site and that some councils have in place a 'splash' page as the first page on its website which gives users a language preference.

The Committee questioned the financial implications on the authority if it was unsuccessful in its appeals on the Standards and the complaints received. The Equality Officer informed the Committee that 7 complaints had been received, 2 complaints were received directly by the authority and were copied to the Commissioner. Some of the complaints related to areas which were not the responsibility of the authority while the Commissioner decided not to investigate 2 complaints. He stated that the cost for each breach of the Standards is £5,000 per breach. A fine levied by the Commissioner would be the final stage in the process, but the Commissioner could direct that the authority develop an action plan. He confirmed the authority had not received any fines yet.

**RESOLVED:** That the Cabinet Equalities Committee noted and considered the report.

13. EQUALITY IMPACT ASSESSMENTS - ANNUAL REVIEW 2016/17

The Equality Officer reported on the requirement to undertake Equality Impact Assessments (EIAs), an overview of the Council's approach to EIAs and an outline of EIAs undertaken in the Council's service areas in 2016/17.

He reported that an EIA is a tool to assess whether new (or changes to existing) policies/services/functions could impact on different sectors of society in different ways. EIAs also help the Council make better decisions, identify how services can be more accessible or improved and consider the protected characteristics of race/ethnicity, gender, gender reassignment, age, disability, faith/religion and belief, sexual orientation, pregnancy and maternity and civil partnerships and marriage.

He informed the Committee that Initial Screening EIAs are undertaken to identify those policies and decisions requiring Full EIAs and enable the Council to get a sense of whether a particular policy is likely to have a differential impact on any group of people, and whether mitigating action needs to be taken or a Full EIA carried out. A Full EIA is a systematic process of evidence gathering and analysis to ensure the council is meeting its equality duty. Full EIAs follow the same format and process as Initial Screening EIAs but require greater resources in terms of time and commitment to gather and analyse a wider range of evidence than would be required for an Initial Screening EIA.

The Committee questioned who would make the decision to proceed to a Full EIA. The Equality Officer informed the Committee that this would be the appropriate Directorate's decision and that he would also offer advice on whether to proceed to a Full EIA.

The Head of Human Resources and Organisational Development informed the Committee that managers who write and approve reports and aspiring managers had been identified to undertake the e-learning module on EIAs

The Committee considered that Equality Impact Assessments be considered as part of the Councillor Induction Programme.

**RESOLVED:** That the Cabinet Equalities Committee noted the progress made in the Council during 2016/17 with the completion of Equality Impact Assessments.

14. DRAFT STRATEGIC EQUALITY PLAN ANNUAL REPORT 2015 / 2016

The Equality Officer reported on an update on the work being done to develop the Council's fifth annual report 2015-2016 on the Strategic Equality Plan (SEP). The SEP annual report specifically sets out:

- The steps taken to identify and collect relevant information
- Any reasons for not collecting relevant information
- Where appropriate employment information, including information on training and pay.

The Equality Officer reported on the key points to note from the annual report:

- The Council continues to build good relationships with representative groups e.g. the Muslim Community at Aberkenfig Mosque;
- The Council delivered training on equality and diversity, and equality impact assessments, during the reporting period. 85 employees attended face to face Valuing Difference training, while 216 completed the

## CABINET COMMITTEE EQUALITIES - THURSDAY, 9 MARCH 2017

Introduction to Equality and Diversity e-learning course. 24 employees completed the EIA e-learning module;

- In 2015, the Council was awarded an Action on Hearing Loss Cymru Excellence Wales Award.

The Equality Officer informed the Committee that there is a need to further break-down data on teaching staff. He stated that legal advice had been sought in relation to the non-disclosure of data on grievance and disciplinary hearings as to do so would breach the Data Protection Act.

The Committee questioned whether the council's employees reflect local demographics. The Equality Officer informed the Committee that the employees do not fully reflect the demographics of the County Borough as the Council could not compel employees to share data with the Council. The Head of Human Resources and Organisational Development informed the Committee that the Council did not run positive action campaigns, but promotes equality at job fairs. She stated that the Council has low levels of Welsh speaking employees and Black Minority Ethnic (BME) employees. She also stated that many employees do not want to regard themselves as having a disability. The Committee commented that the Trade Unions may have a role in encouraging employees to provide data on disabilities. The Head of Human Resources and Organisational Development stated that she would take this issue up with the Trade Unions at her next meeting with them.

The Equality Officer informed the Committee that he would provide the Committee with data on raising awareness of bullying in schools.

RESOLVED: That the Cabinet Equalities Committee noted the progress being made and approved the Strategic Equality Plan Annual Report 2015/16.

### 15. URGENT ITEMS

There were no urgent items.

The meeting closed at 12.00 pm



## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO CABINET COMMITTEE - EQUALITIES

13 JULY 2017

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

##### ISSUES FACING DISABLED PEOPLE IN BRIDGEND COUNTY BOROUGH

#### 1. Purpose of report

The purpose of this report is to inform Cabinet Equalities Committee of the issues faced by disabled people in Bridgend county borough's communities and to outline the influence that the council has on improving access to services and information.

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

The Strategic Equality Plan is a statutory plan and a cross-cutting issue that impacts on the whole of the county borough. It is linked to the Welsh Language Standards and the council's Transformation Programme and Customer Charter, and supports the community cohesion agenda.

#### 3. Background

Cabinet Equalities Committee receives regular reports and presentations on relevant topic areas. Community representatives attend meetings and present on relevant topics to create a broader overview of issues and encourage wider engagement.

#### 4. Current situation / proposal

The Strategic Equality Plan 2016 - 2020 and its supporting Action Plan were produced following an extensive consultation and engagement exercise in 2016 involving many local disability groups including Bridgend Coalition of Disabled People, Bridgend Visually Impaired Society, Bridgend Deaf Club, People First Bridgend and Stroke Association. Whilst access for disabled people to council services and information is improving, there is potential for more to be done.

Issues have been raised at the Bridgend Equality Forum that focus on the council's need to review the way in which some services are provided / delivered. Some of these issues will be addressed in more detail by representatives of the Bridgend Coalition for Disabled People (BCDP). BCDP is an advocacy organisation that exists to:

- campaign for improvements in the quality of life for disabled people in Bridgend county borough;
- meet and network with other disabled people in Bridgend county borough and ensure their voices are heard;
- have a strong united voice with other disabled people;
- ensure the coalition is representative of all disabled people;

- be part of the disability movement in the UK.

Issues being addressed by BCDP include:

- Challenges with direct payments;
- Wheelchair accessible taxis;
- Public transport in Bridgend county borough.

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

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

## **6. Equality Impact Assessment**

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

## **7. Financial Implications**

None in this report.

## **8. Recommendation**

That the Cabinet Equalities Committee receives and considers this report.

**Andrew Jolley**

**Corporate Director – Operational and Partnership Services**

**Date: 21 June 2017**

## **9. Contact officers:**

**Sarah Kingsbury**

Head of Human Resources and Organisational Development

Wing 3, Ravens Court, Brewery Lane, Bridgend, CF31 4AP

Email: [sarah.kingsbury@bridgend.gov.uk](mailto:sarah.kingsbury@bridgend.gov.uk)

Telephone: 01656 643212

**Paul Williams**

Equalities Officer

Civic Offices, Angel Street, Bridgend, CF31 4WB

Email: [paul.williams2@bridgend.gov.uk](mailto:paul.williams2@bridgend.gov.uk)

Telephone: 01656 643606

**Background papers: None**

## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO CABINET EQUALITIES COMMITTEE

13 JULY 2017

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

#### ANNUAL REPORT ON THE STRATEGIC EQUALITY PLAN 2016 – 2020 ACTION PLAN

##### 1. Purpose of report

To provide Cabinet Equalities Committee with an update on progress made in delivering the Strategic Equality Plan (SEP) 2016 - 2020 during 2016/17.

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

2.1 The SEP is a statutory plan that impacts on the whole of the council. It outlines seven equality objectives, namely:

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;
7. Data.

2.2 The SEP 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 was approved by Cabinet on 15 March 2016. A draft action plan was then developed to include all seven of the strategic equality objectives outlined in the SEP. Key / lead officers 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 sit under each strategic objective. The consultation included engagement with local equality and diversity groups.

4.2 47 actions were agreed and are outlined in appendix 1, together with an update against each one. Key points to note are:

**a) Transportation**

- 66 new dropped kerbs were installed as a result of our dropped kerb programme;
- The number of wheelchair accessible taxis has increased to 52 (hackney carriages and private hire).

**b) Fostering good relations and awareness raising**

- A “train the trainer” hate crime package has been developed. Hate Crime Awareness workshops are planned for BCBC and partner agencies from September 2017;
- BCBC is currently applying for renewal of its ‘White Ribbon Town’ status. White Ribbon campaigns are undertaken annually - white ribbons are handed out to members of the public and self-referrals are taken. The incidents of domestic abuse reported to South Wales Police since 2012/13 and the referrals to the Assia Suite - which offers staff and members of the public access to domestic abuse advice and support - are outlined within the SEP Action Plan.

**c) Our role as an employer**

- The recruitment and selection managers’ guidelines have been updated and launched. A new e-learning module has been implemented which includes good practice guidance relating to equality in the recruitment process;
- Further work is progressing on the Disability Confident Employer commitment to assess practice against the standards;
- Promotion of Care First services has been undertaken through briefing sessions by the Care First contract manager, monthly ‘Bridgenders’ messages to staff and an all-staff email from the Chief Executive about wellbeing services available.

**d) Mental health**

- Relationships with the ABMU Delivery Board are developing well and this work continues to be part of the service development plan and Western Bay partnership working;
- Significant progress has been made in improving accessibility of / to information through the development of local community coordination, the service provided through ARC, information provision through DEWIS and infoengine, development of community hubs, the GP referral scheme, the ‘Ageing well in Bridgend’ initiative and partnership work to deliver the prevention and wellbeing agenda.

**e) Leisure**

- The over 60 national free swimming initiative achieves 80,000 visits per annum. There are over 1,200 regular members using facilities on a membership scheme over the age of 60;
- The Girls Network led by young girls has achieved charitable status and developed 11 network groups across the county borough;
- Halo supports community groups, projects and initiatives for protected characteristic groups such as rebound trampolining, hydrogym, Girls

Network programme and Health Board partnership working. A Dementia swimming project has commenced and around 600 disabled people are part of Halo's membership scheme.

**f) Children**

- 47 Gypsy and Traveller pupils have attended 17 schools in Bridgend in the current academic year. Their attendance ranged between 64% and 95%. 35 pupils received 59 support sessions on a weekly basis in 7 schools;
- The IS Minority Ethnic Achievement and Gypsy and Traveller Education Service teams attended Show Racism the Red Card's 'Promoting Equality and Tackling Racism practitioners conference on 19 October 2016. Funding has been identified for further Show Racism the Red Card workshops to be held in 2017/18.

**g) Data**

- Between February 2016 and January 2017 the council produced nine full Equality Impact Assessments (EIA) and 42 EIA screenings. EIA data is reported to Cabinet Equalities Committee annually;
- As a result of the Formal Complaints process, seven Equality Monitoring Forms have been received.

**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 EIA was undertaken which highlighted that the SEP and associated action plan will have a positive impact on most of the protected characteristic groups. As this is an information report, no further EIA is required at this time.

**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 appendix.

**Andrew Jolley**

**Corporate Director – Operational and Partnership Services**

**Date: 21 June 2017**

**9. Contact officers:**

**Sarah Kingsbury**

Head of Human Resources and Organisational Development

Wing 3, Ravens Court, Brewery Lane, Bridgend, CF31 4AP

Email: [sarah.kingsbury@bridgend.gov.uk](mailto:sarah.kingsbury@bridgend.gov.uk)

Telephone: 01656 643212

**Paul Williams**

Equalities Officer

Civic Offices, Angel Street, Bridgend, CF31 4WB

Email: [paul.williams2@bridgend.gov.uk](mailto:paul.williams2@bridgend.gov.uk)

Telephone: 01656 643606

**Background papers:** None



# **Strategic Equality Plan 2016 – 2020**

## **Action Plan**

**Update as at May 2017**

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.

<b>Objective 1: Transportation</b>	
<b>What are we trying to achieve?</b>	We will help to provide an accessible, cost effective, all-inclusive transport network within Bridgend County Borough.
<b>Why this is an important issue:</b>	<ul style="list-style-type: none"> <li>• Transportation continues to be highlighted as an issue by local</li> </ul>



	<p>disability groups who require reliable and accessible transportation helping them maintain community links and access local facilities;</p> <ul style="list-style-type: none"> <li>• 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;</li> <li>• 76% of people agreed with this objective as part of the consultation on the strategic equality plan.</li> </ul>			
<b>How will this support the delivery of our other objectives?</b>	<p>This objective has a clear link to the council's corporate priorities:</p> <ul style="list-style-type: none"> <li>• Priority 1: Supporting a successful economy</li> <li>• Priority 2: Helping people to be more self-reliant</li> <li>• Priority 3: Smarter use of resources</li> </ul>			
<b>The performance indicators we will use:</b>	<ul style="list-style-type: none"> <li>➤ The feedback and complaints we receive from groups and individuals on transport issues relating to equality and hate crime;</li> <li>➤ The number of raised and/or dropped kerbs being provided as part of improvement works;</li> <li>➤ The number of wheelchair accessible taxis in the county borough;</li> <li>➤ The routes and costs of fares provided by Bridgend Community Transport;</li> <li>➤ The number of DDA compliant 'Active Travel' routes developed;</li> <li>➤ The number of 'Safer Routes to School' identified.</li> </ul>			
<b>Which Protected Characteristic Groups will be impacted?</b>	<p>Transportation will impact all protected characteristic groups but mainly:</p> <ul style="list-style-type: none"> <li>➤ Age</li> <li>➤ Disability</li> <li>➤ Pregnancy and maternity</li> </ul>			
<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>	<p>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.</p>			
<b>What we will do to achieve this objective</b>	<b>How we will we do this</b>	<b>How we will know we've succeeded / what data will be collected?</b>	<b>Target date</b>	<b>Lead Service</b>
<b>Increase provision of raised kerbs at bus stops</b>	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	Ongoing development to be reported	Highways Services

		on whether raised kerbs were provided.	annually.	
<b>Progress the implementation of our dropped kerb programme</b>	<p>Where highway works, new developments or infrastructure redevelopments are undertaken, we will endeavour to ensure that, where possible, dropped kerbs are included.</p> <p><b>Update</b> 66 dropped kerbs were installed in 2016/17 as follows:</p> <ul style="list-style-type: none"> <li>• 46 new developments</li> <li>• 4 BCBC maintenance works</li> <li>• 16 BCBC works for third parties</li> </ul>	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
<b>Increase the number of wheelchair accessible taxis</b>	<p>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.</p> <p><b>Update</b> 52 vehicles are currently licensed and operating within Bridgend County Borough, including hackney carriages (immediate hire) and private hire (pre-booking only). These are operated by Village Bus and Taxi; Peyton Travel; Easyway; 3A's Maesteg; G &amp; S Travel and Welshbreakers.</p>	We will monitor the number of wheelchair accessible taxis and whether this is increasing.	Ongoing development to be monitored annually –	Shared Service Collaboration Project
<b>Work towards a more integrated bus network by supporting the provision of community transport</b>	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

<p><b>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</b></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, and use/support Bus Users Cymru campaigns.</p> <p><b>Update</b> This has been requested however the First Cymru Customer Panel (Bridgend and Neath Port Talbot) has not met since July 2015. It is believed that a panel will be set-up soon.</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</p>
<p><b>Provide DDA compliant routes as part of our Active Travel scheme</b></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><b>Update</b> An active travel route was provided as part of the Ford Access Road scheme and a further route created to serve Croesty Primary and Pencoed Comprehensive schools. The schools, a local community group and council officers were consulted.</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</p>
<p><b>Assess routes to</b></p>	<p>We will ensure that, with the reduction in home to</p>	<p>We will report on the</p>	<p>Ongoing</p>	<p>Highways</p>

<p><b>school as part of our Learner Travel Safer Routes work and work towards improving road safety around schools</b></p>	<p>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><b>Update</b> Physical assessments have been undertaken at Pencoed and Maesteg secondary schools and the assessment at Cynffig secondary school is currently underway.</p>	<p>number of risk assessments carried out annually and make recommendations on improving these routes on an ongoing basis.</p>	<p>development to be monitored annually.</p>	<p>Services</p>
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## Objective 2: Fostering good relations and awareness raising

<p><b>What are we trying to achieve?</b></p>	<p>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.</p>
<p><b>Why this is an important issue:</b></p>	<ul style="list-style-type: none"> <li>• 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;</li> <li>• 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;</li> <li>• 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;</li> <li>• We want to involve people and representative groups in planning and</li> </ul>

	<p>shaping services by giving them a voice in decisions that may impact on their lives;</p> <ul style="list-style-type: none"> <li>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;</li> <li>83% of people agreed with this objective as part of the consultation;</li> </ul>			
<b>How will this support the delivery of our other objectives?</b>	<p>This objective links to the following council's corporate priorities:</p> <ul style="list-style-type: none"> <li>Priority 2: Helping people to be more self-reliant</li> <li>Priority 3: Smarter use of resources</li> </ul>			
<b>The performance indicators we will use:</b>	<ul style="list-style-type: none"> <li>An analysis of the hate crime figures for Bridgend County Borough;</li> <li>Consultation data;</li> <li>Levels of engagement on social media and event feedback;</li> <li>External recognition for our services;</li> <li>Numbers of domestic abuse reports.</li> </ul>			
<b>Which Protected Characteristic Groups will be impacted?</b>	<p>All of the protected characteristic groups will be impacted.</p>			
<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>	<p>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.</p>			
<b>What we will do to achieve this objective</b>	<b>How we will do this</b>	<b>How we will know we've succeeded. What data will be collected?</b>	<b>Target date</b>	<b>Lead Service</b>
<b>Continue with promoting awareness campaigns around protected characteristics and advertising/attending</b>	<p>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,</p>	<p>We will collate feedback from events, event attendance and monitor reach and engagement on social media.</p>	<p>Ongoing development to be monitored annually.</p>	<p>Communications, Marketing and Engagement Team</p>

<p><b>events e.g. Cardiff Mardi Gras</b></p>	<p>holding/attending local events. We will also promote events and campaigns via social media.</p> <p><b>Update</b>  BCBC has promoted campaigns via Twitter, Facebook and the BCBC website, including Bisexuality Day, World Mental Health Day, White Ribbon Day, Holocaust Memorial Day, LGBT History Month, LGBT Fostering Week, St. David's Day, Action on Stroke Month and IDAHOT Day (the annual international day against homophobia and transphobia).</p>			
<p><b>Ensure we mark Holocaust Memorial Day</b></p>	<p>We will ensure that our annual Holocaust Memorial Day (HMD) 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.</p> <p><b>Update</b>  The theme of HMD 2017 was 'How can life go on?' asking people across the world to think about what happens after genocide and our responsibilities in the wake of such crimes.</p> <p>BCBC marked this with a public event - in partnership with Bridgend College - to remember the victims of the Nazi persecution and subsequent genocides. BCBC's special guest was Antoinette Mushimiyimana, a survivor of the 1994 Rwandan genocide and for the first time at a HMD event, Rabbi Michael Rose recited a Jewish prayer.</p>	<p>Following each HMD event we will gather information and feedback from those attending regarding the success of the events.</p>	<p>HMD is an annual event, feedback will be monitored annually.</p>	<p>Communications, Marketing and Engagement team</p>

<p><b>Raise awareness of hate crime and mate crime amongst our staff, citizens and our partner agencies</b></p>	<p>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.</p> <p><b>Update</b>  BCBC Social Care Workforce Development Manager was involved in developing a train the trainer hate crime package. A regional train the trainer workshop was held in February 2017 and Hate Crime Awareness workshops will be held for BCBC and partner agencies later in 2017.</p> <p>South Wales Police (SWP) Hate Crime Officer is working with the Jewish community in Bridgend to raise awareness of hate crime and hate crime reporting. SWP continue to attend events such as Bridgend College’s Wellbeing Day to promote hate crime awareness. The Hate Crime Officer also links in with School Liaison Officers to promote the hate crime agenda among young people.</p>	<p>An increase in the number of reports made to police. Training is targeted in the areas identified within the gap and need assessment.</p>	<p>Ongoing development to be monitored quarterly.</p>	<p>Social Care Workforce Development Programme and Workforce Development Team</p>
<p><b>Work with the Community Safety Partnership and South Wales Police to increase the reporting of hate</b></p>	<p>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</p>	<p>At each event we will gather information and feedback from those attending regarding the level of awareness before and after</p>	<p>Feedback at events will be monitored on an ongoing basis. Campaigns, activities and</p>	<p>Community Safety Partnership.</p>

<p><b>crime</b></p>	<p>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.</p> <p><b>Update</b> SWP Hate Crime Officer is located within Bridgend Community Safety Partnership and receives referrals from statutory and non-statutory partners. A multi-agency approach is adopted to support victims of hate crime and links to support groups and organisations such as Victim Support. Hate crime is monitored on an immediate basis with patterns and trends being identified with appropriate responses.</p>	<p>attendance. We will also monitor the level of hate crime reporting published by South Wales Police to understand if further work is required.</p>	<p>communication will be co-ordinated during hate crime awareness week to increase understanding and reporting.</p>	
<p><b>Increase awareness of domestic abuse issues and support and address violence, abuse and threats to personal safety experienced by people in Bridgend County Borough</b></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><b>Update</b> The 2016 White Ribbon Campaign involved locating the mobile police station in Bridgend town centre, providing information and raising awareness. Partners included SWP, Victim Support and Calan DVS. White ribbons were handed out to the public and self-referrals</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</p>



	<p>were taken. The number of incidents of domestic abuse reported to SWP over the past four years were as follows:</p> <p>2012/13 2,572  2013/14 2,314  2014/15 2,973  2015/16 2,293</p> <p>During 2016/17 there were 453 referrals to the Assia Suite comprising of 439 females, 12 males and 2 transgender people. 24 people were from a BME background, 109 people had a disability. As at 31 March 2017, 1,802 BCBC employees had completed the VAWSADV e-learning module.</p>			
<p><b>Raising awareness of changes to housing benefit entitlement</b></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><b>Update</b>  Since 2013 there has been a limit on the total benefit a working age person can receive. The Benefits Service contacted approximately 200 potentially affected households to raise awareness of the cap, offer support whilst options were considered, and worked with landlords to provide support to tenants.</p> <p>The Benefits Service works closely with affected families to ensure they are equipped to deal with the income reduction or, in conjunction with DWP, to assist families where possible with the transition into employment. 157 households are currently affected by the caps.</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</p>

<b>Recognising, responding to and addressing community tensions</b>	We will ensure we have tension monitoring structures and processes in place and are evidencing processes to solve problems.	The number of potential incidents identified through tension monitoring systems.	Ongoing activity to be monitored on a six monthly basis	Community Safety Partnership.
<b>Ensure consultation and engagement activities are robust whilst encouraging participation that is representative of the community</b>	<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><b>Update</b>  The toolkit is regularly used by staff to plan consultation and engagement activities. The Bridgend Equality Forum (BEF) is also briefed regarding consultations and this information is cascaded by the groups represented on BEF to their membership. Whilst participation is increasing the council is working towards ensuring that participation is representative of Bridgend county borough's communities.</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 associated data available	Ongoing development to be monitored annually.	Communications, Marketing and Engagement team
<b>Objective 3: Our role as an employer</b>				
<b>What are we trying to achieve?</b>		We will build on our efforts to be an inclusive, supportive employer promoting diversity and equality within our workforce, enabling all employees who have a protected		

		characteristic to fulfil their potential.		
<b>Why this is an important issue:</b>		<ul style="list-style-type: none"> <li>• The council has a role within the wider community to lead the way on equality and diversity;</li> <li>• Raising awareness of equality and diversity of employees, many of whom live in the county borough, will also impact positively on the community;</li> <li>• 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.</li> </ul>		
<b>How will this support the delivery of our other objectives?</b>		<p>This objective links to the following council priorities:</p> <ul style="list-style-type: none"> <li>• Priority 2: Helping people to be more self-reliant</li> <li>• Priority 3: Smarter use of resources</li> </ul>		
<b>The performance indicators we will use:</b>		<ul style="list-style-type: none"> <li>➤ Baseline equality data on our employees;</li> <li>➤ Frequency of online access to employee information packs;</li> <li>➤ Completed e-learning and face to face learning activities;</li> <li>➤ Membership of staff networks.</li> </ul>		
<b>Which Protected Characteristic Groups will be impacted?</b>		<ul style="list-style-type: none"> <li>➤ All of the protected characteristic groups will be impacted.</li> </ul>		
<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>		Raising awareness of equality and diversity issues within the workforce will encourage and enable employees to fulfil their potential in an inclusive working environment		
<b>What we will do to achieve this objective</b>	<b>How we will do this</b>	<b>How we will know we've succeeded. What data will be collected?</b>	<b>Target date</b>	<b>Lead Service</b>

<p><b>Increase support for all employees in the workplace by continuing to develop information packs for employees with protected characteristics</b></p>	<p>Develop packs for disabled employees, those identifying as LGB or T 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.</p> <p><b>Update</b> The existing four packs have been updated and five additional packs produced. All of these are available of the staff intranet and an all-staff email has been issued to raise awareness of the support available.</p>	<p>We will monitor the frequency of online access to these packs and regularly raise awareness amongst our employees of them.</p>	<p>31 August 2016</p>	<p>Communications, Marketing and Engagement team</p>
<p><b>Provide targeted groups of employees with equality and diversity training</b></p>	<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><b>Update</b> Existing equalities e-learning modules have been reviewed and updated. New modules have been launched including mental health and Violence Against Women, Sexual Abuse and Domestic Violence (VAWSADV).</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>	<p>Ongoing development to be monitored quarterly.</p>	<p>Human Resources and Organisational Development  Communications, Marketing and Engagement team</p>

<p><b>Provide senior managers with training and support in completing robust EIAs</b></p>	<p>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.</p> <p><b>Update</b> The EIA e-learning module has been reviewed and updated. A target group of 153 managers and key staff has been identified and completions monitored.</p>	<p>We will monitor training completion and evaluations in order to identify further training needs.</p>	<p>Ongoing development to be monitored quarterly.</p>	<p>Human Resources and Organisational Development  Communications, Marketing and Engagement team</p>
<p><b>Increase support for employees by developing further staff networks for those employees sharing a protected characteristic</b></p>	<p>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.</p> <p><b>Update</b> The LGBT staff network continues to meet. Opportunities are currently being considered to establish networks for disabled staff and faith groups. Examples of best practice are also being explored within the public and private sectors and where appropriate, these will be adopted in BCBC.</p>	<p>Network established with representative members.</p>	<p>Ongoing</p>	<p>Communications, Marketing and Engagement team</p>
<p><b>Monitor our pay and grading structure every three years</b></p>	<p>An independent body will carry out an EIA every three years to ensure our pay and grading structure remains fit for purpose.</p> <p><b>Update</b></p>	<p>Robust pay and grading structure in place. No current action required on this</p>	<p>2016 and 2019</p>	<p>Human Resources and Organisational Development</p>

	<p>The outcome of the independent EIA concluded that our pay structure:</p> <ul style="list-style-type: none"> <li>• shows a marginal increase in the overall gender pay gap from -12.64% to -13.19% predominantly caused by a change in workforce composition;</li> <li>• has continued to maintain its integrity with employees allocated to grades and no pay gaps of more than 1% in any grade;</li> <li>• overall continues to ensure a non-biased approach to pay in terms of allocation to grades and pay progression.</li> </ul>			
<p><b>Review the recruitment and selection processes to take account of the government's Disability Confident campaign</b></p>	<p>Update our recruitment and selection guidelines and e-learning to ensure that the principles of the Disability Confident campaign are reflected.</p> <p><b>Update</b> The recruitment and selection managers' guidelines have been updated and launched. A new e-learning module has been implemented which includes good practice guidance relating to equality in the recruitment process.</p>	<p>Updated guidelines and e-learning in place. We will also continue to monitor our workforce information.</p>	<p>31 July 2016.  Six monthly monitoring.</p>	<p>Workforce Development team</p>

	<p>Further work is progressing on the Disability Confident Employer commitment to assess practice against the standards.</p>			
<p><b>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.</b></p>	<p>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).</p> <p><b>Update</b>  Promotion of the Care First services has been undertaken through:</p> <ul style="list-style-type: none"> <li>• briefing sessions by the Care First contract manager;</li> <li>• monthly all-staff emails/Bridgenders messages, including one from the Chief</li> </ul>	<p>Employees are aware of the support available and are able to access this as needed. Bridgenders messages have been issued on this to raise awareness.</p> <p>We will collect data relating to the frequency of access to the Care First website.</p>	<p>Ongoing development to be monitored quarterly.</p>	<p>Communications, Marketing and Engagement team</p> <p>Workforce Development team</p>

	<p>Executive;</p> <ul style="list-style-type: none"> <li>• features in the 2016/17 editions of the Bridgenders staff newsletter;</li> <li>• intranet pages have been updated to promote the range of wellbeing services available.</li> </ul> <p>BCBC receives quarterly reports from Care First on the number of employees accessing the different services available.</p>			
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<b>Objective 4: Mental health</b>	
<b>What are we trying to achieve?</b>	Our Adult Social Care service will build on its partnership work with the third (voluntary) sector to provide mental health support and services.
<b>Why this is an important issue:</b>	<ul style="list-style-type: none"> <li>• Raising awareness of mental health issues will help to reduce stigma;</li> <li>• 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;</li> <li>• 86% of people agreed with this objective as part of the consultation. The top suggestion was to support easier and quicker access to specialists.</li> </ul>
<b>How will this support the delivery of our other objectives?</b>	<p>This objective links to the following council corporate priorities:</p> <ul style="list-style-type: none"> <li>• Priority 2: Helping people to be more self-reliant</li> <li>• Priority 3: Smarter use of resources</li> </ul>
<b>The performance indicators we will use:</b>	<ul style="list-style-type: none"> <li>• A measureable increase in the level of support for citizens with co-occurring mental health and substance misuse issues;</li> <li>• An increase in the range of robust information and advice available;</li> <li>• Progress with the implementation of the Time to Change Wales Action Plan.</li> </ul>
<b>Which Protected Characteristic Groups will be impacted?</b>	All of the protected characteristic groups will be impacted



<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>		Within this objective the council will develop and improve services 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.		
<b>What we will do to achieve this objective</b>	<b>How we will do this</b>	<b>How we will know we've succeeded. What data will be collected?</b>	<b>Target date</b>	<b>Lead Service</b>
<b>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</b>	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.  <b>Update</b> Relationships with the ABMU Delivery Board are developing well and this work continues to be part of the service development plan and Western Bay partnership working.	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
<b>Improving accessibility of / to information, advice and guidance</b>	We will develop systems to enable people to source robust information and advice in order for them to meet their own needs.  <b>Update</b> Significant progress has been made through the development of local community coordination, the	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

	<p>service provided through ARC, information provision through DEWIS and infoengine, development of community hubs, the GP referral scheme, the 'Ageing well in Bridgend' initiative and partnership work to deliver the prevention and wellbeing agenda.</p>			
<p><b>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</b></p>	<p>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.</p> <p><b>Update</b> A mental health e-learning module has been developed to raise awareness amongst employees of mental health issues and to help them identify the many forms, causes and types of mental illness. The module also helps employees understand the different methods for treating mental illness.</p>	<p>We will monitor the council's progress in meeting the commitments outlined within the Time to Change Wales action plan.</p>	<p>On a quarterly basis and ongoing.</p>	<p>Adult Social Care and Human Resources and Organisational Development.</p>

<b>Objective 5: Children</b>	
<b>What are we trying to achieve?</b>	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.
<b>Why this is an important issue:</b>	<ul style="list-style-type: none"> <li>• 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;</li> <li>• 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;</li> <li>• 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;</li> <li>• 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.</li> </ul>
<b>How will this support the delivery of our other objectives?</b>	<p>This objective links to the following council's corporate priorities:</p> <ul style="list-style-type: none"> <li>• Priority 2: Helping people to be more self-reliant</li> <li>• Priority 3: Smarter use of resources</li> </ul>
<b>The performance indicators we will use:</b>	<ul style="list-style-type: none"> <li>• The number of children from Gypsy and Traveller families regularly attending primary and secondary schools;</li> <li>• The number of disabled children and those with complex medical needs regularly attending primary and secondary schools;</li> <li>• The number of reported incidents of identity related bullying at school and the nature of the incidents;</li> </ul>

		<ul style="list-style-type: none"> <li>The number of children electing for alternative education.</li> </ul>		
<b>Which Protected Characteristic Groups will be impacted?</b>	All of the protected characteristic groups will be impacted.			
<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>	Within this objective the council will develop and improve 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.			
<b>What we will do to achieve this objective</b>	<b>How we will do this</b>	<b>How we will know we've succeeded. What data will be collected?</b>	<b>Target date</b>	<b>Lead Service</b>
<b>Continue to develop our Vulnerable Groups Strategy</b>	<p>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.</p> <p><b>Update</b> The Vulnerable Groups Strategy has been approved. Outcomes for identified vulnerable groups continue to be monitored. A multi-agency Looked After Children's Education (LACE) Forum has been established. An Elective Home Educated and Vulnerable Groups Officer position will be recruited to for a September start. Corporate Parenting Committee will be asked in July 2017 to advocate a 'Champion Scheme' for the most vulnerable looked after children.</p>	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

<p><b>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</b></p>	<p>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.</p> <p><b>Update</b> 47 Gypsy and Traveller pupils have attended 17 schools in Bridgend between September 2015 and July 2016. Their attendance ranged from 64% to 95%. Between 1 April 2016 and 31 March 2017, 35 pupils received 59 support sessions on a weekly basis in 7 schools.</p>	<p>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.</p>	<p>On a quarterly basis and ongoing.</p> <p>Weekly and ongoing.</p>	<p>Inclusion Service</p>
<p><b>Develop systems to monitor school bullying (victims and perpetrators) by protected characteristic</b></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><b>Update</b> Following a recommendation from the Anti-Bullying Task Group, a pilot utilising the Schools Information Management System (SIMS) behaviour module for schools was agreed. Since roll out, staff from 39 primary and secondary schools have received training and are now inputting data into this module.</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><b>Raise awareness of</b></p>	<p>Training will continue to be delivered to teachers</p>	<p>The recording of</p>	<p>Ongoing</p>	<p>Integrated</p>

<p><b>the impact of school bullying amongst teachers and support staff</b></p>	<p>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><b>Update</b>  Funding has been identified to commission Show Racism the Red Card (SRtRC) to deliver workshops to Year 5 &amp; 6 pupils for the 2017/18 academic year. The Integrated Working and Family Support service is currently mapping out specific training needs.</p>	<p>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>Working team</p>
<p><b>Work with parents, schools and the local health board to maximise the potential attendance of children at school</b></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><b>Consider the alternative forms of schooling and tuition available</b></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</p>	<p>We will monitor the attendance of children who, for reasons other than complex needs or</p>	<p>On a half termly basis.</p>	<p>Inclusion Service</p>

<p><b>within the education system to enable children to remain within the system</b></p>	<p>considering provisions such as:</p> <ul style="list-style-type: none"> <li>• Elective home tuition;</li> <li>• Educated other than school (EOTS); and</li> <li>• Building to progress.</li> </ul> <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>disability, do not attend school regularly.</p>		
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<p><b>Objective 6: Leisure, Arts and Culture</b></p>	
<p><b>What are we trying to achieve?</b></p>	<p>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.</p>
<p><b>Why this is an important issue:</b></p>	<ul style="list-style-type: none"> <li>• Increasing participation in affordable and accessible sporting facilities/activities amongst residents will improve health and wellbeing;</li> </ul>

		<ul style="list-style-type: none"> <li>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;</li> <li>84% of people agreed with this objective as part of the consultation highlighting affordability and opportunities of services as the top suggestions.</li> </ul>		
<b>How will this support the delivery of our other objectives?</b>		<p>This objective links to the following corporate priorities:</p> <ul style="list-style-type: none"> <li>Priority 2: Helping people to be more self-reliant</li> <li>Priority 3: Smarter use of resources</li> </ul>		
<b>The performance indicators we will use:</b>		<ul style="list-style-type: none"> <li>➤ 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;</li> <li>➤ An increase in the number of EIAs undertaken;</li> <li>➤ Sharing of broader, key data with partners.</li> </ul>		
<b>Which Protected Characteristic Groups will be impacted?</b>		All of the protected characteristic groups will be impacted.		
<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>		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.		
<b>What we will do to achieve this objective</b>	<b>How we will do this</b>	<b>How we will know we've succeeded. What data will be collected?</b>	<b>Target date</b>	<b>Lead Service</b>
<b>Increase access to opportunities for older people</b>	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	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



	<p>listen to older voices when designing opportunities.</p> <p><b>Update</b>  The over 60's free swimming initiative achieves 80,000 visits per annum and is among the best performing in Wales. The exercise referral scheme supports people dealing with/recovering from a stroke and Parkinson's disease, as well as those with pulmonary rehabilitation needs and age-acquired chronic conditions. Halo Leisure has supported free access to swimming for armed forces veterans as part of a Welsh Government initiative. The 'Later Life' programme has supported physical activity and exercise in day care, residential care and community settings including the Olympage Games. A successful initiative linking stroke survivors to indoor bowling activities has commenced. The 'Love to Walk' programme supports a volunteer led walking network. There are over 1,200 regular members using facilities on a membership scheme over the age of 60.</p>			
<p><b>Improve access for under-represented groups to sport and leisure opportunities</b></p>	<p>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.</p> <p><b>Update</b>  The Community Chest grants programme focusses on tackling inequalities and supports projects that benefit gender, age and disability. Partnership working with the Older People's Forum is developing exercise and activities in a community setting. A network of 'In-Sport' inclusive sports clubs has been</p>	<p>More people with a protected characteristic engaging in community groups and organisations.</p>	<p>Ongoing development. Annual monitoring.</p>	<p>Social Services and Wellbeing</p>

	<p>developed linked to the Disability Sport Development programme. Disability Inclusion Training (DIT) has been delivered to clubs and leisure providers to better integrate people with disabilities. The Girls Network Group led by young girls has achieved charitable status and developed 11 network groups across the county borough. The Calls 4 Action programme has enabled groups of people with varied disabilities to establish clubs and associations.</p>			
<p><b>Review of pricing structures to increase access for marginalised groups</b></p>	<p>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.</p> <p><b>Update</b>  The Access to Leisure scheme is exceeding participation targets at leisure facilities providing low cost access for over 160,000 people in 2016/17. Structured 'free swimming' opportunities are targeted at disadvantaged communities to ensure 'Every child a Swimmer' targets are pursued. Concessionary membership categories of leisure facilities have protected price increases in line with council policy. The National Exercise Referral scheme has developed lower cost membership options to retain participants beyond the core scheme. Free 'Active 4 Life' holiday programmes are developed for young people in partnership with town and community councils. Children and young people with disabilities have regular access to After School Play Club and school holiday 'Discovery Day' programmes, supported by Disabled Children's</p>	<p>An increase in usage of facilities and services by customers with protected characteristics.</p>	<p>Annual monitoring.</p>	<p>Social Services and Wellbeing</p>

	<p>Team. The 'Level Water' partnership with Halo Leisure supports free 'Learn to Swim' opportunities for children with disabilities. Maintained a low pricing structure after tapered investment to support pre and post-natal activity for women within the community.</p>			
<p><b>Improve our Equality Impact Assessments</b></p>	<p>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.</p> <p><b>Update</b> The EIA process is applied to policy changes within the leisure contract. Joint development of assessments can be evidenced using data held by partners (e.g. programme development). EIAs have been conducted in relation to Porthcawl marina, older persons' strategy, aquatics and disability opportunities. These are shared and developed with BCBC's Equalities Officer.</p>	<p>A record of ongoing EIAs based on data (where it exists) and supplemented by public engagement and consultation approaches.</p>	<p>Review bi annually.</p>	<p>Social Services and Wellbeing</p>
<p><b>Using existing data to plan services effectively</b></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</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</p>	<p>Annual data service reviews.</p>	<p>Social Services and Wellbeing</p>

	<p>Awen Trust).</p> <p><b>Update</b> National survey data provided by Sport Wales has been used to support development planning and to identify gender, disability and age issues. New primary disability research has been conducted with pupils at two local schools (YBC and The Bridge). Monitoring of membership information of leisure facilities including demographic profile is being conducted by Halo Leisure including age, gender and disability. There is joint review and benchmarking of national performance data to review priorities for local leisure service development planning.</p>	themes and issues.		
<p><b>Work with our partners (GLL/Halo Leisure and Awen Trust) to better understand the diversity of people using leisure, arts and culture services</b></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><b>Update</b> Sharing key data between partners will improve accessibility of local opportunities. Dementia Friends training has taken place for Halo Leisure staff and partners. DIT training has been delivered to a range of leisure staff. Halo is supporting a range of community groups, projects and initiatives for people with a protected characteristic (e.g. rebound trampolining, hydrogym, Girls Network programme, Health Board partnership working etc).</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.	Annual performance review with partners.	Social Services and Wellbeing

	A dementia swimming project has commenced development. Bridgend Sharks disability swimming supported via free swimming investment. Around 600 disabled people have memberships.			
<b>Work with our partners (GLL/Halo Leisure and Awen Trust) to identify any gaps in employees' knowledge and identify training solutions</b>	<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><b>Update</b>          Equality and diversity training has been formalised within the Halo Leisure employee development programme. A suite of e-learning resources has been established for Halo employees. BCBC has been developing a toolkit for coaches and instructors to support people with disabilities. Later Life training has upskilled 45 people to deliver physical activity interventions to older adults.</p>	More of the workforce will be competent and confident to support people with a protected characteristic to access sport, leisure and cultural opportunities.	Annual training and development planning/review.	Social Services and Wellbeing
<b>Work with our partners (GLL/Halo Leisure and Awen Trust) to identify any marketing and promotion opportunities to</b>	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	Greater numbers of people with a protected characteristic accessing delivered services or engaging with partner led activities.	Annual marketing planning and review.	Social Services and Wellbeing

<p><b>better promote services within our communities</b></p>	<p>partners and further develop relations with our communities.</p> <p><b>Update</b> A database of community clubs and associations is maintained and includes inclusive organisations. Key opportunities have been promoted via the Dewis national database. Halo Leisure can evidence a strong approach to digital marketing and social media use. The Ageing Well website is nearing completion and includes details of leisure opportunities and case studies. The 'Piece of the Action' website also features a suite of inclusive case studies that profile locally available opportunities. Halo Leisure has supported a number of events with the community linked to the LV20 project.</p>			
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<b>Objective 7: Data</b>	
<b>What are we trying to achieve?</b>	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.
<b>Why this is an important issue:</b>	<ul style="list-style-type: none"> <li>• By collecting and analysing data we can better understand the demographics of our employees and our service users;</li> <li>• We need to be able to identify any gaps in service provision where, perhaps, a particular group's needs are not being fully met;</li> <li>• We will be able to make evidence based, informed decisions on service developments outlined within the council's Medium Term Financial Strategy.</li> </ul>
<b>How will this support the delivery of our other objectives?</b>	The data objective underpins all of the council's corporate priorities.
<b>The performance indicators we will use:</b>	<ul style="list-style-type: none"> <li>➤ An increase in the number of employees disclosing sensitive data;</li> <li>➤ An increase in service user data and personal information, and feedback from key managers and staff on the accuracy and reliability of existing data and information;</li> <li>➤ An increase in the number of EIAs and reports using robust, meaningful data;</li> <li>➤ Improved data sharing and feedback from public consultations.</li> </ul>
<b>Which Protected Characteristic Groups will be impacted?</b>	All of the protected characteristic groups will be impacted.
<b>What difference will this objective make to people that live and work in Bridgend County Borough?</b>	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><b>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</b></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><b>Update</b> Between February 2016 and January 2017 the council produced nine full EIAs and 42 EIA screenings. Full EIAs are published alongside the Cabinet / Council reports to which they relate. Activity related to the number and nature of EIAs undertaken by the council is reported to Cabinet Equalities Committee annually.</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>
<p><b>Collect and analyse equality data as part of all public consultations</b></p>	<p>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.</p>	<p>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.</p>	<p>Quarterly and ongoing.</p>	<p>Communications, Marketing and Engagement Team.</p>



	<p><b>Update</b> Qualitative and quantitative data collected from public consultations is gathered and reported via Final Consultation Reports. These reports and the key data obtained are published on the council's website and are used to inform and support reports to Cabinet, enabling Elected Members to make robust and transparent decisions.</p>	Future consultation and engagement exercises can be more targeted to identify any gaps in representation.		
<p><b>Collect equality data as part of our complaints processes</b></p>	<p>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.</p> <p><b>Update</b> Seven Equality Monitoring Forms have been received over the last twelve months. Equality Monitoring Forms are sent out with Formal Complaint Forms if requested and with the Complaint Handling Satisfaction Questionnaires on a six monthly basis. Relevant data is collected. Most complaints received by the council are informal.</p>	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.
<p><b>Undertake EIAs whenever we review, or introduce</b></p>	We will undertake robust and meaningful EIAs using accurate, up to date and relevant data, to ensure that the likely impact (positive, negative	There will be an increase in the number of robust EIAs being produced	Ongoing process	All service areas

<b>a new policy</b>	or neutral) is clear and can be addressed. <b>Update</b> Please see above for EIA data.	that inform decision-making.		
<b>Ensure feedback is available to all consultees</b>	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. <b>Update</b> The council uses best practice outlined by Participation Wales and also the Gunning Principles when publishing final consultation reports. People who have contributed to consultations are able to access the outcomes by viewing the consultation report and the corresponding Cabinet report - both of which are published on the council's website.	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.
<b>Improve the collection of employee equality data</b>	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). <b>Update</b> Employees who are desktop users have been provided with access to the self-service system, enabling them to update their personal and sensitive information. Employees have been reminded to review and update self-service with any missing/out of date information (being mindful that staff are under no obligation to provide sensitive information). All online job applicants have completed equalities questionnaire as part of the standard application process (recognising that this information is confidential and not used as part of the	We will report on equalities data and monitor the progress being made.	Six monthly and ongoing.	HR Transactional Manager

	recruitment process).			
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**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT TO CABINET COMMITTEE - EQUALITIES**

**13 JULY 2017**

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

**ANNUAL REPORT ON EQUALITY IN THE WORKFORCE (2016/17)**

**1. Purpose of report**

To provide Cabinet Equalities Committee with data on the council's workforce as at 31 March 2017 and an update on employment related developments.

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

Analysing and using workforce data helps the council 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 also enables us to:

- meet our statutory duties and obligations in relation to the Equality Act 2010, the Public Sector Equality Duty and the Welsh Language Standards;
- provide meaningful information to aid decision making.

**4. Current situation / proposal**

**4.1 Workforce data**

4.1.1 Appendix 1 provides a profile of the council's workforce as at 31 March 2017. 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. Also included in appendix 1 is a breakdown of schools equality data by gender and position, and an analysis of employees who left the council between 1 April 2016 and 31 March 2017.

4.1.2 Workforce information is based on data provided by employees in relation to their protected characteristics and 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 includes promoting a self-service system that enables employees who are

desktop users to access and update their 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 by Cabinet on 15 March 2016. A strategic objective within the plan relates to "Our role as an employer". Actions within this objective that will be supported by accurate workforce data include:

- increasing support for employees by continuing to develop information packs for employees with protected characteristics;
- reviewing the recruitment and selection processes to take account of the government's Disability Confident campaign;
- monitoring our pay and grading structure;
- continuing to develop staff networks for those employees sharing a protected characteristic.

4.2.3 Equality and diversity training and development continues to be provided via e-learning modules in the following areas:

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

The Equality Impact Assessments e-learning module has been completed by 152 key officers and managers across all directorates. Feedback from these managers will determine whether further training is required.

263 employees completed the Introduction to Equality and Diversity e-learning module during the financial year. This module is accessible to all employees but is not mandatory.

Welsh language "Meet and Greet" training has been provided to 234 employees (17 half day sessions during 2016/17) to support implementation of the Welsh language standards. To further support the council's compliance with the standards, 44 employees who completed this training also attended Cwrs Mynediad training (Welsh language training provided by the University

of South Wales), enabling them to develop their language skills further. Cwrs Mynediad comprises of 4 classes, 2 hours per week over 30 weeks).

21 employees attended both “Meet and Greet” and Cwrs Mynediad training.

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

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

## **6. Equality Impact Assessment**

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

## **7. Financial Implications**

None

## **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: 21 June 2017**

## **9. Contact officer:**

**Paul Williams**

Equalities Officer

Civic Offices, Angel Street, Bridgend, CF31 4WB

Email: [paul.williams2@bridgend.gov.uk](mailto:paul.williams2@bridgend.gov.uk)

Telephone: 01656 643606

**Background papers: None**

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Description	Schools				All Other Services			
	Male	Female	Total	%	Male	Female	Total	%
Total Headcount	534	2650	3184		708	2438	3146	
<b>Of the above :</b>								
Full Time	371	811	1182	37.12%	571	772	1,343	42.69%
Part Time	163	1839	2002	62.88%	137	1666	1,803	57.31%
Disability Declared	6	12	18	0.57%	32	63	95	3.02%
Carer Responsibility Declared	6	67	73	2.29%	28	203	231	7.34%
Ethnic Minority	6	27	33	1.04%	7	42	49	1.56%
<b>Welsh Speaker</b>								
'A little'	298	46	344	10.80%	305	95	400	12.71%
'Fairly Good'	53	16	69	2.17%	38	10	48	1.53%
'Fluent'	138	20	158	4.96%	80	17	97	3.08%
<b>Welsh Reader</b>								
'A little'	288	43	331	10.40%	318	102	420	13.35%
'Fairly Good'	56	17	73	2.29%	50	18	68	2.16%
'Fluent'	139	21	160	5.03%	78	15	93	2.96%
<b>Welsh Writer</b>								
'A little'	259	37	296	9.30%	233	71	304	9.66%
'Fairly Good'	54	16	70	2.20%	43	11	54	1.72%
'Fluent'	132	20	152	4.77%	70	12	82	2.61%
Bisexual	0	3	3	0.09%	3	12	15	0.48%
Gay Man	5	0	5	0.16%	10	0	10	0.32%
Gay Woman / Lesbian	0	4	4	0.13%	0	9	9	0.29%
Other	0	2	2	0.06%	2	7	9	0.29%
<b>Age Profile</b>								
16 - 19	9	6	15	0.47%	5	4	9	0.29%
20 - 25	25	132	157	4.93%	23	94	117	3.72%
26 - 30	73	268	341	10.71%	41	190	231	7.34%
31 - 35	64	313	377	11.84%	65	237	302	9.60%
36 - 40	72	351	423	13.29%	75	278	353	11.22%
41 - 45	58	433	491	15.42%	80	343	423	13.45%
46 - 50	84	423	507	15.92%	105	398	503	15.99%
51 - 55	52	357	409	12.85%	135	397	532	16.91%
56 - 60	43	229	272	8.54%	113	325	438	13.92%
61 - 65	29	97	126	3.96%	59	140	199	6.33%
66 +	25	41	66	2.07%	7	32	39	1.24%
<b>Total</b>	<b>534</b>	<b>2650</b>	<b>3184</b>		<b>708</b>	<b>2438</b>	<b>3146</b>	

**Note**

There are 265 employees who have a position in both Schools and All Other Services. To ensure accurate data for these areas, they are included under both

Description
Headteacher
Deputy/Assistant Headteacher
Teacher

Schools			
Male		Female	
Part Time	Full Time	Part Time	Full Time
1	24	1	31
1	33	7	56
15	229	188	695

Directorate
Communities Directorate
Education and Family Support Directorate
Finance Department
Operational and Partnership Services Directorate
Social Services and Wellbeing Directorate
Schools

TOTAL LEAVERS	Gender breakdown of total leavers			
	Female	% Female	Male	% Male
124	50	40.3%	74	59.7%
118	100	84.7%	18	15.3%
6	4	66.7%	2	33.3%
60	41	68.3%	19	31.7%
213	170	79.8%	43	20.2%
386	299	77.5%	87	22.5%
BCBC Total	907	73.2%	243	26.8%

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## BRIDGEND COUNTY BOROUGH COUNCIL

### REPORT TO CABINET EQUALITIES COMMITTEE

13 JULY 2017

#### 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 Transformation Programme and Customer Charter, 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 council received its final compliance notice from the Welsh Language Commissioner on 30 September 2015 and has since been working to determine the implications involved in implementing the 171 assigned standards.

Progress updates have been provided to Cabinet Equalities Committee on 28 April 2016, 14 July 2016, 10 November 2016 and 9 March 2017. Those reports are referenced as background documents to this report.

##### 4. Current situation / proposal

The council has continued to work towards compliance with the standards. Key progress/updates since March 2017 can be summarised as:

- a) We received a response from the Welsh Language Commissioner in April 2017 in relation to the standards we appealed. A subsequent meeting with the Commissioner's office took place on 19 May 2017. Corporate Management Board is now considering next steps.
- b) Staff continue to receive regular updates and reminders via email, and information on the staff intranet is under regular review.
- c) Welsh language "Meet and Greet" training for frontline staff continues to be provided by the University of South Wales and a second tranche of "Cwrs Mynediad" Welsh language training – together with business Welsh training - is being planned.

- d) Opportunities for joint working with Menter Bro Ogwr (MBO) have been identified as follows:
  - o BCBC to work with MBO to advertise Welsh-essential jobs on their website and Facebook page;
  - o MBO to continue working with Halo and Awen Trust to provide recreational courses through the medium of Welsh for adults in Bridgend;
  - o BCBC to promote public Siop Siarad sessions among staff via the intranet.
- e) No formal complaints have been received since the last update report in March 2017.
- f) A new meeting toolkit has been developed and shared with staff to enable the council to collect record and report on data relating to language preference at all external public meetings that the authority arranges – in line with the Welsh language standards. Between 1 April and 31 May 2017, 306 meetings were arranged, two of which were requested to be held in Welsh.
- g) A Citizen Language Preference database has been developed and shared with staff to enable the council to identify language preference and correspond with the public in their language of choice (English or Welsh). This will continue to be populated as new information about language choice becomes available.

## **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 recurring budget of £313,000 and a one-off budget of £81,000 were established in the 2016-17 budget through the Medium Term Financial Strategy to implement those Welsh Language Standards, that were agreed to be funded corporately, which are outlined in appendix 1. These budgets did not take into account the financial implications of the standards which the council has appealed. To date not much of this funding has been allocated out, and the one-off budget has been retained for a further year. The cost of implementing the Welsh Language Standards will continue to be reviewed during 2017-18 and, if the costs are deemed to be significantly higher than budgeted, a decision will be made corporately as to how this shortfall will be met.

## **8. Recommendation**

That the Cabinet Equalities Committee receives and considers this report.

**Andrew Jolley**

**Corporate Director – Operational and Partnership Services**

**Date: 21 June 2017**

**9. Contact officers:**

**Sarah Kingsbury**

Head of Human Resources and Organisational Development  
Wing 3, Ravens Court, Brewery Lane, Bridgend, CF31 4AP

Email: [sarah.kingsbury@bridgend.gov.uk](mailto:sarah.kingsbury@bridgend.gov.uk)

Telephone: 01656 643212

**Paul Williams**

Equalities Officer

Civic Offices, Angel Street, Bridgend, CF31 4WB

Email: [paul.williams2@bridgend.gov.uk](mailto:paul.williams2@bridgend.gov.uk)

Telephone: 01656 643606

**Background papers:** Update reports to Cabinet Equalities Committee on the Welsh Language Standards dated 28 April 2016, 14 July 2016, 10 November 2016 and 9 March 2017.

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**Standards being funded corporately**

No.	Standard
	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"> <li>• other papers that are available to the public, which relate to management board or cabinet meetings</li> </ul> <p>You must comply with standard 41(b) in every circumstance, except:</p> <ul style="list-style-type: none"> <li>• other papers for meetings that are open to the public.</li> </ul>
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.
52	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.
56	You must provide the interface and menus on every page of your website in Welsh.
58	When you use social media you must not treat the Welsh language less favourably than the English language.
60	You must ensure that any self-service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.

120	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.
124	<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"> <li>• 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.</li> </ul>
120	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).
128	<p>You must provide training in Welsh in the following areas, if you provide such training in English:</p> <ul style="list-style-type: none"> <li>(a) recruitment and interviewing;</li> <li>(b) performance management;</li> <li>(c) complaints and disciplinary procedures;</li> <li>(d) induction;</li> <li>(e) dealing with the public and</li> <li>(f) health and safety.</li> </ul>
129	<p>You must provide training (in Welsh) on using Welsh effectively in:</p> <ul style="list-style-type: none"> <li>(a) meetings;</li> <li>(b) interviews and</li> <li>(c) complaints and disciplinary procedures.</li> </ul>
145	<p>You must produce, and publish on your website, a 5 year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) –</p> <ul style="list-style-type: none"> <li>(a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the numbers of Welsh speakers in your area by the end of the 5 year period concerned and</li> <li>(b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).</li> </ul>

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT TO CABINET EQUALITIES COMMITTEE**

**13 JULY 2017**

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

**WELSH LANGUAGE STANDARDS ANNUAL REPORT 2016/17**

**1. Purpose of report**

To inform Cabinet Equalities Committee of the content and approach taken with the council's second Welsh Language Standards Annual Report 2016/17.

**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 Transformation Programme and Customer Charter 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 2016/17 covers the period 1 April 2016 to 31 March 2017.

**4. Current situation / proposal**

4.1 The council's Welsh Language Standards Annual Report 2016/17 is attached as appendix 1 and outlines:

- the council's preparations for compliance with the March and September 2016 standards and the ways in which the council has complied with them;
- the number of complaints received by the council during the reference period;
- the number of employees who disclosed Welsh language skills as at 31 March 2017;
- the number of employees attending training courses offered in Welsh during the period and the percentage of those staff 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; or
- Welsh language skills were not necessary.

The report also includes data relating to:

- reception services;
- the number of full Equality Impact Assessments (EIA) undertaken;
- promotional activities 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 EIA is required.

## **7. Financial Implications**

None within this report.

## **8. Recommendation**

It is recommended that Cabinet Equalities Committee receives and notes the content of this report and the Welsh Language Standards annual report 2016/17.

**Andrew Jolley**

**Corporate Director – Operational and Partnership Services**

**Date: 21 June 2017**

**Contact officers:**

**Sarah Kingsbury**

Head of Human Resources and Organisational Development

Wing 3, Ravens Court, Brewery Lane, Bridgend, CF31 4AP

Email: [sarah.kingsbury@bridgend.gov.uk](mailto:sarah.kingsbury@bridgend.gov.uk)

Telephone: 01656 643212

**Paul Williams**

Equalities Officer

Civic Offices, Angel Street, Bridgend, CF31 4WB

Email: [paul.williams2@bridgend.gov.uk](mailto:paul.williams2@bridgend.gov.uk)

Telephone: 01656 643606

**Background papers:** None

# Welsh Language Standards

## Annual report 2016/17



*This document is also available in Welsh*

### **1. Introduction**

The Welsh Language Standards require Bridgend County Borough Council (BCBC) to produce and publish an annual report by 30 June each year.

This 2016/17 annual report covers the period 1 April 2016 to 31 March 2017 and outlines the ways in which the council has complied with the March 2016 service delivery, policy making and operational standards and prepared for compliance with the relevant September 2016 standards.

### **2. Compliance: how the council has complied with the March 2016 standards and prepared for compliance with the September 2016 standards**

#### **General compliance**

- The council has a lead officer for Welsh language and equalities;
- A series of staff awareness sessions were held in summer 2016;
- A Welsh Language Standards Implementation Board, chaired by the Head of Human Resources and Organisational Development, and consisting of one or more representatives per service area had responsibility for jointly interpreting the requirements of the standards, collating and disseminating data, and monitoring compliance;
- The council's Welsh Language Standards Action Plan was updated to include the September 2016 standards, each with an assigned lead officer to oversee compliance;
- A risk register was implemented to monitor compliance;
- A list of cross-departmental Welsh Language Champions were reviewed – these are council officers who are responsible for helping to raise awareness of the standards and promote compliance, and provide advice and support to staff;

- Staff intranet pages relating to the Welsh language were reviewed and updated, and regular updates and reminders were circulated to staff;
- A dedicated Welsh Language Standards email address for staff to direct questions was used;
- The council continued to provide Welsh language “Meet and Greet” training for frontline staff.

### **Service delivery standards**

- Working towards introducing a Customer Relationship Management system in Quarter 1 to capture language preference beyond that already captured by Customer Services;
- Individuals are given an option to receive contracts of employment in Welsh;
- Staff continue to provide a bilingual greeting over the telephone 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’s main telephone number (016565 643643) is the same for those wishing to speak to someone in Welsh or English. If a Welsh speaking member of staff is not available at the time of calling, callers are advised, in Welsh, when such a service will be available. Those wishing to speak to someone in Welsh can also leave a message in Welsh;
- When a BCBC telephone number is advertised, the council aims to ensure it is stated that calls are welcomed in Welsh and English;
- A “meetings toolkit” has been developed to enable the council to record language preference at external meetings – data will be reported on in the next Annual Report;
- Where appropriate, BCBC will send bilingual invitations to public meetings and those meetings funded by BCBC (50% or more funding). Anyone presenting at meetings will be asked if they wish to use Welsh as well as attendees being advised that they are welcome to use the Welsh language (if we are advised in advance) at the meeting;
- Ongoing assessment of demand for Welsh language education courses open to the public;
- Public-facing marketing, advertising and publicity materials (including press releases and statements) continue to be produced bilingually;
- Welsh language 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 appearing first;
- Bilingual official notices are produced;
- Welsh speaking reception staff and those learning Welsh wear lanyards as appropriate;

- Audio announcements are bilingual;
- Grant applications (and the process) can be made in Welsh;
- Tenders and associated interviews can be submitted / held in Welsh.

### **Policy-making standards**

- A revised Equalities Impact Assessment process is in place to ensure consideration is given to the Welsh language when policies are revised or developed;
- Those taking part in consultation and engagement activity are asked for their views on whether policy decisions could impact on the use of the Welsh language;
- The effects that awarding grants may have on the use of the Welsh language are considered.

### **Operational standards**

- All employees have been asked to confirm language preference, which will inform correspondence relating to their employment, training needs, appraisal documentation and various employment related forms;
- Software has been provided to staff for them to check their Welsh grammar and spelling;
- The homepage, menus and Welsh language section of BCBC's staff intranet are bilingual;
- A new "self-service" system has been introduced for all BCBC employees to add or amend their Welsh language skills;
- Bilingual "out of office" messages are used as standard and regular reminders issued to staff;
- Welsh speakers and Welsh learners are encouraged to identify themselves as such on their email signature (using the relevant recognised logos);
- BCBC has published a Five Year Strategy that sets out how we intend to promote and facilitate use of the Welsh language across the county borough, which is available [here](#). Paper copies are also available in our Customer Contact Centre;
- All BCBC vacant positions are advertised as Welsh desirable, unless the vacancy management screening identifies Welsh as an essential requirement. This is reported on in more detail within this report;
- Job applicants continue to be able to do the following through the medium of Welsh:
  - receive documentation
  - submit online applications
  - access the selection process
- Bilingual signage is in place at our main reception area (Civic Offices), with Welsh appearing first;

- We have published versions of our main HR policies in Welsh.

### **Record-keeping standards**

- Monitoring and recording the number of employees attending training courses through the medium of English and Welsh - see paragraph 4B and 4C below.

### **3. Complaints received between 1 April 2016 and 31 March 2017**

Seven complaints were received under the service delivery standards as follows:

- Electoral services responded to a Welsh email in English. The Welsh Language Commissioner closed the complaint on the basis that this service falls under the remit of the Returning Officer, not the council.
- A mother complained that, at a supervised contact meeting with her son, the supervising social worker would not allow them to converse in Welsh as he was not a Welsh speaker and needed to understand what was being said during the meeting. The mother also referred her complaint to the Welsh Language Commissioner who concluded the investigation when further information was provided on the role and responsibilities of social workers.
- An action group complained to the Welsh Language Commissioner that the council does not offer all swimming lessons in Welsh. The Commissioner suspended the investigation to allow the council to obtain counsel's opinion. The investigation is now proceeding.
- A complaint was received about English-only stamped addressed envelopes used in Electoral services. The council has not yet received formal communication from the Commissioner on this.
- A complaint was received from a member of the public who called the council's main telephone number and had to wait 10 minutes to access the Welsh service, whereas the English service was readily available. The complainant copied in the Welsh Language Commissioner. The council is still awaiting receipt of a formal complaint from the Commissioner.
- A complaint was received about the lack of Welsh language swimming lessons for Welsh medium pupils who attend swimming lessons delivered by Halo on behalf of the council. Schools are not given language choice and must have lessons through the medium of English. The complainant was advised that schools' are managed by governing bodies and that the complaint should be directed to them. The complainant copied the Welsh Language Commissioner into the complaint. The council is awaiting receipt of a formal complaint from the Commissioner.
- A Welsh sign in a new car park displayed the word "ticketless" in English but had not been correctly translated into Welsh. The Welsh Language Commissioner did not investigate this complaint as the sign was corrected prior to the official opening of the car park.



No complaints were received under the policy-making standards.

#### 4. Employee skills and training

Number of employees with Welsh language skills as at 31 March 2017:

Description	Schools				All Other Services			
	Female	Male	Total	%	Female	Male	Total	%
<b>Total headcount</b>	<b>2,650</b>	<b>534</b>	<b>3,184</b>		<b>2,438</b>	<b>708</b>	<b>3,146</b>	
<b>Welsh speaker</b>								
'A little'	298	46	344	10.80%	305	95	400	12.71%
'Fairly Good'	53	16	69	2.17%	38	10	48	1.53%
'Fluent'	138	20	158	4.96%	80	17	97	3.08%
'No'	268	51	319	10.02%	1,013	298	1,311	41.67%
No Response	1,893	401	2,294	72.05%	1,002	288	1,290	41.00%
<b>Welsh reader</b>								
'A little'	288	43	331	10.40%	318	102	420	13.35%
'Fairly Good'	56	17	73	2.29%	50	18	68	2.16%
'Fluent'	139	21	160	5.03%	78	15	93	2.96%
'No'	274	52	326	10.24%	989	285	1,274	40.50%
No Response	1,893	401	2,294	72.05%	1,003	288	1,291	41.04%
<b>Welsh writer</b>								
'A little'	259	37	296	9.30%	233	71	304	9.66%
'Fairly Good'	54	16	70	2.20%	43	11	54	1.72%
'Fluent'	132	20	152	4.77%	70	12	82	2.61%
'No'	311	60	371	11.65%	1,089	325	1,414	44.95%
No Response	1,894	401	2,295	72.08%	1,003	289	1,292	41.07%

Please note:

- The 'Schools' category covers employees directly employed by governing bodies. Inclusion staff are included under the All Other Services category;
- The 'No Response' category covers employees who have not provided details of Welsh language skills;
- The skill levels identified are based on individual self- assessment;
- 265 employees hold a school position and an 'All Other Services' position and are counted once in each category.

Number of employees who attended training courses in Welsh between 1 April 2016 and 31 March 2017:

- Welsh language "Meet and Greet" training was provided to 234 attendees (17 half day sessions during 2016/17);

- 44 employees who completed the above training attended “Cwrs Mynediad” training, enabling them to develop their language skills further. This comprised of 4 classes, 2 hours per week over 30 weeks;
- 21 employees attended both “Meet and Greet” and “Cwrs Mynediad” training.

Where Welsh versions of courses were held between 1 April 2016 and 31 March 2017, the percentage of staff who attended the Welsh course:

- Six requests for face to face training materials to be made available in Welsh were received from school staff comprising 0.19% of those attending and there were two Welsh language e-learning module completions during 2016/17.

## 5. Recruitment and selection

Number of new and vacant posts advertised during 2016/17 where Welsh language skills were:

- Essential = 30
- Desirable = 446

## 6. Reception services: contact centres and telephone contact centres

Demand for Welsh services in the Customer Contact Centre between 1 April 2016 and 31 March 2017:

Face to face interactions in Welsh	13
Total visits	28,818
Welsh requests as % of total interactions conducted	0.04%

Demand for Welsh services in the Telephone Contact Centre between 1 April 2016 and 31 March 2017 (telephone customers requesting a Welsh service do so by choosing option 7 on the opening bilingual message):

Volume of calls during normal working hours (Welsh and English)	253,917
Volume of calls received out of hours (Welsh and English)	455
Total calls received (Welsh and English)	254,372
Volume of calls in Welsh	457
Welsh requests as a % of total calls	0.18%

## **7. Equality Impact Assessments (EIAs) carried out between 1 April 2016 and 31 March 2017**

9 full EIAs were carried out and considered the impact of the policy/strategy on people's opportunity to use the Welsh language in a positive or negative way and treat both languages equally. No impact was identified and as a result, no amendments were made to the proposed policies/strategies assessed.

## **8. Promoting and raising awareness of the Welsh language and Welsh culture**

Promotional activities were undertaken by the council between 1 April 2016 and 31 March 2017 for the following events/activities:

- Urdd Eisteddfod – countdown parade involving 3,000 children and adults representing local schools, colleges and clubs;
- Consultation on accessing Welsh-medium education;
- Shwmae su'mae day;
- Free Welsh courses;
- WRU rugby 7s schools tournament - 3,000 players and 50 referees took part in the largest event of its kind in Wales (held in Pencoed);
- Dydd Miwsig Cymru / Welsh Language Music Day at the Grand Pavillion, Porthcawl;
- St. David's Day – schools activity.

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