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Bridgend County Borough Council



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

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Cyfarwyddiaeth y Prif Weithredwr / Chief Executive's Directorate

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

Ein cyf / Our ref:

Eich cyf / Your ref:

Dyddiad/Date: Tuesday, 10 July 2018

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 **Monday, 16 July 2018 at 10:00.**

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 - 10
To receive for approval the Minutes of 22/03/2018
4. Update Report on Carers Services within Bridgend County Borough 11 - 14
5. Update Report on Implementation of the Welsh Language (Wales) Measure 2011 and Welsh Language Standards 15 - 26
6. Welsh Language Standards Annual Report 2017/18 27 - 48
7. Annual Report on Equality in the Workforce (2017/18) 49 - 56
8. Annual Report on the Strategic Equality Plan 2016 - 2020 Action Plan 57 - 90
9. Urgent Items
To consider any other item(s) of business in respect of which notice has been given in accordance with Rule 4 of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency.

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Yours faithfully

K Watson

Head of Legal and Regulatory Services

Councillors:

SE Baldwin

TH Beedle

HJ David

SK Dendy

J Gebbie

DG Howells

Councillors

JE Lewis

D Patel

JC Radcliffe

KL Rowlands

CE Smith

E Venables

Councillors

SR Vidal

PJ White

HM Williams

RE Young

CABINET COMMITTEE EQUALITIES - THURSDAY, 22 MARCH 2018

MINUTES OF A MEETING OF THE CABINET COMMITTEE EQUALITIES HELD IN COMMITTEE ROOMS 2/3 - CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON THURSDAY, 22 MARCH 2018 AT 14:00

Present

Councillor D Patel – Chairperson

SE Baldwin	TH Beedle	HJ David	SK Dendy
J Gebbie	DG Howells	JC Radcliffe	SR Vidal
PJ White	HM Williams	RE Young	

Apologies for Absence

JE Lewis, KL Rowlands, CE Smith and E Venables

Officers:

Emma Blandon	Communications, Marketing and Engagement Manager
Nicola Bunston	Consultation Engagement and Equalities Manager
Daniel Cook	Licensing Policy Officer
Mark Galvin	Senior Democratic Services Officer - Committees
Bethan Lindsey-Gaylard	Domestic Abuse Coordinator
Yvonne Witchell	Team Manager Licensing

17. DECLARATIONS OF INTEREST

None.

18. APPROVAL OF MINUTES

RESOLVED: That the Minutes of a meeting of the Cabinet Committee Equalities dated 23 November 2017, be approved as a true and accurate record.

19. DOMESTIC ABUSE, VIOLENCE AGAINST WOMEN AND SEXUAL VIOLENCE: UPDATE ON SUPPORT FOR VICTIMS IN BRIDGEND COUNTY BOROUGH

The Corporate Director – Operational and Partnership Services submitted a report, the purpose of which, was to inform Committee of the issues faced by victims of domestic abuse, violence against women and sexual violence in BCB communities, and to outline support avenues available for such victims.

The Chairperson introduced to the meeting, the Regional Business Manager from Calan DVS and the Council's Domestic Abuse Co-ordinator, who gave a joint power point presentation on this important topic.

The presentation covered the following issues:-

- Background and aim
- Domestic Abuse in Bridgend
- How is Bridgend responding

- Victims
- Perpetrators

- Children
- Assia Suite (One-Stop shop of support)

The avenues of assistance provided by the introduction of the 'Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015' – Royal Assent for which was given on 29 April 2015.

The above Act was also supported by certain other key pieces of legislation, such as The Well-being of Future Generations (Wales) Act 2015 and The Social Services and Well-being (Wales) Act 2014, amongst others.

The aim of the first mentioned Act above, was to prevent, protect and support victims.

The provisions of the Act will ensure each relevant authority works to a shared, collective strategic vision, leading to improved more consistent services for those affected by violence against women, domestic abuse and sexual violence. The Act also creates high profile leadership on the various issues, to ensure they are prioritised at a local and national level.

The Officers explained, that the Act also introduced requirements for:

- a) Welsh Ministers to:
 1. Prepare and publish a National Strategy;
 2. Appoint a National Advisor on Violence against Women and other forms of Gender-based Violence, Domestic Abuse and Sexual Violence.
- b) Local Authorities, Local Health Boards, Fire and Rescue Authorities and NHS Trusts (the relevant authorities), to prepare and publish strategies to contribute to the pursuit of the purpose of the Act
- c) Local Authorities to report on how they are addressing GBV, DA, SV matters within their educational functions, including any action taken within schools.

How is Bridgend Responding?

- National Training Framework – to ensure all members of staff are trained appropriate to the roles and responsibilities (through Welsh Government guidance powers)
- IDVA?IDSVVA and MARAC
- Refuge (female)
- Refuge (Male) (presently at the stage of exploration)
- Assia Suite
- Support Avenues for children and young people
- Support Avenues for victims
- Assessment for Families
- Intervention methods for perpetrators

The Presenting Officers in turn, expanded upon each of the above mechanisms of support, for the benefit of Members.

The report (and presentation) advised that the topic subject of debate, was collectively defined as:

“any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members, regardless of gender or sexuality.”

This could encompass but was not limited to abuse categories such as, for example, the following:-

1. Psychological
2. Physical
3. Sexual
4. Financial
5. Emotional

Persons affected by Domestic Violence etc, were women, men, disability, ethnicity, age, and groups such as Lesbian, Gay, Bisexual and Transgender (LGBT).

The Members made the following points as part of their observations on Domestic Abuse and Violence etc:-

1. The importance of early intervention and prevention mechanisms being put in place;
2. The importance of all contributing agencies working cohesively and at the same pace and with the same common goals;
3. Developing further Domestic Violence preventative and control measures etc, against men as well as women;
4. A request for further data (above that contained in the report and presentation) detailing the number and different types of Domestic Violence that occurs across different groups of society, including for transgender (further including those in refuge);
5. There is enough support in place for elderly people who may suffer from Domestic Abuse;
6. That adequate measures of control are in place to support any new partners of high risk perpetrators.

The Leader and Cabinet Member Social Services and Early Help closed debate on this item, by applauding the amount of work that was being done by the relevant partner organisations who worked together to provide support to victims of Domestic Violence, and welcomed further increased data, such as the evaluation of different trends; who was most at risk; and further information regarding positive outcomes for victims, etc.

He felt that information along the lines of this could be incorporated in a report at a future date to Cabinet.

RESOLVED: That the report be noted.

20. ISSUES FACING DISABLED PEOPLE IN BRIDGEND COUNTY BOROUGH - TAXIS

The Corporate Director – Operational and Partnership Services submitted a report, which gave the Committee feedback with regard to wheelchair accessible taxis in the County Borough.

The Team Manager – Licensing advised that as a result of a request from Committee at its meeting of 13 July 2017, specific questions on wheelchair accessible taxis were added to the licensing consultation on taxis.

She then outlined certain information with regard to the consultation of the Licensing Authority, and the various outcomes of this, as was detailed in paragraphs 4.1 to 4.3 of the report.

The Team Manager – Licensing emphasised that there was a small percentage of responses to the consultation, ie which numbered only 35 in total, and also the lack of further qualifying comments. However, she added there were some common themes that arose from the consultation, as follows:-

- Older purpose built vehicles (eg London Cabs) were available on the market and should be considered for licensing;
- Balancing the higher cost of purchasing a wheelchair accessible vehicle with for work for this type of vehicle;
- Other wheelchair accessible providers are available outside the taxi sector, and
- Wheelchair accessible vehicles should be easily identifiable to the public.

She continued by advising Members that in order to ensure that wheelchair passengers do not face discrimination when travelling, the Licensing Committee had approved the proposal to publish and maintain a list of 'designated vehicles' in accordance with provisions of the Equality Act 2010. A provision of the Act, placed a legal requirement on drivers of all licensed and 'designated' hackney carriage and private hire vehicles, to carry passengers in their wheelchairs, to provide reasonable assistance to those passengers, and prohibits taxi drivers from charging extra for the fare.

A further provision of the Act provided local authorities with powers to publish a list of 'designated vehicles' ie taxi's, that are wheelchair accessible, and the Licensing Section had written to all such proprietors of vehicles with this provision, advising them of their intention to include their vehicle on the list and that no appeals had been submitted. . There was also provision in the Act added the Team Manager – Licensing, for certain drivers of these 'designated vehicles,' to be exempt from these requirements of the Act, for example if they had a medical condition preventing them to do so.,

The Team Manager – Licensing, added that all hackney carriage/private hire drivers had been notified of these new requirements, and that they could request an exemption on grounds such as those mentioned above, if this was necessary.

She then further added, that a list of designated vehicles would be published on the Council website on 1 April next, and then updated as appropriate, on a monthly basis.

The Team Manager – Licensing concluded the report, by reminding Members that they had also been previously advised of the Welsh Government Consultation on reforming taxi legislation in Wales. A further report on this, would be provided once it had published more detailed proposals on the same.

A Member noted that only 35 taxi drivers had responded to the consultation. She asked what the percentage of this was when compared to the total number of drivers who had been contacted, (but had not responded).

The Team Manager – Licensing confirmed that 400 – 500 letters had been sent out to the trade, to which there had been 35 responses, which was approximately 7 to 8%.

A Member asked if any thought had been given to a training session being put in place for taxi drivers, in order that following this they would be in a position to cater for different passengers varying disabled needs and requirements.

The Team manager – Licensing confirmed that this formed part of the Driver Awareness Course (DAC) that all new taxi drivers had to attend (as new drivers).

A Member suggested that it should also be incumbent for existing drivers as well as new drivers to attend a DAC.

The Licensing Policy Officer confirmed that some research could be undertaken, in order to establish which existing drivers had completed the DAC, and those that had not, could be invited to a future(s) session, including those who had wheelchair accessible vehicles.

The Leader was disappointed with the level of response to the Licensing Authority's consultation. He added that he felt it would be helpful if the list of 'designated vehicles' to be published on the Council's website, could also be publicised. This would both increase public awareness and help with the engagement process with taxi drivers.

RESOLVED: That the report be noted.

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

The Communications, Marketing and Engagement Manager presented a report, that updated the Committee on the implementation of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.

She advised that since the last meeting of Committee, an audit of the remaining 11 standards had taken place in order for the Authority to propose new compliance dates to the Welsh Language Commissioner's office.

Since this had been completed in February, the Communications, Marketing and Engagement Manager reported that the Commissioner's office had now been advised that two further standards had been complied with in respect of training. A meeting had also subsequently taken place with the Corporate Director – Operational and Partnership Services earlier this month, to discuss the Council's position on the 9 remaining standards. A further meeting in respect of these would be arranged with the Commissioner she added.

The Communications, Marketing and Engagement Manager had taken place on 5 December last, to discuss the Council's performance against the standards, successful practices, risks and challenges, as part of their ongoing review process of local authorities across Wales.

As part of this, they also carried out a mystery shopper exercise between April 2016 and March 2017, which also included standards that we were not required to comply with at the time. This section of the report also contained certain observations from the standards that the Authority were complying with at the time. These were in the form of feedback in respect of telephone calls, the Council's website and a few 'Other' issues.

On more general issues, the Communications, Marketing and Engagement Manager advised that staff continued to receive regular updates and reminders via email as well as being able to access a suite of Welsh language training.

All Welsh local authorities had also been contacted by the Commissioner's office with regard to the receipt of their compliance notices, relating to their draft Code of Practice which accompanies the Welsh Language Standards, in order that the interpretation of the Code was consistent for both the Commissioner's office and each local authority.

This would allow for local authorities to be clear on each standard in terms of what the Commissioner expected of them in the successful delivery of these. All Council's across Wales she added, would be held to account with regard to the differing standards each had to comply with.

The Communications, Marketing and Engagement Manager continued by stating that no formal complaints had been received since the update report in July 2017. She added that work was still ongoing in relation to the investigation into availability of swimming lessons through the medium of Welsh.

She concluded her submission, by advising that generally BCBC matched the interpretation of the Commissioner's office on the standards, though there was more work required by us on Compliance level 4 that relating to certain standards.

When the consultation was fully completed, the Communications, Marketing and Engagement Manager confirmed that these would be shared in the first instance with the Chairperson of the Cabinet Committee Equalities and the Leader.

A Member felt that it was encouraging to see that existing staff of the Council were looking to be trained in the use of the Welsh language, particularly those whose position within the Authority involved dealing with members of the public.

The Communications, Marketing and Engagement Manager advised that this was work ongoing, and that some employees had completed Level 1 of the Welsh Language Standard, and were looking to progress to Level 2. 400 staff had been trained since 2016, but further staff who dealt with customer services did need to undertake some training.

The Leader advised that apprentices and trainees should be encouraged to take up training in the medium of Welsh.

RESOLVED: That the report be noted.

22. STRATEGIC EQUALITY PLAN ANNUAL REPORT 2016/2017

The Communications, Marketing and Engagement Manager presented a report, the purpose of which, was to provide Members with an update of the work completed within the Strategic Equality Plan (SEP) 2016-2020 for the period 2016-17, and the accompanying Annual Report for 2016-17.

The report outlined certain background information, and confirmed that the Annual Report 2016-17 attached at Appendix 1 to the report, covers the period 1 April 2016 to 31 March 2017, and must be published/made available by 1 April 2018.

The 7 strategic equalities objectives for 2016 – 2020 are as follows:-

- Transportation;
- Fostering good relations and awareness raising;
- Our role as an employer;
- Mental health;
- Children
- Leisure, arts and culture;
- Data

The Communications, Marketing and Engagement Manager advised that Action Plans supported each of the above objectives.

She then referred to paragraph 4.3 of the report, which contained some key points to note from the Annual Report, including some key actions that had been taken, and she gave a resume of these for the benefit of the Committee.

A Member was pleased to see from the report that the Council had continued to mark, support and raise awareness of LGBT Fostering and Adoption Week, and he asked what level of interest there had been in this, ie including how many website hits, etc.

The Communications, Marketing and Engagement Manager confirmed that she would undertake some research on this, and come back to Members outside of the meeting.

A Member referred to page 32 of the Annual Report, and advised that he was sure that the situation with regard to information in respect of the number of employees within the Council, and the breakdown of these by gender and pay grade was required to be shared with Welsh Government, as we were a public body.

The Communications, Marketing and Engagement Manager confirmed that she would need to check this point with the Human Resources and Organisational Department, and once more come back to Members as part of feedback from the meeting.

RESOLVED: That the Cabinet Committee noted the progress being made, and approved the Strategic Equality Plan Annual Report 2016/17.

23. EQUALITY IMPACT ASSESSMENTS - ANNUAL REVIEW 2017/18

The Consultation, Engagement and Equalities Manager submitted a report, the purpose of which, was to provide Members with an annual update on the Council's requirement to undertake Equality Impact Assessments (EIA's), an overview of the Council's approach to EIA's, and an outline of EIA's undertaken in BCBC service areas in 2017/18.

The report gave some background information, following which it advised that an EIA was a tool to assess whether new (or changes to existing) policies/services/functions, or the removal of services, could impact on different sectors of society in different ways. An EIA also assisted the Council in making better decisions; identified how services could be more accessible or improved, and consider the 9 protected characteristics as well as the impact on the Welsh Language Scheme and associated Standards.

The Consultation, Engagement and Equalities Manager continued by confirming that the Welsh Language Standards required BCBC to consider:

- Whether a policy-related decision could have a positive or negative impact on opportunities for people to use welsh;
- Treating welsh and english equally;
- Ways to demonstrate how positive effects could be increased, and
- How any identified adverse effects could be decreased.

The EIA toolkit was revised and updated in February 2018, including the EIA screening and full assessment forms.

She added that the ongoing administration of the EIA processes would be reviewed later in 2018 by the Equalities team, in order to support service areas in their management of the process.

The next sections of the report alluded to EIA training for staff through an e-learning module, and the number of employees who were identified for training in this area, including the number (and percentage) of those who completed this.

Paragraph 4.9 of the report then outlined further and more in-depth training that had been looked at for development, to be delivered by external trainers 'Red Shiny Apple'. There had been some take-up for this training during the months of February and March, with feedback from those who undertook this having been positive. The number of employees who had been trained had also increased from 17, which was the number who had attended at the time the report was written, to a current total of 46. This section of the report, also detailed the objectives that participants would secure as a result of the above training session.

The Consultation, Engagement and Equalities Manager then gave details of the number of full EIA's that had been completed between February 2017 and January 2018, and these were listed in Appendix 1 to the report, and had previously accompanied Officers reports considered by Cabinet.

Appendix 2 then outlined the number of EIA screenings carried out for the same period, which totalled 42 in number.

The Consultation, Engagement and Equalities Manager concluded her report, by advising that the information contained therein, would positively assist in the delivery of the Council's equality duties and aspirations.

RESOLVED: That the Cabinet Equalities Committee noted the progress made in the Council during 2017/18, regarding the completion of Equality Impact assessments (EIA's); the review of toolkit and forms, as well as progress made with training (ie through e-learning and the development of face to face training).

24. FORWARD WORK PROGRAMME 2018-2019

The Consultation, Engagement and Equalities Manager presented a report, that attached as Appendix 1 a draft Forward Work Programme (FWP) detailing items up and coming to be considered at future Committee meetings.

A Member felt that a further item should be added to the FWP for consideration at a meeting sometime next year, namely an update on Domestic Violence/Abuse (to include violence/abuse of the elderly).

Members and Officers agreed with this suggestion.

RESOLVED: That the report be noted, and the proposed Forward Work Programme for 2018/19 (containing the above additional item), be approved.

25. URGENT ITEMS

None.

The meeting closed at 16:00

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET EQUALITIES COMMITTEE

16 JULY 2018

REPORT OF THE CHIEF EXECUTIVE – CHIEF EXECUTIVE’S DIRECTORATE

UPDATE REPORT ON CARERS SERVICES WITHIN BRIDGEND COUNTY BOROUGH.

1. Purpose of report

This report updates the Cabinet Equalities Committee (CEC) on the developments in services for carers (including young carers) in the county borough.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

The carers agenda links to the following corporate priorities:

- Priority 2: Helping people to be more self-reliant; taking early steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services.
- Priority 3: Smarter use of resources ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council’s priorities.

3. Background

The 2011 Census identified 17,919 carers (although we believe this to be a very conservative estimate) however only between 2000 and 3000 are known to services. That potentially means that there are at least 15,919 unidentified carers within the County Borough.

A visioning day held in 2017 was followed up by three community based engagement events in March 2018 which were all facilitated by Nick Andrews of Swansea University’s Centre for innovative ageing.

4. Current situation / proposal

In September 2017 we held a visioning event for carers and stakeholders in Bridgend, the event was an opportunity for carers, representatives of the local authority and providers to come together to look at how services are now and where we would all like them to be. Bilingual invitations were widely circulated and the event ensured that representative groups were included to give voice to their respective interests. Some previously unidentified carers were able to engage for the first time. We worked together to establish a shared vision.

The main findings of the day were

- Carers would like easier access to a Carers Needs Assessment;

- Easier access to information, advice and assistance, better access to community links;
- Early intervention, preventative community based activities;
- Training, counselling and emotional support;
- New ways of working, for example more creative use of direct payments.

A stakeholder mapping exercise was undertaken with assistance from the Consultation & Engagement Team in BCBC which generated a representative sample of qualitative and quantitative data from statutory services and from independent and third sector providers.

Three subsequent focus group workshops were also held to help co-produce a service model for carers. Again these workshops were independently facilitated and targeted invitations ensured equality of representation from social work professionals, from care providers and third sector organisations, and from unpaid carers themselves.

The input from these engagement activities has helped define a new service pathway for unpaid carers that includes provision of information, advice and assistance at an early stage, alongside recognizing the need to review and refine the provision of support services to carers and the people they care for.

To deliver on the outcomes of the consultation and engagement process, planning has commenced to procure a 'Bridgend Carers Wellbeing Service' which will include as a requirement an increased level of Carers Assessments and access to information, advice and assistance. In addition significant work is being carried out to deliver a flexible short break framework for carers, which will be available in the community as well as in residential settings.

The Social Services and Wellbeing directorate is also looking collaboratively with Linc-Cymru and Wales School for Social Care Research, to put in place the basis of a supported holiday/social tourism service as part of the Short Break Framework. Cotermiously work has also commenced to review daytime opportunities for older adults, ensuring that we have a flexible and responsive approach to short breaks and support for carers in the community.

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. Significant consultation and engagement has been undertaken with wide-ranging stakeholder groups to inform the service development that will benefit all carers in Bridgend. An equality impact assessment will be undertaken prior to inviting tenders.

7. Financial Implications

A budget of £122,548 has been allocated to Bridgend Carers Centre historically (made up of £89,709 from the local authority and £32,839 from ABMU Health

Board). The feedback from carers and other stakeholders was very clear, we need to review the services that we are currently funding via a service level agreement. This will be done in line with our corporate procurement procedure. We will also be reviewing and updating our short breaks and respite services, this may offer cost savings if more people can access earlier interventions with lower levels of need. A more detailed review of short breaks will also be undertaken.

8. Wellbeing of Future Generations (Wales) Act 2015

The implementation of the duties and responsibilities of the Social Services and Wellbeing Act (Wales) 2014 for carers, in turns supports the promotion of two of the seven goals of the Well-Being of Future Generations (Wales) Act 2015 within the County Borough of Bridgend. That is by promoting a healthier Bridgend and Wales, by promoting an environment that maximises carers physical and mental well-being; and supporting a more equal Wales for people with caring responsibilities, supporting them to fulfil their potential no matter what their circumstances.

The Act provides the basis for driving a different kind of public service in Wales, with 5 ways of working to guide how the Authority should work to deliver for people. The following is a summary to show how the five ways of working to achieve the well-being goals have been considered in this report:

- Long Term – predicting the number of carers in our community is challenging as many are not visible and not known to statutory services. However it is clear from the population assessment that there will be significant increases in older adults living in our community and with that a likely commensurate rise in the number of carers. Carers and their support needs, need to be kept under review in order to ensure that people are able to access their rights and entitlements under the Social Services and Wellbeing Act when they are needed.
- Prevention –the local authority works with carers providing information advice and assistance, as well as supporting carers in their caring role; the local authority takes a preventative and pre-emptive approach with people and their carers to ensure that in the event of urgent situations their wishes and needs are respected and acted upon.
- Integration – The provision services to carers are provided on an integrated and collaborative basis with the University health board and third sector partners, and aims to support the maximisation of people’s physical and mental well-being.
- Collaboration – in order to identify and remodel services to support carers an extensive consultation and engagement process was undertaken with all stakeholders including carers themselves, people who speak the carers and organisations involved in supporting people who care. There has been a collaborative approach to the commissioning of services for carers, which is undertaken in partnership with Abertawe Bro Morgannwg University Health Board
- Involvement – the local authority has a duty to assess carers and their needs; this informs how plans of support are developed for individuals as well as the types of services commissioned to support people in their caring roles. As part of the engagement of stakeholders in developing future services, considerable efforts were made to reach out to carers and stakeholders who were not known to the local authority or health board, to ensure that hard to

reach groups were given the opportunity to participate in this process. The involvement of carers in the development of services has ensured that carers have influenced how services will be shaped in future

9. Recommendation

That the Cabinet Equalities Committee receives and considers this report.

Darren Mepham
Chief Executive – Chief Executive’s Directorate.
Date: 16 July 2018

10. Contact officer(s)

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET EQUALITIES COMMITTEE

16 JULY 2018

REPORT OF THE CHIEF EXECUTIVE'S DIRECTORATE

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

1. Purpose of report

This report updates the Cabinet Equalities Committee (CEC) 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 and subsequent Welsh Language Standards 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; enabling people to use the language of their choice by ensuring our systems and front line services are delivered bilingually. Ensuring that bilingual systems enable people to better equipped to manage situations themselves and the council services can concentrate on those in greatest need.
- Priority 3: Smarter use of resources; ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

3. Background

Since the council received its compliance notice in 2015, progress towards implementing the 171 assigned standards has continued.

Updates on compliance have been provided at every CEC since 28 April 2016. Those reports are referenced as background documents to this report.

4. Current situation / proposal

Key progress/updates with compliance since March 2018 CEC can be summarised as:

1. A meeting took place between us and the commissioner's office on 15 March 2018 to discuss the outstanding standards. Since then, communication has been regular and we are now awaiting a final determination on these standards from the commissioner. For some of these standards we are now compliant, however we are still considered to be 'under challenge' by the commissioner's office. This is due to

the commissioner's wish to run one determination on all of these standards rather than assess and determine on an individual basis. Our current position is summarised in appendix 1.

2. A consultation response was drafted on the Welsh Language Commissioner's draft code of practice and submitted by the 6 April 2018 deadline. Receipt of the response was received but as yet we have not received an update on next steps. The draft code of practice is a practical interpretation of each standard and when passed by ministers in the summer, the council would be obliged to follow the interpretation of the standards as set down by the code. In the main we feel that for the majority of standards the commissioner's interpretation matches our own or with some adjustments/further work we will be able to work towards the necessary changes. In summary we highlighted the following in our response:
 - Feedback on general content, style, language and ease of use
 - Feedback on certain terminology and the application of this e.g. the terms 'public' and 'published'
 - Remaining queries over interpretation and where we feel further clarity is needed
 - General concerns on our ability to meet the correspondence standards based on the code's interpretation
 - Detail on any specific standards where we feel that our interpretation and that of the commissioner's is different and why we would not be able to comply with the interpretation as it currently is.
3. Two complaints have been received in 2018:
 - a. An informal complaint was made on 18 January 2018 to the Highways department regarding incorrect signage and availability of Welsh speakers on the phone. The complaint was responded to by the 29/1/18. No further action has been taken.
 - b. A complaint was made to the Welsh Language Commissioner on 1 May 2018 in relation to a failure to respond to a Welsh language email. The investigation is ongoing.

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. These budgets did not take into account the financial implications of the standards that the council appealed. To date not much of this funding has been allocated out, as the full financial implications of meeting all standards is not known. The one-off budget has been retained until a clearer picture emerges. The cost of implementing the Welsh Language Standards will continue to be reviewed during

2018-19 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. Well-being of Future Generations (Wales) Act 2015 Assessment

- 8.1 This is an update report, therefore a well-being of future generations Act (2015) assessment has not taken place in order to prepare this report.

9. Recommendation

That the Cabinet Equalities Committee receives and considers this report.

Darren Mephram
Chief Executive
Date: 16 July 2018

10. Contact officers:

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11. Background papers:

- 28 April 2016 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 14 July 2016 Welsh Language standards annual report 2015/16 ;
- 14 July 2016 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 10 November 2016 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 9 March 2017 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 13 July 2017 Welsh Language standards annual report 2016/17 ;
- 13 July 2017 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;

- 23 November 2017 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 22 March 2018 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.

Appendix 1: Current position on outstanding Welsh Language Standards

Standard number	Standard wording	Council's position	Commissioner's position
2	When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must – (a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh.	Proposed a compliance date of the 1/9/18 to allow for some services to resolve system issues.	Awaiting determination to change imposition date.
3	When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if - (a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals; (b) one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when	Proposed a compliance date of the 1/9/18 to allow for some services to resolve system issues.	Awaiting determination to change imposition date.

	sending correspondence addressed to both of those individuals.		
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.	Proposed a compliance date of the 1/9/18 to allow for some services to resolve system issues.	Awaiting determination to change imposition date.
7	You must state - (a) in correspondence, and (b) in publications and official notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	Now compliant.	Awaiting determination but with no change to compliance notice.
21	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.	Proposed a compliance date of the 1/9/18 to allow for some services to resolve system issues.	Awaiting determination to change imposition date.
29	If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a	In the main, we are compliant however we have raised some queries for certain services who need to arrange last minute meetings.	Awaiting clarification and determination from the commissioner.

	translation service from Welsh to English and from English to Welsh for that purpose.		
29A	You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting - (a) if you have invited more than one person to the meeting, (b) if the meeting relates to the well-being of one or more of the individuals invited, and (c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	In the main, we are compliant however we have raised some queries for certain services who need to arrange last minute meetings.	Awaiting clarification and determination from the commissioner.
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>Agreed circumstance: <i>You must comply with standard 41(a) in every circumstance, except:</i></p> <ul style="list-style-type: none"> <i>other papers that are available to the public, which relate to management board or cabinet meetings</i> <p><i>You must comply with standard 41(b) in every circumstance, except:</i></p> <ul style="list-style-type: none"> <i>other papers for meetings that are open to the public.</i> 	Now compliant.	Awaiting determination but with no change to compliance notice.

42	Any licence or certificate you produce must be produced in Welsh.	Now compliant.	Awaiting determination but with no change to compliance notice.
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.	Consider ourselves to be compliant. Have requested an extension until end of December 2018 for elements of My Account.	Awaiting determination overall, for added circumstance and extension to imposition date.
56	You must provide the interface and menus on every page of your website in Welsh.	Consider ourselves to be compliant. Have requested an extension until end of December 2018 for elements of My Account.	Awaiting determination overall, for added circumstance and extension to imposition date.
58	<p>When you use social media you must not treat the Welsh language less favourably than the English language.</p> <p>Proposed circumstance: <i>You must comply with standard 58 in every circumstance, except when the following applies:</i></p> <p><i>(1) If the conditions in subparagraphs (a) to (c) are met or the condition in paragraph (2) is met -</i></p> <p><i>(a) The first condition is that an emergency has occurred, is occurring or is about to occur.</i></p> <p><i>(b) The second condition is that the activity being carried out or the service being provided by the person or body is necessary for the purpose of preventing, controlling or</i></p>	Consider ourselves to be compliant although we have requested a circumstance to be added to this standard when dealing with emergency situations.	Awaiting determination on circumstance and change to imposition date.

	<p><i>mitigating an aspect or effect of an emergency.</i></p> <p><i>(c) The third condition is that the need for the activity or the service referred to in subparagraph (b) is urgent.</i></p> <p><i>(2) The condition is that the person or body is undertaking an emergency drill.</i></p> <p><i>(3) In this paragraph, “emergency” has the same meaning given to it in section 1 of the Civil Contingencies Act 2004.</i></p> <p><i>(4) If the condition in paragraph (2) is met, then the reference to “an emergency” in subparagraph (1)(b) is to be read as “the simulated emergency situation”.</i></p>		
60	<p>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.</p>	<p>Three systems currently outstanding:</p> <ul style="list-style-type: none"> • Parking machines – proposed a three year period to make compliant • GIS mapping system – asked for exemption on the basis of volume of data fields • Archived planning – proposed compliance date of Sept 2018 	<p>Awaiting determination from commissioner with changes to compliance notice/dates.</p>
64	<p>Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less</p>	<p>Confirmed varying degrees of compliance across different reception areas. Proposal is to add a new standard on reception areas, which is:</p>	<p>Awaiting determination from commissioner on new standard and changes to compliance notice and dates.</p>

	<p>favourably than a person who requires an English language reception service.</p> <p>You must comply with standard 64 in relation to the following by 30 March 2016: The body's main reception service.</p> <p>You must comply with standard 64 in relation to the following by 30 September 2016: Every other reception service.</p>	<p><i>66: If you have no face to face Welsh language reception service available, you must ensure that a Welsh language reception service is available over a phone in your reception.</i></p> <p>We would then attach either standard 64 or 66 depending on skills/ability to meet requirements.</p>	
67	<p>You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.</p>	<p>Proposed changes to sign wording to manage expectations in line with the outcome of standard 64/66.</p>	<p>Awaiting determination from commissioner.</p>
76	<p>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.</p> <p><i>Proposed circumstance:</i> <i>You must comply with standard 76 in the following circumstances:</i></p> <p><i>(a) If the subject matter of the tender for a contract suggests that it should be produced in Welsh, or</i></p> <p><i>(b) If the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</i></p>	<p>Now compliant but with circumstance attached.</p>	<p>Awaiting determination from commissioner with change to compliance notice and date.</p>

128	You must provide training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety	Now compliant.	Awaiting determination but with no change to compliance notice.
129	You must provide training (in Welsh) on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	Now compliant.	Awaiting determination but with no change to compliance notice.

Please note: for the standards where we are now compliant or will soon be compliant and there has been no change to the duty placed on us under the standard, the original compliance date in our notice will remain as is.

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET EQUALITIES COMMITTEE

16 JULY 2018

REPORT OF THE CHIEF EXECUTIVE – CHIEF EXECUTIVE'S DIRECTORATE

WELSH LANGUAGE STANDARDS ANNUAL REPORT 2017/18

1. Purpose of report

To inform Cabinet Equalities Committee of the content and approach taken with the council's third Welsh Language Standards annual report for 2017/18.

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; enabling people to use the language of their choice by ensuring our systems and front line services are delivered bilingually. Ensuring that bilingual systems enable people to better equipped to manage situations themselves and the council services can concentrate on those in greatest need.
- Priority 3: Smarter use of resources; ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

3. Background

3.1 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.

3.2 Standards 158, 164 and 170 require the council to produce and publish an annual report, in Welsh, by 30 June each year.

4. Current situation / proposal

4.1 The council's Welsh Language Standards annual report 2017/18 covers the period 1 April 2017 to 31 March 2018 and was published, as required by the 30 June 2018. The report is attached as appendix 1.

4.2 The report outlines how the council has complied with the standards it is under a duty to comply with during the period and also documents any progress and new developments with our compliance.

4.3 As part of this annual report, there is a duty on us to report on the following specific information:

- the number of complaints received by the council during the period;
- the number of employees who disclosed Welsh language skills as at 31 March 2018;
- the number of employees attending training courses offered in Welsh during the period;
- the number of new and vacant posts advertised during the period categorised as posts where either:
 - Welsh language skills were essential;
 - Welsh language skills were desirable.
- In addition to the information specified in section 4.2 we have also included updates on EIAs, customer contact and our promotional activities.

4.4 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 under the Welsh Language Scheme

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. Well-being of Future Generations (Wales) Act 2015 Assessment

8.1 This is an update report, therefore a well-being of future generations Act (2015) assessment has not taken place in order to prepare this report.

9. Recommendation

It is recommended that Cabinet Equalities Committee receives and notes the content of this report and the Welsh Language Standards annual report 2017/18.

Darren Mepham

Chief Executive – Chief Executive’s Directorate.

Date: 16 July 2018

10. Contact officers:

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Background papers: None

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Welsh Language Standards

Annual report 2017/18



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 2017/18 annual report covers the period 1 April 2017 to 31 March 2018 and outlines how the council continues to be compliant during this period as well as highlighting any new developments/areas of progress.

2. How the council complies with the Welsh Language Standards

At the time of writing this report the council is still formally under challenge for the following standards: 5,7,29,29A,41,42,52,56,64,67,2,3,21,58,60,76,128 and 129.

The council is therefore not required to be compliant with these standards whilst we await a determination from the Welsh Language Commissioner. These standards may however be referenced in this report to document any progress that has been made towards compliance during 17/18.

2.1 General compliance

- The council continues to have a lead officer which covers the Welsh language
- Employees continue to receive regular updates and information regarding the Welsh language in terms of compliance, access to resources such as training and raising the profile of the language and culture
- Our corporate induction programme has a specific section dedicated to the Welsh language and its importance, which signposts new employees to other information resources
- Although the internal Welsh Language Standards Implementation Board no longer meets face-to-face, we continue to work together to understand and progress the language as well as monitor compliance

- The council is working with the Welsh Language Commissioner's office on progress towards complying with the outstanding standards as identified earlier in this section
- Welsh language continues to remain on the council's risk register in order to help monitor compliance
- Employees continue to be able to access the Welsh Language Champions for support and advice
- Staff intranet pages and the dedicated Welsh email inbox still exist and there are plans in place to review the content on the intranet pages in line with the final determination on the outstanding standards
- The council continues to provide a range of Welsh language training and resources for staff
- Employees are able to access three different Welsh translation contracts in order to ensure we can meet demand as well as access a range of different types of translation support
- We continue to have a [compliance document](#) available which details how we will comply with the relevant service delivery, operational, record-keeping, promotional and policy making standards. Our [complaints procedure](#) is also available on our website as well as previous [annual reports](#).
- We continue to provide information to the Welsh Language Commissioner as requested.

2.2 Service delivery standards

In 17/18 we are continuing to:

- Respond to correspondence received in Welsh where a reply is required
- Issue generic bilingual or separate English and Welsh versions of correspondence, treating the Welsh language no less favourably than English
- 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
- Operate a single main telephone number (01656 643643) 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
- Aim to state on materials that advertise a BCBC telephone number that calls are welcomed in Welsh and English. We continue to treat the Welsh language no less favourably than the English language on the advertising materials
- Have performance indicators for telephone calls that do not treat calls made in Welsh less favourably than those made in English

- Ask people we have invited to a meeting if they wish to use the Welsh language at the meeting and put the necessary arrangements in place to facilitate this. The meeting toolkit that was developed identified that during 17/18, 1673 people attending meetings were offered the opportunity to conduct the meeting in Welsh
- Send bilingual invitations to BCBC public meetings/events (where relevant) and those meetings/events 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. Materials used for advertising these meeting/events or for display at the meetings/events are bilingual
- Assess the demand for Welsh language education courses that are open to the public and if there is a need, offer the course in Welsh
- Produce public-facing marketing, advertising and publicity materials (including press releases and statements) bilingually. This is also applicable to public-facing corporate documents such as policies and rules as well as consultation documentation. These documents aim to treat the Welsh language no less favourably than the English. Separate English versions of documents that are available in Welsh (where they are required to be) state this on the English version
- Produce publically available forms bilingually or as separate English and Welsh versions. If separate versions are in place, we state on the English version of the form that the Welsh is available
- Respond to Welsh language social media messages in Welsh where a reply is required
- Replace street, place and direction signs (including temporary signs where applicable) following damage or normal wear and tear, with bilingual signs with the Welsh text appearing first
- Produce official notices bilingually with the Welsh text appearing first
- Have Welsh speaking reception staff and those learning Welsh wearing lanyards to show customers they are able to provide a Welsh language service
- Make bilingual audio announcements with the Welsh announcement first
- Make grant applications (and the process), tenders (and interviews) available in Welsh
- Promote Welsh language services that we have available as required
- Have apps the council uses available bilingually, treating the Welsh language no less favourably than the English.

New developments for 17/18:

- As part of working towards compliance with standards 2,3,5,7 and 21 we have developed a central citizen language preference database which is accessible to employees via the staff intranet. This will help us to record and act upon

people's language preference. From April 2018 onwards the council will also be recording language preference via its My Account platform which feeds into the central citizen language database

- In January 2018 we started to produce our agenda and minutes for Cabinet and committee meetings bilingually (standard 41). These are available on our website
- During this period we have been developing a brand new bilingual website for the council which was launched in May 2018. Work to populate the website with relevant English and Welsh content is ongoing (standard 52 and 56)
- During the period, we carried out an audit of social media accounts held and relevant Welsh language/bilingual social media accounts were made available by the end of 2017.

2.3 Policy-making standards

In 17/18 we are continuing to:

- Use our equalities impact assessment (EIA) process to ensure consideration is given to the Welsh language when policies are revised or developed
- Ask those taking part in consultation, engagement and research activity for their views on whether a policy decision (if applicable) could impact on the use of the Welsh language
- Consider the effects that awarding grants may have on the use of the Welsh language

New developments for 17/18:

- We have done further work to develop our EIA process internally. This has included updating our toolkit and improving our central record of completed EIAs.

2.4 Operational standards

In 17/18 we are continuing to:

- Have a policy on using Welsh within the workplace available on our intranet for staff to access
- Allow employees to access the complaints procedure and process in Welsh including relevant documentation
- Allow employees to access the disciplinary procedure and process in Welsh including relevant documentation
- Provide access to computer software for staff to check spelling and grammar
- Ensure the relevant sections/interface of our intranet are accessible in Welsh and have a dedicated Welsh section on the intranet as a resource for staff.
- Assess the Welsh language skills of our employees on an ongoing basis
- Have 'meet and greet' training and Cwrs Mynediad courses available for staff

- Have e-learning packages available for staff on Welsh language awareness and culture as well as on the Welsh language standards
- Provide access to bilingual email signatures and out of office messages. Welsh speakers and Welsh learners are encouraged to identify themselves as such on their email signature (using the relevant recognised logos)
- Assess the Welsh language skills for new and vacant posts. A breakdown of this information is included in section five
- Ensure the job applications process and documentation is available in Welsh and that the Welsh language process is treated no less favourably than the English. This also includes contracts of employment
- Check language preference of employees to provide correspondence relating to their employment, and various employment related forms in Welsh as required
- Ensure relevant HR policies are available in Welsh
- Have bilingual signage in place at our main reception area (Civic Offices), with Welsh appearing first
- Have a [five year strategy](#) in place which we report on at our Cabinet Equalities Committee on an annual basis.

New developments for 17/18:

- Development of an assessment tool to help managers further understand the linguistic skills and development needs of their team so future training can be more targeted. This was piloted in customer services during 17/18
- Work towards compliance has been done in relation to the training standards 128 and 129. For example, we ensured relevant e-learning is available in Welsh; we extended our training policy to support employees to access training externally and reviewed training provision in response to employee needs
- Work to develop our five year strategy is ongoing including looking at partnership opportunities and different ways of measuring the effectiveness of public-facing activities.

2.5 Record-keeping standards

In 17/18 we are continuing to:

- Record any complaints received relating to our compliance as part of our corporate complaints system
- Monitor and record the number of employees accessing training courses through the medium of English and Welsh - see section four for further details
- Record Welsh language skills of employees and assessments of new and vacant posts – see section five for further details

3. Complaints

- In 2016/17 an action group complained to the Welsh Language Commissioner that the council did not offer all swimming lessons in Welsh. The Commissioner suspended the investigation to allow the council to obtain counsel's opinion. An action plan was developed and approved by the Welsh Language Commissioner during 17/18 and implementation is ongoing.
- A complaint was received by the Welsh Language Commissioner in April 2017 in relation to the award of the council's telecare contract. The Welsh Language Commissioner concluded that there would be no further investigation
- An informal complaint was received by the council in January 2018 regarding incorrect highways signage and availability of Welsh speaking staff. The complaint was responded to and concluded in January 2018.
- There were no complaints received under the policy making standards.

4. Employee skills and training

Welsh language skills as at 31 March 2018:

Description	Schools				All other services			
	Femal	Mal	Total	%	Femal	Mal	Total	%
Total	2,610	537	3,14		2,425	676	3,10	
Welsh speaker								
'A little'	327	58	385	12.23	339	99	438	14.12
'Fairly good'	55	15	70	2.22%	39	7	46	1.48%
'Fluent'	137	20	157	4.99%	91	14	105	3.39%
'No'	300	62	362	11.50	1,068	315	1,38	44.60
No response	1,791	382	2,17	69.05	888	241	1,12	36.41
Welsh reader								
'A little'	323	57	380	12.07	358	102	460	14.83
'Fairly good'	62	15	77	2.45%	48	17	65	2.10%
'Fluent'	139	21	160	5.08%	91	13	104	3.35%
'No'	295	62	357	11.34	1038	303	1,34	43.24
No response	1,791	382	2,17	69.05	890	241	1,13	36.47
Welsh writer								
'A little'	294	53	347	11.03	269	72	341	11.00
'Fairly good'	57	13	70	2.22%	48	12	60	1.93%
'Fluent'	131	20	151	4.80%	79	10	89	2.87%
'No'	336	69	405	12.87	1,140	340	1,48	47.73
No response	1,792	382	2,17	69.08	889	242	1,13	36.47

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
- 248 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 2017 and 31 March 2018:

- Welsh language 'Meet and Greet' training was provided to 24 attendees (two sessions during 2017/18)
- 37 employees have attended 'Cwrs Mynediad' training, enabling them to develop their language skills further. This comprised of two year 1 classes and one year 2 class, each based on two hours per week over 30 weeks
- There were no requests for face to face training materials to be made available in Welsh during 2017/18
- There were 11 Welsh language e-learning module completions during 2017/18. These were for the violence against women, domestic abuse and sexual violence (VAWDASV) e-learning module.

5. Recruitment and selection

Number of new and vacant posts advertised during 2017/18 where Welsh language skills were:

Essential: 21	Desirable: 613
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6. Reception services: contact centres and telephone contact centres

Demand for Welsh services in the Customer Contact Centre between 1 April 2017 and 31 March 2018:

Face to face interactions in Welsh	5
Total visits	26,578
Welsh requests as % of total interactions conducted	0.02%

Demand for Welsh services in the Telephone Contact Centre between 1 April 2017 and 31 March 2018 (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)	160,528*
Volume of calls received out of hours (Welsh and English)	N/A**
Total calls received (Welsh and English)	160, 528
Volume of calls in Welsh	301
Welsh requests as a % of total calls	0.19%

*Please note: we now experience a lower number of incoming calls as result of recycling and waste enquiries being handled directly by our partner Kier.

*In 2017/18 our telephony systems changed and as a result our ability to report on calls (English and Welsh) made outside of office hours has changed. We will need to find a new solution for reporting on this in 18/19.

7. Equality Impact Assessments (EIAs) carried out between 1 April 2017 and 31 March 2018

Four 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

The council promoted the following events and activities between 1 April 2017 and 31 March 2018:

- Commonwealth Games (Welsh team);
- St Dwynwen's Day;
- Internal emails about the citizens language preference database;
- Shwmae Sumae Day;
- St David's Day;
- Urdd & Urdd 7s;
- BCBC Welsh language social media accounts;
- Welsh culture/language fairs and festivals;
- Welsh medium education.

The detail of these promotional activities will be documented as part of our reporting process for our Welsh language strategy. This period will be reported on at our Cabinet Equalities Committee in November 2018.

Safonau'r Gymraeg

Adroddiad Blynyddol 2017/18



1. Cyflwyniad

Mae Safonau'r Gymraeg yn gofyn bod Cyngor Bwrdeistref Sirol Pen-Y-Bont Ar Ogwr (CBSP) yn cynhyrchu ac yn cyhoeddi adroddiad blynyddoedd erbyn 30 Mehefin bob blwyddyn.

Mae'r adroddiad blynyddol hwn ar gyfer 2017/18 yn cynnwys y cyfnod 1 Ebrill 2017 tan 31 Mawrth 2018 ac yn amlinellu sut mae'r Cyngor yn parhau i gydymffurfio yn ystod y cyfnod hwn yn ogystal â nodi unrhyw ddatblygiadau newydd/meysydd cynnydd.

2. Sut mae'r Cyngor yn cydymffurfio â Safonau'r Gymraeg

Ar adeg ysgrifennu'r adroddiad hwn mae'r Cyngor yn dal i aros am benderfyniad ar her ffurfiol ar y safonau canlynol: 5,7,29,29A,41,42,52,56,64,67,2,3,21,58,60,76,128 a 129.

Felly nid oes angen i'r Cyngor gydymffurfio â'r safonau hyn tra'n bod yn aros am benderfyniad gan Gomisiynydd y Gymraeg. Ond mae'n bosibl y cyfeirir at y safonau hyn yn yr adroddiad hwn i ddogfennu unrhyw gynnydd sydd wedi'i wneud o ran cydymffurfiaeth yn ystod 17/18.

2.1 Cydymffurfiaeth Gyffredinol

- Mae'r Cyngor yn parhau i fod â phrif swyddog sy'n gweithio gyda'r Gymraeg
- Mae cyflogeion yn parhau i dderbyn diweddariadau a gwybodaeth reolaidd ynghylch y Gymraeg o ran cydymffurfiaeth, mynediad at adnoddau megis hyfforddiant a chodi proffil yr iaith a'r diwylliant
- Mae adran benodol yn ein rhaglen sefydlu corfforaethol ar y Gymraeg a'i phwysigrwydd, sy'n cyfeirio cyflogeion newydd at adnoddau gwybodaeth eraill

- Er nad yw'r Bwrdd Gweithredu Safonau'r Gymraeg mewnol yn cyfarfod wyneb yn wyneb mwyach, rydym yn parhau i gydweithio i ddeall yr iaith a'i symud ymlaen yn ogystal â monitro cydymffurfiaeth
- Mae'r Cyngor yn gweithio gyda swyddfa Comisiynydd y Gymraeg ar gynnydd o ran cydymffurfio â safonau heb eu bodloni fel y nodir ynghynt yn yr adran hon
- Mae'r Gymraeg yn parhau i fod ar gofrestr risgiau'r Cyngor er mwyn helpu monitro cydymffurfiaeth
- Mae cyflogeion yn parhau i allu cael mynediad Hyrwyddwr y Gymraeg am gymorth a chynghor
- Mae tudalennau'r fewnwyd i staff a'r mewnlwch e-bost Cymraeg dynodedig ar gael o hyd ac mae cynlluniau ar waith i adolygu cynnwys tudalennau'r fewnwyd yn unol â'r penderfyniad terfynol ar y safonau sy'n weddill.
- Mae'r cyngor yn parhau i ddarparu amrywiaeth o hyfforddiant ac adnoddau Cymraeg i staff.
- Mae cyflogeion yn gallu manteisio ar dri chontract cyfieithu Cymraeg er mwyn sicrhau ein bod yn ateb y galw yn ogystal â sawl math gwahanol o gymorth cyfieithu.
- Mae gennym ddogfen gydymffurfio o hyd sy'n nodi sut byddwn yn cydymffurfio â'r safonau darparu gwasanaethau, gweithrediadol, cadw cofnodion, hyrwyddo a llunio polisiau perthnasol. Mae ein gweithdrefn gwyno hefyd ar gael ar ein gwefan yn ogystal â hen adroddiadau blynyddol.
- Rydym yn parhau i roi gwybodaeth i Gomisiynydd y Gymraeg yn ôl y gofyn.

2.2 Safonau darparu gwasanaethau

Yn 2017/18 rydym yn parhau i:

- Ymateb i ohebiaeth a dderbynnir yn Gymraeg lle mae angen ateb.
- Cyflwyno fersiynau dwyieithog neu Gymraeg a Saesneg ar wahân o ohebiaeth, heb drin y Gymraeg yn llai ffafriol na'r Saesneg.
- Rhoi cyfarch dwyieithog dros y ffôn a, lle bo'n berthnasol, parhau i sgwrsio yn Gymraeg nes iddynt orffen neu drosglwyddo galwyr i aelod o staff sy'n siarad Cymraeg (os oes un ar gael), neu i aelod o staff Saesneg ei iaith os nad oes siaradwr Cymraeg ar gael ac mae'r cwsmer yn fodlon ar hyn.
- Gweithredu un prif rif ffôn (01656 643643) i'r rhai sydd am siarad â rhywun yn Gymraeg neu yn Saesneg. Os nad oes aelod o staff sy'n siarad Cymraeg ar gael ar adeg yr alwad ffôn, caiff galwyr eu hysbysu, yn Gymraeg, pryd bydd gwasanaeth o'r fath ar gael. Mae'r rhai sydd am siarad â rhywun yn Gymraeg hefyd yn gallu gadael neges yn Gymraeg.
- Ceisio nodi ar ddeunyddiau sydd â rhif ffôn CBSP bod croeso i alwadau yn Gymraeg ac yn Saesneg. Rydym yn parhau i drin y Gymraeg yr un mor ffafriol â'r Saesneg ar y deunyddiau hysbysebu.

- Defnyddio dangosyddion perfformiad ar gyfer galwadau ffôn nad ydynt yn trin galwadau a wneir yn Gymraeg yn llai ffafriol na'r rhai a wneir yn Saesneg.
- Gofyn i bobl rydym wedi'u gwahodd i gyfarfod a hoffent ddefnyddio Cymraeg yn y cyfarfod a gwneud yr holl drefniadau angenrheidiol i hwyluso hyn. Yn ôl y pecyn cymorth cyfarfodydd a ddatblygwyd, rhoddwyd cyfle i 1,673 o bobl a ddaeth i gyfarfodydd yn ystod 2017/18 i gymryd rhan yn y cyfarfod trwy gyfrwng y Gymraeg.
- Anfon gwahoddiadau dwyieithog i gyfarfodydd cyhoeddus/digwyddiadau CBSP (lle bo'n berthnasol) ac ariannwyd y cyfarfodydd/digwyddiadau hynny gan CBSP (50% neu fwy o gyllid). Gofynnir i unrhyw un sy'n dod i gyfarfodydd a hoffai ddefnyddio Cymraeg yn ogystal â hysbysu cyfranogwyr bod croeso iddynt ddefnyddio'r Gymraeg (os rhoddir gwybod i ni ymlaen llaw) yn y cyfarfod. Mae'r deunyddiau a ddefnyddir i hysbysebu'r cyfarfodydd/digwyddiadau hyn neu i'w harddangos yn y cyfarfodydd/digwyddiadau yn ddwyieithog.
- Asesu'r galw am gyrsiau addysg trwy gyfrwng y Gymraeg sy'n agored i'r cyhoedd ac, os oes angen, cynnig y cwrs yn Gymraeg.
- Cynhyrchu deunyddiau marchnata, hysbysebu a chyhoeddusrwydd i'r cyhoedd (gan gynnwys datganiadau i'r wasg) yn ddwyieithog. Mae hyn hefyd yn berthnasol i ddogfennau corfforaethol i'r cyhoedd megis polisïau a rheolau yn ogystal â dogfennau ymgynghori. Mae'r dogfennau hyn yn ceisio trin y Gymraeg yr un mor ffafriol â'r Saesneg. Nodir hyn yn y fersiynau Saesneg ar wahân o ddogfennau sydd ar gael yn Gymraeg (lle mae hyn yn ofynnol).
- Llunio ffurflenni sydd ar gael i'r cyhoedd yn ddwyieithog neu mewn fersiynau Cymraeg a Saesneg ar wahân. Wrth lunio fersiynau ar wahân, byddwn yn nodi ar y fersiwn Saesneg o'r ffurflen bod fersiwn Gymraeg ar gael.
- Ymateb yn Gymraeg i negeseuon Cymraeg ar gyfryngau cymdeithasol lle mae angen ymateb.
- Newid arwyddion strydoedd, lleoedd a chyfeiriadau (gan gynnwys arwyddion dros dro lle maent yn berthnasol) yn sgil difrod neu draul arferol am arwyddion dwyieithog gan roi'r testun Cymraeg yn gyntaf.
- Llunio hysbysiadau swyddogol yn ddwyieithog gan roi'r testun Cymraeg yn gyntaf.
- Sicrhau bod staff derbynfa sy'n siarad Cymraeg a'r rhai sy'n dysgu Cymraeg yn gwisgo cardiau cortyn i ddangos i gwsmeriaid y gallant ddarparu gwasanaeth trwy'r Gymraeg.
- Gwneud cyhoeddiadau sain dwyieithog gyda'r cyhoeddiad Cymraeg yn gyntaf.
- Darparu ceisiadau grant (a'r broses) a thendrau (a chyfweliadau) yn Gymraeg.
- Hyrwyddo gwasanaethau Cymraeg sydd gennym yn ôl yr angen.
- Llunio apps a ddefnyddir gan y cyngor yn ddwyieithog, gan drin y Gymraeg yr un mor ffafriol â'r Saesneg.

Datblygiadau newydd ar gyfer 2017/18:

- Fel rhan o weithio tuag at gydymffurfio â safonau 2,3, 5, 7 a 21, rydym wedi datblygu cronfa ddata ganolog i gofnodi dewisiadau iaith dinasyddion sydd ar gael i gyflogeion trwy fewnwyd y staff. Bydd hon yn ein helpu i gofnodi dewisiadau iaith pobl a gweithredu arnynt. O fis Ebrill 2018 ymlaen bydd y cyngor hefyd yn cofnodi dewisiadau iaith trwy'i lwyfan My Account sy'n bwydo i mewn i'r gronfa ddata dewisiadau iaith dinasyddion ganolog.
- Ym mis Ionawr 2018 dechreuon ni lunio ein hagendâu a'n cofnodion ar gyfer cyfarfodydd y Cabinet a phwyllgorau yn ddwyieithog (safon 41). Mae'r rhain ar gael ar ein gwefan.
- Yn ystod y cyfnod hwn rydym wedi bod wrthi'n datblygu gwefan ddwyieithog newydd sbon i'r cyngor a lanswyd ym mis Mai 2018. Mae'r gwaith i lenwi'r wefan gyda chynnwys Cymraeg a Saesneg yn parhau (safonau 52 a 56).
- Yn ystod y cyfnod hwn, cynhaliwyd archwiliad o'r cyfrifon cyfryngau cymdeithasol a ddelir a lanswyd cyfrifon cyfryngau cymdeithasol Cymraeg/dwyieithog perthnasol erbyn diwedd 2017.

2.3 Safonau llunio polisïau

Yn 2017/18 rydym yn parhau i:

- Ddefnyddio ein proses Asesiad o'r Effaith ar Gydraddoldeb (AEG) i sicrhau y rhoddir ystyriaeth i'r Gymraeg wrth adolygu neu lunio polisïau.
- Gofyn i'r rhai sy'n cymryd rhan mewn gweithgareddau ymgynghori, ymgysylltu ac ymchwilio am eu barn o ran a allai penderfyniad polisi (os yw'n berthnasol) effeithio ar ddefnydd y Gymraeg.
- Ystyried effaith dyrannu grantiau ar ddefnydd y Gymraeg.

Datblygiadau newydd ar gyfer 2017/18:

- Rydym wedi gwneud gwaith ychwanegol i ddatblygu ein proses AEG yn fewnol. Mae hyn wedi cynnwys diweddarau ein pecyn cymorth a gwella ein cofnod canolog o Asesiadau o'r Effaith ar Gydraddoldeb sydd wedi'u cwblhau.

2.4 Safonau gweithrediadol

Yn 2017/18 rydym yn parhau i:

- Ddarparu polisi ar gyfer defnyddio'r Gymraeg yn y gweithle ar ein mewnwyd i staff ei ddarllen.
- Galluogi cyflogeion i ddarllen y weithdrefn a'r broses gwyno yn Gymraeg, ynghyd â dogfennaeth berthnasol.
- Galluogi cyflogeion i ddarllen y weithdrefn a'r broses ddisgyblu yn Gymraeg, ynghyd â dogfennaeth berthnasol.
- Galluogi staff i ddefnyddio meddalwedd cyfrifiadurol i wirio sillafu a gramadeg.

- Sicrhau bod adrannau/rhyngwyneb berthnasol ein mewnrwyd ar gael yn Gymraeg a neilltuo adran Gymraeg ar y fewnrwyd fel adnodd i staff.
- Asesu sgiliau Cymraeg ein cyflogeion yn barhaus.
- Cynnal hyfforddiant 'cwrdd a chyfarch' a chyrsgiau Cwrs Mynediad i staff.
- Darparu pecynnau e-ddysgu i staff am ymwybyddiaeth o'r iaith Gymraeg a diwylliant Cymraeg yn ogystal ag am safonau'r Gymraeg.
- Galluogi staff i ddefnyddio llofnodion e-bost a negeseuon 'nid wyf yn y swyddfa' dwyieithog. Anogir siaradwyr a dysgwyr Cymraeg i nodi eu hunain fel hynny yn eu llofnodion e-bost (trwy ddefnyddio'r logos cydnabyddedig perthnasol).
- Asesu'r sgiliau Cymraeg ar gyfer swyddi newydd a gwag. Ceir dadansoddiad o'r wybodaeth hon yn Adran 5.
- Sicrhau bod y broses ymgeisio am swyddi a'r ddogfennaeth gysylltiedig ar gael yn Gymraeg a bod y broses Gymraeg yn cael ei thrin yr un mor ffafriol â'r un Saesneg. Mae hyn hefyd yn cynnwys contractau cyflogaeth.
- Gwirio dewis iaith cyflogeion er mwyn darparu gohebiaeth am eu cyflogaeth, a ffurflenni amrywiol sy'n ymwneud â chyflogaeth, yn Gymraeg yn ôl yr angen.
- Sicrhau bod polisiau AD perthnasol ar gael yn Gymraeg.
- Gosod arwyddion dwyieithog yn ein prif dderbynfa (Swyddfeydd Dinesig), gan roi'r Gymraeg yn gyntaf.
- Bod â strategaeth pum mlynedd yr ydym yn adrodd amdani yng nghyfarfod blynyddol Pwyllgor Cydraddoldeb ein Cabinet.

Datblygiadau newydd ar gyfer 2017/18:

- Datblygu offeryn asesu i helpu rheolwyr i gael gwell dealltwriaeth o sgiliau ieithyddol ac anghenion datblygiad ieithyddol eu timau fel y gellir cynllunio hyfforddiant mwy penodol yn y dyfodol. Cafodd hyn ei beilota mewn gwasanaethau cwsmeriaid yn ystod 2017/18.
- Rydym wedi gweithio tuag at gydymffurfio mewn perthynas â'r safonau hyfforddiant – 128 a 129. Er enghraifft, sicrhawyd bod cyrsiau e-ddysgu perthnasol ar gael yn Gymraeg, estynnwyd ein polisi hyfforddiant i gynorthwyo cyflogeion i gael hyfforddiant allanol ac adolygwyd darpariaeth hyfforddiant mewn ymateb i anghenion cyflogeion.
- Mae'r gwaith i lunio ein strategaeth pum mlynedd yn parhau, gan gynnwys ystyried cyfleoedd partneriaeth a ffyrdd gwahanol o fesur effeithiolrwydd gweithgareddau sy'n ymwneud â'r cyhoedd.

2.5 Safonau cadw cofnodion

Yn 2017/18 rydym yn parhau i:

- Gofnodi unrhyw gwynion a dderbynnir am ein cydymffurfiaeth fel rhan o'n system cwynion corfforaethol.

- Monitro a chofnodi nifer y cyflogeion sy'n mynd ar gyrsiau hyfforddiant trwy gyfrwng y Gymraeg a'r Saesneg – gweler Adran 4 am fwy o fanylion.
- Cofnodi sgiliau Cymraeg cyflogeion ac asesiadau o swyddi newydd a gwag – gweler Adran 5 am fwy o fanylion.

3. Cwynion

- Yn 2016/17 cwynodd grŵp gweithredu i Gomisiynydd y Gymraeg nad oedd y cyngor yn cynnig ei holl wersi nofio yn Gymraeg. Ataliwyd yr ymchwiliad gan y Comisiynydd i alluogi'r cyngor i ofyn am gyngor. Cafodd cynllun gweithredu ei ddatblygu a'i gymeradwyo gan Gomisiynydd y Gymraeg yn ystod 2017/18 ac mae'r gwaith i'w roi ar waith yn parhau.
- Derbyniwyd cwyn gan Gomisiynydd y Gymraeg ym mis Ebrill 2017 ynglŷn â dyfarnu contract teleofal y cyngor. Penderfynodd Comisiynydd y Gymraeg na fyddai ymchwilio ymhellach i'r mater.
- Derbyniwyd cwyn anffurfiol gan y cyngor ym mis Ionawr 2018 am arwyddion anghywir ar y priffyrdd ac argaeledd staff sy'n siarad Cymraeg. Ymatebwyd i'r cwyn a daethpwyd ag ef i ben ym mis Ionawr 2018.
- Ni chafwyd unrhyw gwynion o dan y safonau llunio polisïau.

4. Sgiliau a hyfforddiant cyflogeion

Disgrifiad	Ysgolion				Pob gwasanaeth arall			
	Benyw	Gwryw	Cyfanswm	%	Benyw	Gwryw	Cyfanswm	%
Cyfanswm cyfrif pobl	2,610	537	3,147		2,425	676	3,101	
Siarad Cymraeg								
'Ychydig'	327	58	385	12.23%	339	99	438	14.12%
'Eithaf da'	55	15	70	2.22%	39	7	46	1.48%
'Rhugl'	137	20	157	4.99%	91	14	105	3.39%
'Na'	300	62	362	11.50%	1,068	315	1,383	44.60%
Dim ymateb	1,791	382	2,173	69.05%	888	241	1,129	36.41%
Darllen Cymraeg								
'Ychydig'	323	57	380	12.07%	358	102	460	14.83%
'Eithaf da'	62	15	77	2.45%	48	17	65	2.10%
'Rhugl'	139	21	160	5.08%	91	13	104	3.35%
'Na'	295	62	357	11.34%	1038	303	1,341	43.24%
Dim ymateb	1,791	382	2,173	69.05%	890	241	1,131	36.47%
Ysgrifennu Cymraeg								
'Ychydig'	294	53	347	11.03%	269	72	341	11.00%
'Eithaf da'	57	13	70	2.22%	48	12	60	1.93%
'Rhugl'	131	20	151	4.80%	79	10	89	2.87%
'Na'	336	69	405	12.87%	1,140	340	1,480	47.73%

Dim ymateb	1,792	382	2,174	69.08%	889	242	1,131	36.47%
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Sgiliau Cymraeg ar 31 Mawrth 2018:

Sylwer:

- Mae'r categori 'Ysgolion' yn cynnwys cyflogeion a gyflogir yn uniongyrchol gan gyrff llywodraethu. Mae staff cynhwysiant wedi'u cynnwys yn y categori 'Pob gwasanaeth arall'.
- Mae'r categori 'Dim ymateb' yn cynnwys cyflogeion nad ydynt wedi rhoi manylion am sgiliau Cymraeg.
- Mae'r lefelau sgiliau a nodir yn seiliedig ar hunanasesiad.
- Mae gan 248 o gyflogeion swydd mewn ysgol a chaiff swydd yn y categori 'Pob gwasanaeth arall' ei chyfrif unwaith ym mhob categori.

Nifer y cyflogeion a aeth ar gyrsiau hyfforddiant Cymraeg rhwng 1 Ebrill 2017 a 31 Mawrth 2018:

- Darparwyd hyfforddiant 'Cwrdd a Chyfarch' i 24 o gyflogeion (dwys sesiwn yn ystod 2017/18).
- Aeth 37 o gyflogeion ar hyfforddiant 'Cwrs Mynediad', gan eu galluogi i ddatblygu eu sgiliau ieithyddol ymhellach. Roedd hyn yn cynnwys dau ddsbarth Blwyddyn 1 ac un dosbarth Blwyddyn 2, gyda phob un ar gyfer dwys awr yr wythnos dros ddeg wythnos ar hugain.
- Ni chafwyd unrhyw geisiadau i ddarparu deunyddiau hyfforddiant wyneb yn wyneb yn Gymraeg yn ystod 2017/18.
- Cwblhawyd 11 o fodiwlau e-ddysgu trwy gyfrwng y Gymraeg yn ystod 2017/18. Roedd y rhain yn ymwneud â'r modiwl e-ddysgu am drais yn erbyn menywod, cam-drin domestig a thrais rhywiol (VAWDASV).

5. Recriwtio a dethol

Nifer y swyddi newydd neu wag a hysbysebwyd yn ystod 2017/18 lle roedd sgiliau Cymraeg yn:

Hanfodol: 21	Dymunol: 613
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Gwasanaethau derbynfaf: canolfannau cyswllt a chanolfannau cyswllt ffôn

Y galw am wasanaethau Cymraeg yn y Ganolfan Cyswllt Cwsmeriaid rhwng 1 Ebrill 2017 a 31 Mawrth 2018:

Rhyngweithio wyneb yn wyneb yn Gymraeg	5
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Cyfanswm ymweliadau	26,578
Ceisiadau am Gymraeg fel % o gyfanswm y rhyngweithio a gafwyd	0.02%

Y galw am wasanaethau Cymraeg yn y Ganolfan Cyswllt Ffôn rhwng 1 Ebrill 2017 a 31 Mawrth 2018 (mae cwsmeriaid ar y ffôn yn gofyn am wasanaeth Cymraeg trwy ddewis opsiwn 7 yn ystod y neges ddwyieithog ar ddechrau'r alwad):

Nifer y galwadau yn ystod oriau gwaith arferol (Cymraeg a Saesneg)	160,528*
Nifer y galwadau a dderbyniwyd y tu allan i'r oriau gwaith arferol (Cymraeg a Saesneg)	Dd/B**
Cyfanswm y galwadau a dderbyniwyd (Cymraeg a Saesneg)	160, 528
Nifer y galwadau yn Gymraeg	301
Ceisiadau am y Gymraeg fel % o gyfanswm y galwadau	0.19%

*Sylwer: rydym bellach yn cael llai o alwadau gan fod ymholiadau am ailgylchu a gwastraff yn cael eu hateb yn uniongyrchol gan ein partner Kier.

*Yn 2017/18 newidiwyd ein systemau teleffoni ac o ganlyniad bu newid yn ein gallu i adrodd am alwadau (Cymraeg a Saesneg) a wneir y tu allan i'r oriau gwaith. Bydd angen i ni ddod o hyd i ddatrysiaid newydd am adrodd am hyn yn 2018/19.

7. Asesiadau o'r Effaith ar Gydraddoldeb (AEG) a gynhaliwyd rhwng 1 Ebrill 2017 a 31 Mawrth 2018

Cynhaliwyd pedwar AEG llawn i ystyried effaith y polisi/strategaeth ar gyfle pobl i ddefnyddio'r Gymraeg mewn ffordd gadarnhaol a negyddol ac i drin y ddwy iaith yn gyfartal. Ni nodwyd unrhyw effaith ac, o ganlyniad, ni wnaed unrhyw addasiadau i'r polisiâu/strategaethau arfaethedig a aseswyd.

8. Hyrwyddo a chynyddu ymwybyddiaeth o'r iaith Gymraeg a diwylliant Cymraeg

Cafodd y digwyddiadau a'r gweithgareddau canlynol eu hyrwyddo gan y cyngor rhwng 1 Ebrill 2017 a 31 Mawrth 2018:

- Gemau'r Gymanwlad (tîm Cymru);
- Dydd Santes Dwynwen;
- E-byst mewnol am y gronfa ddata dewisiadau dinasyddion;
- Diwrnod Shwmae Sumae;
- Dydd Gŵyl Dewi;
- Urdd ac Urdd 7 bob ochr

- Cyrifon cyfryngau cymdeithasol Cymraeg CBSP;
- Diwylliant/ffeiriau iaith a gwyliau Cymraeg;
- Addysg cyfrwng Cymraeg.

Caiff manylion y gweithgareddau hyrwyddo hyn eu cofnodi fel rhan o'n proses adrodd ar gyfer ein Strategaeth y Gymraeg. Adroddir am y cyfnod hwn yng nghyfarfod Pwyllgor Cydraddoldeb y Cabinet ym mis Tachwedd 2018.

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET COMMITTEE - EQUALITIES

16 JULY 2018

REPORT OF THE CHIEF EXECUTIVE – CHIEF EXECUTIVE’S DIRECTORATE

ANNUAL REPORT ON EQUALITY IN THE WORKFORCE (2017/18)

1. Purpose of report

To provide Cabinet Equalities Committee with data on the council’s workforce as at 31 March 2018 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 3: Smarter use of resources; ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council’s priorities.

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 2018. 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. The data included, where possible includes a comparison with our workforce data last year, and how the authority workforce data compares to Bridgend County Borough data.

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

4.2.1 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:

- Provide senior managers with training and support in completing robust EIAs;
- 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;
- 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.

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;
- Violence against women, domestic abuse and sexual violence (VAWDASV);
- Young carers.

Face to face Equality Impact Assessments training has been completed by 46 key officers and managers across all directorates. Feedback from these managers will influence the development of the EIA toolkit. Two further sessions are planned for 2018/19.

Welsh language 'Meet and Greet' training was provided to 24 attendees (two sessions during 2017/18)

37 employees have attended 'Cwrs Mynediad' training, enabling them to develop their language skills further. This comprised of two year 1 classes and one year 2 class, each based on two hours per week over 30 weeks

There were 11 Welsh language e-learning module completions during 2017/18. These were for the violence against women, domestic abuse and sexual violence (VAWDASV) e-learning module.

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. Well-being of Future Generations (Wales) Act 2015 Assessment

- 8.1 This is an update report, therefore a well-being of future generations Act (2015) assessment has not taken place in order to prepare this report.

9. Recommendation

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

Darren Mepham

Chief Executive – Chief Executive's Directorate.

Date: 16 July 2018

10. Contact officers:

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Background papers: None

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Workforce Equality Monitoring**as at 31/03/2018****1. Gender**

Description	BCBC excluding Schools			Schools		
	Male	Female	Total	Male	Female	Total
BCBC Headcount	676	2425	3101	537	2610	3147
Percentage	22%	78%		17%	83%	

- The gender split in Bridgend remains consistent with the figures reported during 2016/17.
- Gender information is collected from all Welsh local authorities as part of the national workforce benchmarking collection. The figures below (as at 31/03/2017) show that BCBC current gender split differs from the Welsh average, with the proportion of male workers lower than any other LA at the time of the collection;

	% Females	% Males
Bridgend	80	20
Wales average	73.6	26.4

2. Disability

Disability Declared	BCBC excluding Schools				Schools			
	Male	Female	Total	%	Male	Female	Total	%
31/03/2018	32	69	101	3.3%	6	17	23	0.7%
31/03/2017	32	63	95	3.0%	6	12	18	0.5%

- There has been an overall increase in the number of employees with a declared disability between March 2017 and March 2018.
- We do not have a declared disability status for 24% of employees as at 31st March 2018.

3. Ethnicity

Ethnic Minority	BCBC excluding Schools				Schools			
	Male	Female	Total	%	Male	Female	Total	%
31/03/2018	6	48	54	1.7%	6	28	34	1.1%
31/03/2017	7	42	49	1.6%	6	27	33	1.0%

- There has been a slight increase in the number of employees from ethnic minority backgrounds during the last year.
- Based on population estimates as at 31st December 2017, the percentage of the population from a 'non white background' in Bridgend was 2.7%
- We do not hold a declared ethnicity for 7% of employees.

4. Age

Age Profile	BCBC (exc. Schools)	Schools
16-19	0.5%	0.5%
20-25	3.7%	4.5%
26-30	7.2%	10.5%
31 - 35	9.1%	11.7%
36 - 40	11.2%	13.4%
41 - 45	12.9%	14.4%
46 - 50	15.9%	16.3%
51 - 55	17.0%	12.6%
56 - 60	14.1%	9.6%
61 - 65	6.9%	4.1%
66 +	1.6%	2.3%

- The age profile has remained consistent with the figures reported during 2016/17.
- Although the age profile for non school employees is slightly older than for School employees, there is a larger percentage of employees aged 66years and older working in Schools than in corporate services.
- Age profiles are collected from all welsh LAs as part of the national benchmarking return. The Bridgend profile is consistent with the Welsh average for 2016/17.

5. Sexual Orientation

Description	BCBC excluding Schools				Schools			
	Male	Female	Total	%	Male	Female	Total	%
Bisexual	3	13	16	0.5%	1	2	3	0.1%
Gay Man	13	0	13	0.4%	7	0	7	0.2%
Gay Woman / Lesbian	0	8	8	0.3%	0	2	2	0.1%
Transgender	1	6	7	0.2%	0	0	0	0.0%

- Whilst there has been some fluctuation in the responses compared to 2016/17, the overall percentage of employees declaring a sexual orientation listed above has remained consistent.
- According to ONS 2014 figures, 1.4% of the population in the Bridgend and Neath Port Talbot region identify as 'Gay/Lesbian/Bisexual'. This is consistent with the combined totals in BCBC corporate services, although school based figures are lower.
- 53% of employees have not declared their sexual orientation as at 31/03/2018.

6. Caring Responsibilities

Description	BCBC excluding Schools				Schools			
	Male	Female	Total	%	Male	Female	Total	%
Carer Responsibility Declared	25	208	233	7.5%	8	60	68	2.2%

- Overall, the proportion of employees who have declared a caring responsibility has remained consistent with level seen in 2016/17, although the percentage for school employees has decreased slightly.
- Data collected via the 2011 census showed that 12.9% of Bridgend’s population declared caring responsibility.

7. Welsh Language

Description	BCBC excluding Schools				Schools			
	Male	Female	Total	%	Male	Female	Total	%
Welsh Speaker	120	469	589	19.0%	93	519	612	19.4%
'A little'	99	339	438	14.1%	58	327	385	12.2%
'Fairly Good'	7	39	46	1.5%	15	55	70	2.2%
'Fluent'	14	91	105	3.4%	20	137	157	5.0%
Welsh Reader	132	497	629	20.3%	93	524	617	19.6%
'A little'	102	358	460	14.8%	57	323	380	12.1%
'Fairly Good'	17	48	65	2.1%	15	62	77	2.4%
'Fluent'	13	91	104	3.4%	21	139	160	5.1%
Welsh Writer	94	396	490	15.8%	86	482	568	18.0%
'A little'	72	269	341	11.0%	53	294	347	11.0%
'Fairly Good'	12	48	60	1.9%	13	57	70	2.2%
'Fluent'	10	79	89	2.9%	20	131	151	4.8%

- The above figures are based upon personal assessment of language ability.
- Self-assessed welsh language levels remained fairly consistent in School based employees, although there has been an increase of around 0.5% in employees identifying as ‘fluent’ in each category for non-school based employees.
- 52% of employees have not declared welsh language capabilities.

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET EQUALITIES COMMITTEE

16 JULY 2018

REPORT OF THE CHIEF EXECUTIVE – CHIEF EXECUTIVE'S DIRECTORATE

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 2017/18.

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; taking early steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services.
- Priority 3: Smarter use of resources; ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities

3. Background

3.1 Following public consultation the council's SEP (2016-2020) was approved by Cabinet on 15 March 2016.

3.2 Further consultation with the public and local equality and diversity groups took place during May and June 2016 in order to develop the action plan which would support achieving the seven objectives in the SEP over the four year period. Key/lead officers were consulted regarding the development of meaningful and achievable actions within their respective services. The final action plan is a live document and contains 47 actions and was approved by Cabinet Equalities Committee in July 2016. The action plan is attached as a background document to this report.

3.3. Cabinet Equalities Committee received an update on progress during the 2016/17 period at the committee meeting in July 2017.

4. Current situation / proposal

4.1 Progress for 2017/18 is documented in appendix 1. Key points to note are:

a) Transportation

- 92 pedestrian aids were introduced at existing junctions and two introduced at new junctions;
- The list of designated accessible taxis was published on the council website from 1 April 2018.

b) Fostering good relations and awareness raising

- A series of hate crime awareness sessions were held in local schools as well as with Mental Health Matters and the YMCA. Joint events were held across the borough during Hate Crime Awareness Week;
- BCBC has promoted various campaigns via Twitter, Facebook, Instagram and the BCBC website, including International Women's Day, Urdd National Eisteddfod, LGBT Fostering and Adoption Week, St. David's Day, St Dwynwen's Day, Holocaust Memorial Day, 100 years since women won the right to vote, LGBT history month, Chinese New Year, White Ribbon, Fuel Poverty Awareness Day, Dementia friendly areas, apprentice week, St Patricks, World Social Work Day, International Day for the Elimination of Racial Discrimination, International awareness day for epilepsy, IDAHOT Day (the annual international day against homophobia and transphobia) and World Mental Health Day;
- The theme of Holocaust Memorial Day 2018 was 'The power of words' which explored how language has been used in the past, and how it is used in the present day.

c) Our role as an employer

- EIA training was provided for staff identified within each business area. Five sessions took place between February and March 2018, with 46 delegates attending. A further two sessions are planned for 2018-19;
- The recruitment and selection guidelines and e-learning have been updated to ensure the Disability Confident campaign are reflected;
- We continue to promote the Care First service to staff via an ongoing communication plan and quarterly Bridgenders newsletter.

d) Mental health

- Work with the ABMU Delivery Board is progressing and this work continues to be part of the service development plan and Western Bay partnership working;
- Training resources are available online, this was developed to raise awareness of the importance of mental health and wellbeing amongst employees.

e) Leisure

- The 'access to leisure' scheme has supported over 160,000 visits during 2017/18;

- New 'changing places' facilities are being developed at Bryngarw Park and Pencoed Library. In partnership with Invacare UK these two spaces will have changing beds and hoist facilities;
- 'Calls for Action' resources via Sport Wales have developed new community groups and activities. There are 12 clubs and organisations meeting the Disability Sport Wales 'In Sport' accreditation. BCBC has achieved silver accreditation;
- A networked approach for older people is developing, linked to the Ageing Well plan and local older persons' forum.

f) **Children**

Following the Youth Development service mapping out specific training needs in 2016/17 through engaging with primary school head teachers, 21 primary schools requested Show Racism the Red Card workshops to be delivered to their respective year five and six cohorts., A total of 44 workshops were delivered between July 2017 and February 2018;

- Through the Anti-Bullying Task Group, a behaviour module has been developed using the schools SIMS.net management information system. Within the module is an agreed set of characteristics for the recording/monitoring of bullying incidents within respective schools. Training on this module has been delivered to key staff within 39 schools (seven secondary and 32 primary). Follow on sessions are being organised to allow schools that have not participated the opportunity, as well as refreshers for those that already attended.

g) **Data**

- Between February 2017 and January 2018 the council produced four full Equality Impact Assessments (EIAs) and 42 EIA screenings. EIA data is reported to Cabinet Equalities Committee annually;
- As a result of the formal complaints process, seventeen equality monitoring forms have been processed.

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 in 2016, 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.

Darren Mepham
Chief Executive – Chief Executive’s Directorate.
Date: 16 July 2018

9. Contact officers:

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Background papers: None

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



www.bridgend.gov.uk



Strategic Equality Plan 2016 – 2020

Action Plan Update 2017/18

Objective 1: Transportation			
What we will do to achieve this objective	How we will we do this	2016/17 Update	2017/18 Update
Increase provision of raised kerbs at bus stops	Where bus stops feature as a part of highways works, new developments or an infrastructure review, we will endeavour to ensure that raised kerbs are provided.		There have been no developments during this period which include bus stops reviews. The plans for 2018-19 do include bus stop improvements (including raised kerbs)
Progress the implementation of our dropped kerb programme	Where highway works, new developments or infrastructure redevelopments are undertaken, we will endeavour to ensure that, where possible, dropped kerbs are included.	66 dropped kerbs were installed in 2016/17 as follows: <ul style="list-style-type: none"> • 46 new developments • 4 BCBC maintenance works • 16 BCBC works for third parties 	92 junctions were treated at various locations throughout the borough. For new developments two streets have been adapted in 2017/18 and they required two pairs of pedestrian aids. For new developments two junctions were created. Existing highway network pedestrian aids introduced at 92 junctions.
Increase the number of wheelchair accessible taxis	We will liaise with our taxi licensing department and the taxi trade to consider whether more can be done to increase the number of wheelchair accessible taxis in Bridgend County Borough.	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;	The list of designated vehicles was published on the council website on 1 April 2018. We have been advised of the Welsh Government consultation on reforming taxi legislation in Wales. An update will be provided to CEC once Welsh Government has published more detailed proposals.

<p>Work towards a more integrated bus network by supporting the provision of community transport</p>	<p>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.</p>	<p>G & S Travel and Welshbreakers.</p>	<p>£85,029.00 from Welsh Government grant was provided towards Bridgend Community Transport. We continue to work with the operator to increase usage and services, especially services where some supported or commercial routes have been reduced. Bridgend Community Transport provide an annual report which includes expenditure and service delivery.</p>
<p>Work with transport providers to monitor equality related complaints and devise systems to report abuse experienced or witnessed on buses, as well as ensuring their employees are aware of and are sensitive to equality issues</p>	<p>We will request that the Bridgend Equality Forum becomes a member of the First Cymru Customer Panel to feed in any equality related issues and concerns the forum becomes aware of. We will also encourage all bus operators in Bridgend County Borough to raise awareness on buses of hate crime and hate crime reporting, and use/support Bus Users Cymru campaigns.</p>	<p>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>Work to re-establish the First Cymru Customer panel is ongoing. All complaints are dealt with in line with BCBC procedures for complaints.</p>

Provide DDA compliant routes as part of our Active Travel scheme	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.	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.	National Cycle Network Route 885 – Phase 2. The scheme designs were presented to the Bridgend Equalities Forum for comment prior to being finalised. Any suggestions were incorporated in the final design. Croesty Primary and Pencoed Comprehensive School Safe Routes in Communities – Phase 2. The scheme was designed following consultation with pupils of both schools, as well as local stakeholders including local residents and the Community Access Group which reported to Pencoed Town Council.
Assess routes to school as part of our Learner Travel Safer Routes work and work towards improving road safety around schools	We will ensure that, with the reduction in home to school transport provision, regular risk assessments of routes to school are undertaken to assess elements such as pavement widths and any social danger.	Physical assessments have been undertaken at Pencoed and Maesteg secondary schools and the assessment at Cynffig secondary school is currently underway	Ongoing consultation on review of learner travel. Consultation has concluded on Pencoed and Maesteg clusters with 667 responses and 523 responses received respectively.
Objective 2: Fostering good relations and awareness raising			
What we will do to achieve this objective	How we will we do this	2016/17 Update	2017/18 Update
Continue with promoting awareness	We will demonstrate our support for local, national and international awareness	BCBC has promoted campaigns via Twitter, Facebook and the BCBC website, including	BCBC has promoted campaigns via Twitter, Facebook, Instagram and the BCBC website, including International

<p>campaigns around protected characteristics and advertising/attending events e.g. Cardiff Mardi Gras</p>	<p>raising campaigns such as LGBT History Month, International Women's Day and Step out for Stroke etc by sharing information relating to these events and, where relevant, holding/attending local events. We will also promote events and campaigns via social media.</p>	<p>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>Women's Day, Urdd National Eisteddfod, Foster care fortnight 2017, LGBT Fostering Week, St. David's Day, St Dwynwen's day, Holocaust Memorial Day, 100 years since women won the right to vote, LGBT history month, Chinese new year, White Ribbon campaign, Fuel Poverty Awareness Day, Dementia friendly areas, apprentice week, St Patricks, World Social Work Day, International Day for the Elimination of Racial Discrimination. International awareness day for epilepsy. IDAHOT Day (the annual international day against homophobia and transphobia). World Mental Health Day.</p>
<p>Ensure we mark Holocaust Memorial Day</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>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</p>	<p>The theme of HMD 2018 was 'The power of words' which explores how language has been used in the past, and how it is used in the present day.</p> <p>BCBC marked this with a public event - in partnership with Bridgend College - to remember the millions of Lives lost recognition during the Holocaust and Nazi Persecution. BCBC's special guest was Eric Murangwa Eugene a Rwandan survivor of the 1994 Genocide against the Tutsi and former</p>

		<p>survivor of the 1994 Rwandan genocide and for the first time at a HMD event, Rabbi Michoel Rose recited a Jewish prayer.</p>	<p>Rwandan International football player who founded two charitable organisations Football for Hope, Peace and Unity (FHPU) and Survivors Tribune (ST). Rabbi Michoel Rose recited a Jewish prayer.</p>
<p>Raise awareness of hate crime and mate crime amongst our staff, citizens and our partner agencies</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>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>Regular awareness raising sessions have been across the county at Shopping Centres, offices, bus stations and supermarkets. A series a Hate Crime Awareness Sessions have been held in local schools as well as with Mental Health Matters and the YMCA.</p>

<p>Work with the Community Safety Partnership and South Wales Police to increase the reporting of hate crime</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 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>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>Joint events across the borough during hate Crime Awareness week</p> <p>Events were also held on International IDAHOTB day on 17 May 2018</p> <p>A limited number of taxi drivers attended the taxi drivers' forum, Therefore we are working with Shared Regulatory Services who will send out hate awareness/reporting information with taxi licence renewal notices, which are sent to every taxi driver in the borough.</p>
<p>Increase awareness of domestic abuse issues and support and address violence, abuse and threats to personal safety experienced by people in Bridgend County Borough</p>	<p>We will work with our partners to ensure that Bridgend town retains its White Ribbon Status and will promote annually the November White Ribbon Campaign. We will continue to develop the domestic abuse one-stop-shop (Assia Suite). We will progress the elements contained in Welsh Government's guidance on violence against women,</p>	<p>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 were taken. The number of incidents of domestic abuse reported to SWP over the past four years were as follows: 2012/13 2,572</p>	<p>During 2017/18 there were 1126 contacts to the Assia Suite, with 150 agency referrals. Contacts comprised of 973 females and 153 males. 39 people were from a BME background, 77 people described themselves as having a disability.</p>

	domestic abuse and sexual violence.	<p>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>	
Raising awareness of changes to housing benefit entitlement	We will raise awareness of the impact of changes affecting claimants for housing benefits as soon as we become aware of them.	<p>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</p>	Over 220 households in the Bridgend CB area were potentially affected by the second benefits income cap, effective from November 2016. The Benefits Service contacted all potentially affected households to make people aware that their housing benefit may be capped, and provided information about the support that was available.

		households are currently affected by the caps.	
Recognising, responding to and addressing community tensions	We will ensure we have tension monitoring structures and processes in place and are evidencing processes to solve problems.		The multi-agency ASB management group and the Community Cohesion groups discuss and monitor incidents and potential incidents. Hate crime figures provided by Victim Support presented to the Community Safety Partnership
Ensure consultation and engagement activities are robust whilst encouraging participation that is representative of the community	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.	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.	The consultation toolkit is available online. The Citizens' Panel is made up of over 1700 members. The demographics of the Citizens' Panel is monitored monthly and we are working to increase participation in under represented wards.
Objective 3: Our role as an employer			
What we will do to achieve this objective	How we will we do this	2016/17 Update	2017/18 Update
Increase support for all employees in the workplace by continuing to develop information	Develop packs for disabled employees, those identifying as LGB or T and those from different faith groups to signpost them to sources of	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	Online resource is available within the Equalities pages of the intranet. We will continue to review these pages to ensure information is relevant and updated.

packs for employees with protected characteristics	information, advice and support with a view to developing a more inclusive working environment.	to raise awareness of the support available.	
Provide targeted groups of employees with equality and diversity training	<p>Update and promote the equalities and diversity section within the corporate e-learning module.</p> <p>Update the introduction to equality and diversity e-learning module and target front line employees.</p> <p>Develop and promote specific E-learning modules e.g. mental health, domestic abuse.</p>	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>EIA training provided for staff identified within each business area. 5 sessions took place between February 2018 and end March 2018, with 46 delegates attending. A further two sessions are planned for 2018-19.</p> <p>The equalities and diversity section within the corporate e-learning module has been amended. An e-learning module has been written on mental health and this has been promoted via Bridgenders.</p>
Provide senior managers with training and support in completing robust EIAs	Update the EIA e-learning module and roll out to target group of employees who are responsible for carrying out EIAs. This will include support materials such as toolkits and case studies.	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.	EIA Workshops have been delivered to a target group of employees who are responsible for carrying out EIAs. EIA toolkit updated and made available on the intranet. Face to face training carried out and support for business areas provided by Equalities team.
Increase support for employees by developing further staff networks for those employees	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	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	We have identified the need to revisit the ongoing development of staff networks during 18/19

sharing a protected characteristic	with gaining advice and guidance on everyday living and employment.	explored within the public and private sectors and where appropriate, these will be adopted in BCBC.	
Monitor our pay and grading structure every three years	An independent body will carry out an EIA every three years to ensure our pay and grading structure remains fit for purpose.	<p>The outcome of the independent EIA concluded that our pay structure:</p> <ul style="list-style-type: none"> • shows a marginal increase in the overall gender pay gap from -12.64% to -13.19% predominantly caused by a change in workforce composition; • has continued to maintain its integrity with employees allocated to grades and no pay gaps of more than 1% in any grade; • overall continues to ensure a non-biased approach to pay in terms of allocation to grades and pay progression. 	The above information remains valid. Workforce report to CEC July 2018. EIA review due 2019
Review the recruitment and selection processes to take account of the government's Disability Confident campaign	Update our recruitment and selection guidelines and e-learning to ensure that the principles of the Disability Confident campaign are reflected.	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.	The recruitment and selection guidelines and e-learning have been updated to ensure the Disability Confident campaign are reflected.

		Further work is progressing on the Disability Confident Employer commitment to assess practice against the standards.	
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.	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>Promotion of the Care First services has been undertaken through:</p> <ul style="list-style-type: none"> • briefing sessions by the Care First contract manager; • monthly all-staff emails/Bridgenders messages, including one from the Chief Executive; • features in the 2016/17 editions of the Bridgenders staff newsletter; • intranet pages have been updated to promote the range of wellbeing services available. <p>BCBC receives quarterly reports from Care First on the number of employees accessing the different services available.</p>	<p>We continue to promote the Care First service to staff via an ongoing communication plan and quarterly Bridgenders newsletter.</p> <p>Three further Care First briefing sessions have been held for managers, facilitated by our Care First contract manager.</p> <p>We continue to monitor quarterly usage reports from Care First.</p>
Objective 4: Mental health			
What we will do to achieve this objective	How we will we do this	2016/17 Update	2017/18 Update

<p>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</p>	<p>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.</p>	<p>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.</p>	<p>Work ongoing with ABMU</p>
<p>Improving accessibility of / to information, advice and guidance</p>	<p>We will develop systems to enable people to source robust information and advice in order for them to meet their own needs.</p>	<p>Significant progress has been made 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.</p>	<p>Work ongoing with the service</p>
<p>Continue working towards increasing the level of support for people with mental health issues by supporting the Time to Change Wales project and the</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</p>	<p>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</p>	<p>Training continues to be available online.</p>

Western Bay action plan	importance of mental health and wellbeing amongst employees.	understand the different methods for treating mental illness.	
Objective 5: Children			
What we will do to achieve this objective	How we will we do this	2016/17 Update	2017/18 Update
Continue to develop our Vulnerable Groups Strategy	The Vulnerable Groups Strategy is a joint strategy between our Education and Transformation and Social Services and Wellbeing Directorates and external partners to ensure that, by working collaboratively, the educational ambitions, aspirations and outcomes of children who are deemed to be 'vulnerable' can be raised to equip them for further learning and the world of work.	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.	Ongoing
Work with the families of children such as Gypsies and Travellers, Syrian refugees and other asylum seekers to encourage them to attend and remain	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.	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.	Our Gypsy and Traveller Education Service will continue to build capacity in individual schools as required.

within the education system			
Develop systems to monitor school bullying (victims and perpetrators) by protected characteristic	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.	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.	Through the Anti-Bullying Task Group, a behaviour module has been developed using the schools SIMS.net management information system. Within the module is an agreed set of characteristics for the recording/monitoring of bullying incidents within respective schools. Training on this module has been delivered to key staff within 39 schools (7 secondary and 32 primary). Follow on sessions are being organised to allow schools that have not participated the opportunity, as well as refreshers for those that already attended.
Raise awareness of the impact of school bullying amongst teachers and support staff	Training will continue to be delivered to teachers and school staff based on identified need. We will continue to work with Actus Education to deliver training to school based staff and teachers including (but not limited to); digital literacy, leadership and management, personal social education, mentoring and coaching – all of which are specific and tailored to bullying.	Funding has been identified to commission Show Racism the Red Card (SRtRC) to deliver workshops to Year 5 & 6 pupils for the 2017/18 academic year. The Integrated Working and Family Support service is currently mapping out specific training needs.	The Youth Development service mapped out specific training needs through engaging with primary school head teachers. 21 primary schools requested workshops to be delivered to their respective Year 5 and 6 cohorts. To cover the demand from schools, a total of 44 workshops were delivered between July 2017 and February 2018.

	<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>Work with parents, schools and the local health board to maximise the potential attendance of children at school</p>	<p>We are aware that some children have complex medical needs and/or are disabled which means that a multi -agency approach is needed. The Education Welfare Service will continue to work closely with health and education professionals in order to agree to an appropriate education plan.</p>		<p>Education Welfare Officers (EWOs) work closely to schools and identify those pupils who have complex medical information. Multi-agency meetings are regularly completed. There is a nominated EWO for alternative provision which includes working with those pupils who have complex health issues, and also has close links with health professionals including Child and Adolescent Mental Health Service (CAMHS) colleagues. In addition the Lead EWO attends the CAMHS and complex medical multi-agency meetings and provides advice and support.</p> <p>The Vulnerable Groups (VG) team also supports children who are electively home educated and offers advice and support to enable those children who want to seek</p>

			<p>appropriate school provision and offers a point of contact for parents to facilitate meetings at school etc. with school and Education Welfare Service (EWS) where parents have concerns that medical needs are not being met and to ensure these are fully and appropriately addressed by school or complex medical panel or otherwise. The VG and EWS service share good links and will co-work cases and work alongside the specialist medical needs team.</p>
<p>Consider the alternative forms of schooling and tuition available within the education system to enable children to remain within the system and receiving suitable full time education in some form.</p>	<p>Where a child is not attending school for reasons other than complex needs or disability, we will work collaboratively to identify the most suitable model of tuition for the child. This will involve considering provisions such as:</p> <ul style="list-style-type: none"> • Elective home tuition; • Educated other than school (EOTS); and • Building to progress. <p>Schools will continue to review the cases of non-attendance at school via teacher interventions and will engage with the education welfare officer service for</p>		<p>EAL, minority and ethnic groups. Gypsy, Traveller and EHE elective home educated children and the post of Lead Education Welfare Officer will all be located within the VG team and so there will be increased opportunities for smooth transition and support of these children if their parents do choose for them to become EHE. There will also be capability for suitable support and robust monitoring of EHE provision by the VG team where the decision to elect to home educate has arisen due to poor attendance or has led to prosecution by the EWS, or in case where there is concern that the legal threshold for EHE is not being met or where there are safeguarding</p>

	advice and further intervention.		concerns. Increased participation with and monitoring of EHE children and increased engagement of EHE community and families including those from other Estyn identified Vulnerable Groups such as minority and ethnic groups, EAL and Gypsy and Traveller families
Objective 6: Leisure, Arts and Culture			
What we will do to achieve this objective	How we will we do this	2016/17 Update	2017/18 Update
Increase access to opportunities for older people	We will respond to the 'Ageing Well Plan for Bridgend' and develop services and activities that reduce loneliness and isolation, develop skills and employability and help to make Bridgend an age-friendly county. We will link with national programmes designed for older people and also listen to older voices when designing opportunities.	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.	'Move more often' physical activity programme for older adults developed and Olympage games with care providers. The national free swim programme for over 60's attracted 77,000 participants. Loneliness and isolation initiatives developed with Awen including men's sheds, my sporting day's etc. falls prevention network operational and mobile programme developed. Dementia swimming programme operating. Over 400 older adults hold memberships of Halo Leisure. National Exercise Referral Scheme supporting older adults with chronic conditions. Regional working group

		<p>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</p>	<p>with AMBU developed as physical activity for older people. Awen provides a range of spaces and community facilities which support older people. Bridgend Community Transport sessions at Maesteg Library to promote their range of services assisting people who are disadvantaged through lack of appropriate transport to maintain an active life. Strictly Cinema – on-going project designed to tackle social isolation and ensure older people continue to enjoy community activity. Sessions at Cwm Calon Day Centre arranged by Maesteg Library continue successfully and have reached over 60 people in 2017-18. Bridgend Library has worked with Penybont Court Care Home and delivered interactive dementia-friendly readings for the residents as well as a singalong with a ukulele group. Pencoed Library now hosts monthly sessions with Action on Hearing Loss to inform the public about the availability of free maintenance for wearers of NHS hearing aids (the first session drew 6 visitors).</p>
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			At Bridgend Life Centre Awen and Halo have worked in partnership to support dementia friendly activity. This includes a weekly dementia-friendly swimming and social group (launched in January 2018). Sessions are now attended by an average of 17 participants (people with dementia and carers).
Improve access for under-represented groups to sport and leisure opportunities	We will support the development of new community groups and organisations and also build confidence and capability within existing opportunities to be inclusive and engage under-represented groups.	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 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	Girls Network group developed (8 locations) and operating as a charity. 'Getting Bridgend Moving' plan has secured targeted investment to develop community sport and leisure. Community Chest programme has used Tackling Inequalities funding to support community groups. 'Calls for Action' resources via Sport Wales have developed new community groups and activities. There are 12 clubs and organisations meeting the Disability Sport Wales 'In Sport' accreditation. BCBC has achieved silver accreditation. The Access to Leisure scheme has supported low cost access to leisure and sports activities with 1339 members. Halo has 676 members stating they have disabilities.

		varied disabilities to establish clubs and associations.	<p>Awen is a member of the Hynt scheme. Hynt is a national access scheme that works with theatres and arts centres in Wales to make sure there is a consistent offer available for visitors with an impairment or specific access requirement, and their Carers or Personal Assistants. In 2017/18 Awen issued 388 tickets to 245 Hynt scheme members.</p> <p>Awen works with schools to ensure that pupils due to leave in July 2018 have access to training opportunities that may support them in the future. In doing this we will be making sure that young individuals with learning disabilities have as many options available to them which will better their lives in the future and open up windows of opportunities.</p> <p>Baby-change facilities were introduced or upgraded to all Awen venues in January 2018. New 'changing places' facilities are being developed at Bryngarw Park and Pencoed Library. In partnership with Invacare UK these two spaces will have changing beds and hoist facilities.</p>
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<p>Review of pricing structures to increase access for marginalised groups</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>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 Team. The 'Level Water' partnership with Halo Leisure supports free 'Learn to Swim' opportunities for children with disabilities. Maintained a low</p>	<p>Free after school play activities for children and young people with disabilities operated. Pricing is protected within the partnership with Halo including access to leisure scheme and membership fees. Hynt scheme with Awen providing free access for carers. Currently 676 disabled people and 1416 older people hold memberships. The access to leisure scheme has supported over 160,000 visits during 2017/18. Pricing is considered as part of the cultural partnership agreement between BCBC and Awen with the aim of balancing service sustainability against achieving social outcomes.</p> <p>Many activities are universal in nature and are either low cost or no cost and provide accessible opportunities for all</p>
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		pricing structure after tapered investment to support pre and post-natal activity for women within the community.	
Improve our Equality Impact Assessments	We will continue to improve our use of EIAs when changing or reviewing our approaches to services. Our contracted partners (e.g. GLL/Halo Leisure and Awen Cultural Trust) will also conduct such assessments and provide them to ourselves for approval. Our focus on EIAs will be enhanced by increasing knowledge of the different protected characteristics and also people with more than one characteristic.	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.	There has been modification of opening hours at some Halo facilities that have required Halo to consult and engage and conduct EIA processes. There have been no internal service modifications requiring EIA in the period. Awen Cultural Trust have an Equalities Policy endorsed by its Board of Trustees Awen Cultural Trust have developed an EIA for use in the implementation of major policy changes.
Using existing data to plan services effectively	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).	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	Participation monitoring data is integrated within the balanced scorecard of the healthy living partnership including age, gender and disability. A performance framework has been developed capturing key national and local data linked to Getting Bridgend Moving plan. Next phase of national school sport survey data collection has commenced. National Survey for Wales identifies 24% part of clubs (Wales 23%) and

	<p>Certain key data will be built into performance monitoring systems including those operated by contracted partners (GLL/Halo and Awen Trust).</p>	<p>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>	<p>13% involved in volunteering (Wales 10%) Since 2017 Awen has implemented a customer feedback system for all ticketed events across its parks and venues. The feedback provides information that can be used to improve services and experiences for customers. Along with its digital media channels, feedback often includes comments from those wishing to improve the accessibility which, in turn, Awen utilises to plan improvements.</p>
<p>Work with our partners (GLL/Halo Leisure and Awen Trust) to better understand the diversity of people using leisure, arts and culture services</p>	<p>We will progressively improve our insight into gaps in provision for groups with a protected characteristic and to determine capability to meet needs and who may be best placed to do so. This recognises the importance of the third sector and supporting its ability to meet local needs. We will improve our understanding of diversity within protected characteristics (e.g. disability) via ongoing consultation and engagement and development of our workforce.</p>	<p>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). A dementia swimming project has commenced development. Bridgend Sharks disability swimming supported via free</p>	<p>There is a strategic approach to develop networked groups networks for girls and disability in place. A networked approach for older people is developing, linked to Ageing Well plan and local older persons forum. The networks are empowered and supported to develop appropriate opportunities and to be self-sustaining. In Sport programme is supporting workforce development via training opportunities for disabilities. Dementia friends training conducted with front line staff and partners. Awen is developing a better understanding of the diversity of</p>

		swimming investment. Around 600 disabled people	people and their needs through its continued development of social media channels. These provide a conversational platform to engage with individuals. Such engagements have led for example to changes to accessible play provision and access to walk ways at Bryngarw Park.
Work with our partners (GLL/Halo Leisure and Awen Trust) to identify any gaps in employees' knowledge and identify training solutions	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.	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.	Core staff (BCBC) are supported via corporate training including e-learning. Joint training approaches have been taken forward – Asset based community development, Quest modules. BCBC and Halo reviews of equalities impact assessment approaches. Halo has their own corporate e-learning resources. All Awen Cultural Trust staff have been issued with mandatory on-line training modules in Equalities & Diversity. Specialist dementia training has been carried out at Awen venuesAll staff at both WOOD-B and B-LEAF are now trained in epilepsy awareness. The need was identified following the diagnosis of a trainee. Awen reacted quickly to ensure that they are in a position to support and respond and put in place required courses of

			action should the need arise. This training has been extremely beneficial and could be potentially life-saving.
Work with our partners (GLL/Halo Leisure and Awen Trust) to identify any marketing and promotion opportunities to better promote services within our communities	We will use traditional and digital marketing approaches to improve communication with people with a protected characteristic. In particular we will continue to develop our use of social media and web based information whilst recognising those who are digitally excluded. We will build on direct marketing approaches, improve our database of community partners and further develop relations with our communities.	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.	The third sector has been supported to update info-engine. Sport leisure and cultural information has been provided for the Dewis website. An ageing well Bridgend website has been developed and care and repair supported to develop online falls prevention advice.
Objective 7: Data			
What we will do to achieve this objective	How we will we do this	2016/17 Update	2017/18 Update
Ensure that our staff are aware of and use relevant internal data e.g.	We will ensure that our managers and staff responsible for producing EIAs are fully aware of the	Between February 2016 and January 2017 the council produced nine full EIAs and 42 EIA screenings. Full EIAs are	Between February 2017 and January 2018 the council produced four full EIAs and 42 EIA screenings.

<p>customer databases and consultation feedback as well as relevant external data e.g. the National Survey for Wales and the Census when drafting Equality Impact Assessments (EIAs) and other relevant / annual reports</p>	<p>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>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>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>Collect and analyse equality data as part of all public consultations</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>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>	<p>Equality data continues to be included in all public consultations and key data is published within consultation reports on the council's website. Demographics are gathered as part of Citizens' Panel information and inform our strategy for Citizens' Panel development.</p>
<p>Collect equality data as part of our complaints processes</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</p>	<p>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</p>	<p>17 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</p>

	used in our complaints processes.	Questionnaires on a six monthly basis. Relevant data is collected. Most complaints received by the council are informal.	basis. Relevant data is collected. Most complaints received by the council are informal.
Undertake EIAs whenever we review, or introduce a new policy	We will undertake robust and meaningful EIAs using accurate, up to date and relevant data, to ensure that the likely impact (positive, negative or neutral) is clear and can be addressed.	Please see above for EIA data.	Full EIAs are published alongside relevant Cabinet reports. The Equalities team has reviewed the EIA toolkit and provides support to service areas to ensure EIAs are robust and meaningful.
Ensure feedback is available to all consultees	We will ensure that people with whom we consult and engage with are able to access the outcome of the consultation (positive or negative) e.g. on our website. Consultees will be able to see how their feedback has influenced the decision making process.	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.	Reports continue to be published on the website. The consultation team are reviewing their post consultation processes to include infographics for public consultations.
Improve the collection of employee equality data	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).	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	The Equalities team and HR team meet to discuss equalities issues/ joint working and data management to ensure methods of engaging with the workforce to provide equalities information are regularly reviewed.

		<p>(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 recruitment process).</p>	
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