

Public Document Pack

Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

Bridgend County Borough Council



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

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

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



Cyfarwyddiaeth y Prif Weithredwr / Chief Executive's Directorate

Deialu uniongyrchol / Direct line /: 01656 643148 / 643147 / 643694

Gofynnwch am / Ask for: Mark Anthony Galvin

Ein cyf / Our ref:

Eich cyf / Your ref:

Dyddiad/Date: Friday, 28 June 2019

Dear Councillor,

CABINET COMMITTEE EQUALITIES

A meeting of the Cabinet Committee Equalities will be held in the Council Chamber, Civic Offices, Angel Street, Bridgend, CF31 4WB on **Thursday, 4 July 2019 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. Update report on implementation of Welsh Language (Wales) Measure 2011 and Welsh Language Standards 3 - 12
4. Welsh Language Standards Annual Report 2018/19 13 - 26
5. Strategic Equality Plan Action Plan report (update on work undertaken by Directorates in the last 12 months) 27 - 80
6. Staff Wellbeing 81 - 86
7. Annual Report on Equality in the Workforce (2018/19) 87 - 96
8. Urgent Items
To consider any other item(s) of business in respect of which notice has been given in accordance with Rule 4 of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency.

By receiving this Agenda Pack electronically you will save the Authority approx. **£3.84** in printing costs

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

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET EQUALITIES COMMITTEE

4 JULY 2019

REPORT OF THE CHIEF EXECUTIVE

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

1. Purpose of report

- 1.1 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

- 2.1 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 'Our Promise', 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 Since the council received its compliance notice in 2015, progress towards implementing the 171 assigned standards has continued.
- 3.2 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

- 4.1 Key progress/updates with compliance since March 2019 CEC can be summarised as:
1. Since having our final determination in August last year, work is continuing in order to meet any relevant standards and update documentation accordingly. An action plan has been progressed to factor in any outstanding work as well as to address any issues that arose from attending the Welsh Language Commissioner's best

practice workshops at the end of last year, including work to develop our five year strategy as well as improve our processes in line with the policy-making standards. The action plan is included with this report as Appendix one.

2. The Welsh Language strategy board has been re-established. The new action plan has been presented to the Board. We will meet quarterly to develop practice and monitor compliance.
3. No further update on the draft code of practice to report at this time.
4. No formal complaints have been received since the March 2019 committee meeting.
5. Previous complaints update:
 - The investigation into an email response being provided in Welsh but with English only attachments as well as issues related to paying council tax online and being diverted to the English version of the system as opposed to the Welsh version has been concluded. We were issued with a compliance notice on the 8th May 2019 which gives us 90 days to ensure that 1. Bridgend County Borough Council must take action to ensure that the public can make payments via its website in Welsh. The Council must ensure that the Welsh language is not treated less favourably than the English language when processing payments. 2. Bridgend County Borough Council must provide sufficient written evidence to satisfy the Welsh Language Commissioner that enforcement action 1 has been completed.
 - A complaint was received on 8 February 2018 by the commissioner regarding a consultation presentation to parents that was held at Ysgol Gyfun Gymraeg Llangynwyd as part of the Post-16 review. The allegation is that the session was available in English only and the investigation is ongoing.
 - The complaint was received on 12 February 2019 from the commissioner in relation to an alleged failure to provide a Welsh language version of the current subsidised bus consultation document at Pencoed Library. Initial information was provided and no further action has been taken.
 - The complaint received on 12 February 2019 by the commissioner in relation to an English only maintenance/works sign being placed on West Drive, Porthcawl (Windsor Road junction) is ongoing. We have confirmed to the commissioner that the signage was immediately removed. Initial information was provided and no further action has been taken.
 - We have now received a compliance notice in relation to the investigation into the complaint made in May 2018 (covered at the July 2018 committee meeting) in relation to a failure to respond to a Welsh language email. The compliance notice gives us specific actions in relation to Standard 1, to be completed by September 2019. These actions include producing guidance and raising awareness of standard 1.

4.2 The objectives of the Welsh Language action plan (Appendix one) are:

- To address general compliance, monitoring and communication around/of the standards;
- To put in place/update the relevant policies, documentation and communications as a result of final determination;

- To address areas of development, namely the five year strategy and policy-making standards;
- To plan any actions required as a result of the code of practice.

The action plan will be reviewed quarterly by the Welsh Language strategy board.

5. Effect upon Policy Framework & Procedure Rules

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

6. Equality Impact Assessment

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

7. Financial Implications

7.1 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. To date little 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 2019-20 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. The current available budget in 2019-20 is £324,649.

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 report.

Mark Shephard
Chief Executive
Date: 04 July 2019

10. Contact officers:

Nicola Bunston
 Consultation, Engagement and Equalities Manager
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Phil O'Brien
 Group Manager - Transformation and Customer Services
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 Telephone: 643333

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.
- 16 July 2018 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 19 November 2018 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 26 March 2019 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.

Welsh language action plan

Objectives:

- To address general compliance, monitoring and communication around/of the standards
- To put/update the relevant policies, documentation and communications in place as a result of final determination
- To address areas of development, namely the five year strategy and policy-making standards
- To plan actions required as a result of the code of practice.

General compliance				
Objective	Actions	Deadline	Who	Notes
Re-establish the WLS board to keep momentum going around compliance, monitoring and general communications.	<input checked="" type="checkbox"/> Raise with PoB	Jan 19	EB	Completed
	<input checked="" type="checkbox"/> Raise with board members	April 19	EB	
	<input checked="" type="checkbox"/> Set up quarterly meetings	April 19	EB	
	<input checked="" type="checkbox"/> Develop agenda etc	April 19	EB	
Raise the profile and use amongst staff of the meeting toolkit.	<input checked="" type="checkbox"/> Issue quarterly Bridgenders	Dec 18 onwards	EB/LR	To be added to 2019 Bridgenders schedule
	<input type="checkbox"/> Quarterly reports to check progress	April 19 onwards	NB/ICT	
Develop understanding in CME team re council's position on awarding grants	<input type="checkbox"/> Link in with Gary Ennis on list of areas who award grants	Jan 19	EB/NB	Pick this back up with GE. Actions may be possible to follow up with services.
Develop list for website of what services are available in Welsh	<input type="checkbox"/> Develop a web page to pro-actively promote our Welsh language services, via WLS pages	June 19	NB	Link back in with the board for input/to finalise
Incorporate actions from final code of practice into this plan.	TBC Awaiting confirmation of final code from WLC.	TBC Awaiting confirmation of	NB in liaison with services	Awaiting confirmation of final code from WLC.

		final code from WLC.		
Final determination				
Objective	Actions	Deadline	Who	Notes
Inform staff of final determination.	<input checked="" type="checkbox"/> Issue Bridgenders email on standards that effect most/all employees	Sept 18	EB	Completed
Inform specific services/WLS board members on key updates from final determination.	<input checked="" type="checkbox"/> Targeted emails re GIS system, reception areas, parking machines and archived planning system	Sept 18	EB	JB asked about logistics on providing translation over the phone – EB fed back with info from customer services.
Update Cabinet and elected members on progress.	<input checked="" type="checkbox"/> CEC report	Nov 18 March 19	EB	Reports accepted and progress/issues noted.
Update and review WLS intranet pages.	<input type="checkbox"/> Review and update WLS section of the intranet including compliance documentation and links.	July 19	NB and team	Consider linking internal 'resources' page to public-facing services page?
	<input type="checkbox"/> Review and update the dedicated Welsh resource page.	July 19		
Update and review compliance documentation and policies.	<input type="checkbox"/> Using Welsh in the workplace policy	September 19	EB/NB and DB	Work has started on Welsh in the workplace policy.
	<input type="checkbox"/> How we will comply with the standards document	September 19	NB	
	<input type="checkbox"/> Possible update of awarding grants policy	September 19	NB and TBC	Liaise with CB to see

	<input type="checkbox"/> Possible update of complaints policy (156,162,168)	September 19	NB and CB	if complaints policy needs updating now we are no longer under appeal?
Five-year strategy				
Objective	Actions	Deadline	Who	Notes
Develop mechanisms for verifying our own performance/compliance against the standards	<input type="checkbox"/> Link in with Welsh-speaking CP members and Welsh medium comps (16yrs+) re: mystery shopper option to scope interest.	June 19	NB	Depending on whether we are able to progress with CP members or schools, there will be series of actions to get this up and running which can be added in at a later date.
	<input type="checkbox"/> Develop a public survey for Welsh-speakers to gauge feedback on accessing council services through the medium of Welsh.	June 19	NB	
Raise the profile further of WME/WESP	<input type="checkbox"/> Work with education on a campaign, linking in to five year strategy	TBC	NB and team	Waiting on information for campaign from Sue Roberts Team now attending cluster meetings.
	<input checked="" type="checkbox"/> Attend school cluster meeting for comms/engagement agenda item			
Develop our collection of and reporting of statistics that can highlight the impact of our public-facing activities across the five-year period.	<input checked="" type="checkbox"/> Ensure school population figures are used consistently in annual reporting going forward	Dec 18	NB	

	<input type="checkbox"/> Gain clarity on figures and services carrying out Welsh language services			
	<input type="checkbox"/> Put a process in place for sharing of information to be used in the strategy's annual report/five year report			
Update and review the strategy in line with WLC guidance document	<input type="checkbox"/> Review guidance document	August 19	NB	Following review of guidance document, there will be a series of actions to add into this section.
Policy-making standards				
Objective	Actions	Deadline	Who	Notes
Develop our ability to capture and report on the positive/adverse effects on the Welsh language as part of policy-making decisions.	<input checked="" type="checkbox"/> Review and update current processes for the EIA central database	April 2019	NB with BSMs	
	<input type="checkbox"/> Add into EIA database a column on Welsh language impact	July 2019	NB	
	<input type="checkbox"/> Ensure relevant wording in relation to adverse and positive effects on the language exists consistently in every policy-making consultation/CP survey that includes policy-related questions	July 2019	NB	
	<input type="checkbox"/> Ensure the outcomes of the adverse/positive impact is	September 2019	NB	

	recorded in the consultation report			
	<input type="checkbox"/> Investigate if adverse/positive impact can be recorded in Cabinet report under EIA section as well	September 2019	NB	
	<input type="checkbox"/> Add in section specifically on adverse/positive impacts into the EIA annual report that goes to CEC	CEC schedule	NB	

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET EQUALITIES COMMITTEE

4 JULY 2019

REPORT OF THE CHIEF EXECUTIVE

WELSH LANGUAGE STANDARDS ANNUAL REPORT 2018/19

1. Purpose of report

- 1.1 To inform Cabinet Equalities Committee of the content and approach taken with the council's fourth Welsh Language Standards annual report for 2018/19.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

- 2.1 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, 'Our Promise' 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 2018/19 covers the period 1 April 2018 to 31 March 2019 and was published, as required by the 30 June 2019. The report is attached as appendix one.
- 4.2 The report outlines how the council has complied with the standards under a duty to comply during the period and also documents any progress and new developments with our compliance.

4.3 As part of the annual report, there is a duty on us to report specifically on the following 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 2019;
- 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

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

6. Equality Impact Assessment

6.1 This is an information report. As such, no EIA is required.

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

7.1 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. This report demonstrates that we are committed to the effective implementation of the Welsh Language Standards.

The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

8. Financial Implications

8.1 None within this report.

9. Recommendation

9.1 It is recommended that Cabinet Equalities Committee receives and notes the content of this report and the Welsh Language Standards annual report 2018/19.

Mark Shephard
Chief Executive

Date: 04 July 2019

10. Contact officers:

Nicola Bunston
Consultation, Engagement and Equalities Manager

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Background papers:

Appendix one – Welsh Language Standards annual report 2018/19

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Welsh Language Standards

Annual report 2018/19



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 2018/19 annual report covers the period 1 April 2018 to 31 March 2019 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

Since the last annual report of 2017/18 the council is no longer under challenge for any standards and any changes to compliance dates, extensions or circumstance for the previously challenged standards can be viewed in the council's amended compliance notice.

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
- The Welsh Language Standards Board has been re-established along with a new action plan to develop specific standards and monitor compliance
- 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. Some of the intranet pages have now been updated but there is still work to be completed, details of this are contained within our new action plan
- The council continues to provide a range of Welsh language training and resources for staff
- Employees are able to access two 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 18/19 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
- 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 18/19, 877 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 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
- We continue 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 continued to develop bilingual content and functionality on the website as required (standard 52 and 56)
- Continue to post bilingually on social media and respond to Welsh queries received in Welsh, where a response is required. We do not post bilingually in circumstance where an emergency or urgent communications need to be issued where.

New developments for 18/19:

- We are now compliant 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. Work on the functionality of the central citizen language database is has been completed and we are working to ensure that My Account subscribers are manually input into the central system. This system assists us to record and act upon people's language preference

- We are now compliant with standards 29 and 29a, therefore we ensure that where more than person is invited to a meeting (and that meeting relates to the wellbeing of one or more of the individuals invited) attendees are asked if they wish to use the welsh language, and ensure if they do that translation is available
- During the period we have started to draft guidance for staff to help them to comply with standard 1 which includes a standardised process for dealing with correspondence received in Welsh. This guidance includes a set of standardised responses which can be utilised before a full response can be provided
- We have ensured that with the exception of parking machines (extension until August 2022) all self-service machines are fully functional in Welsh
- Amended and communicated our guidance for reception staff in line with changes to our compliance document for standard 64 (which now only applies to our main civic Offices reception) and for the introduction of a new standard (66) which applies to all other reception areas
- Amended our signage for the changes to standard 64 and 66 in order to manage expectations.

2.3 Policy-making standards

In 18/19 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 18/19:

- 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 ensuring that we are able to accurately monitor and record the EIAs completed annually
- We have re-established the Welsh Language Standards Board and developed a new action plan to develop specific standards and monitor compliance.
- The Welsh Language action plan contains actions that have been developed as a result of WLC seminars that were held during 2018, and includes ensuring relevant wording in relation to adverse and positive effects on the

language exists consistently in every policy making consultation and ensure the outcomes of the adverse/positive impact is recorded in the consultation.

2.4 Operational standards

In 18/19 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, and provide training (e-learning) in Welsh in recruitment and interviewing, performance management, Induction and using Welsh effectively in meetings, interviews and complaints and disciplinary procedures (standards 128 and 129)
- 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 18/19:

- 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

and rolled out to other reception areas i.e. Bridgend Day Centre and Trem-y-mor in 18/19

- The development of the five year strategy in relation to training continues, with Entry Level Year 1 and Year 2 continuing to run, and the introduction to Foundation Level Year 1
- Successful recruitment campaign undertaken with our Welsh Secondary School to appoint Welsh speaking apprentices, resulting in the appointment of two Welsh speaking apprentices in HR
- Business Welsh was run for 8 weeks for our 7 Welsh speaking apprentices to help them develop their Welsh Language Skills for the workplace
- 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 as well as training opportunities for staff and developments in Welsh Medium education and childcare
- We have been successful in a bid to develop Welsh Medium childcare settings across the County Borough, a steering group made up of childcare professional and third sector colleagues has been established to ensure effective delivery over the next three years.

2.5 Record-keeping standards

In 18/19 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

- 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 January 2018. No further action has been taken
- 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. This investigation has now been concluded and we have been issued with a compliance notice which must be actioned by September 2019. This compliance notice states that we must produce clear guidelines which will assist staff to comply with standard 1 and take steps to raise awareness of standard 1

- A complaint was made directly to the Welsh Language Commissioner in relation to an email response being provided in Welsh but with English only attachments as well as issues related to paying council tax online and being diverted to the English version of the external system as opposed to the Welsh version. Investigation is ongoing
- A complaint was made directly to the Welsh Language Commissioner in relation to English wording on the Welsh page of democratic services website. After being provided with information the Commissioner concluded that no further action was necessary
- A complaint was received 8 February 2018 by the commissioner regarding a consultation presentation to parents that was held at Ysgol Gyfun Gymraeg Llangynwyd as part of the Post-16 review. The allegation is that the session was available in English only. Investigation is ongoing
- A complaint was received on 12 February 2019 by the commissioner in relation to an English only maintenance/works sign being placed West Drive, Porthcawl (Windsor Road junction).The signage was immediately removed. Initial information was provided and no further action has been taken
- A complaint was received on 12 February 2019 from the commissioner in relation to an alleged failure to provide a Welsh language version of the current subsidised bus consultation document at Pencoed Library. Initial information was provided and no further action has been taken
- There were no complaints received under the policy making standards.

4. Employee skills and training

Welsh language skills as at 31 March 2019:

Description	Schools				All other services			
	Femal	Mal	Tota	%	Femal	Mal	Tota	%
Total headcount	2,490	510	3,000		2,284	667	2,951	
Welsh speaker								
'A little'	327	57	384	12.80	331	93	424	14.37
'Fairly good'	64	17	81	2.70%	38	9	47	1.59%
'Fluent'	129	20	149	4.97%	91	22	113	3.83%
'No'	314	67	381	12.70	1,088	331	1419	48.09
No response	1,656	349	2005	66.83	736	212	948	32.12
Welsh reader								
'A little'	318	56	374	12.47	342	95	437	14.81
'Fairly good'	75	18	93	3.10%	49	19	68	2.30%
'Fluent'	129	21	150	5.00%	89	21	110	3.73%

'No'	312	66	378	12.60	1067	320	1387	47.00
No response	1,656	349	2005	66.83	737	212	949	32.16
Welsh writer								
'A little'	287	53	340	11.33	262	61	323	10.95
'Fairly good'	65	15	80	2.67%	49	14	63	2.13%
'Fluent'	123	20	143	4.77%	77	18	95	3.22%
'No'	358	73	431	14.37	1,160	361	1521	51.54
No response	1,657	349	2006	66.87	736	213	949	32.16

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
- 211 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 2018 and 31 March 2019:

- Welsh language 'Meet and Greet' training was provided to 33 attendees (three sessions during 2018/19)
- 37 employees have attended 'Cwrs Mynediad' training in 18/19, enabling them to develop their language skills further. This comprised of one class for year 1 year 2 and year 3, each based on two hours per week over 30 weeks. Business Welsh training was also provided to 8 individuals over 10 weeks in 2018/19
- There were no requests for face to face training materials to be made available in Welsh during 2018/19
- There were 0 Welsh language e-learning module completions during 2018/19.

5. Recruitment and selection

Number of new and vacant posts advertised during 2018/19 where Welsh language skills were:

Essential: 10	Desirable: 454
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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 2018 and 31 March 2019:

Face to face interactions in Welsh	4
Total visits	30,989
Welsh requests as % of total interactions conducted	0.01%

Demand for Welsh services in the Telephone Contact Centre between 1 April 2018 and 31 March 2019 (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)	161,483
Volume of calls received out of hours (Welsh and English)	N/A*
Total calls received (Welsh and English)	161,483
Volume of calls in Welsh	95
Welsh requests as a % of total calls	0.06%

Requests for Face to Face contact have remained consistent.

Telephony requests have reduced significantly 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. This has only recently been resolved, with a separate queue in place to handle calls out of hours. This was not in place before as the system CISCO was not used in CCSU. Next year we should be able to report on these figures.

7. Equality Impact Assessments (EIAs) carried out between 1 April 2018 and 31 March 2019

Six 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 2018 and 31 March 2019:

- St Dwynwen's Day;

- Internal emails about the citizens language preference database;
- Internal emails about the Welsh language toolkit;
- Shwmae Sumae Day;
- St David's Day;
- BCBC Welsh language social media accounts;
- Welsh culture/language fairs and festivals;
- Ras Yr Iath
- Welsh language play scheme (Menter Bro Ogwr)
- Welsh Medium education;
- Welsh Medium provision for pupils with autism
- Welsh Medium childcare.

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 2019.

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET EQUALITIES COMMITTEE

4 JULY 2019

REPORT OF THE CHIEF EXECUTIVE

STRATEGIC EQUALITY PLAN ACTION PLAN REPORT (UPDATE ON WORK UNDERTAKEN BY DIRECTORATES IN THE LAST 12 MONTHS)

1. Purpose of report

- 1.1 To provide Cabinet Equalities Committee with an update on progress made in delivering the Strategic Equality Plan (SEP) 2016 - 2020 during 2018/19. This is the third annual review for this plan.

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 (appendix one).

- 3.3. Cabinet Equalities Committee have received two updates on progress. Progress during 2016/17 was presented in the committee meeting in July 2017, and progress during 2017/18 was presented in July 2018.

4. Current situation / proposal

- 4.1 Progress for 2018/19 is documented in appendix one. Key points to note are:

a) Transportation

- 50 junctions were treated at various locations throughout the borough and had dropped kerbs installed.
- Officers of the Licensing Department have met with Bridgend residents who require Wheelchair Accessible Vehicles (WAVs), to see what steps could be taken to improve provision for passengers in wheelchairs. This work is ongoing. A list of accessible taxis is available on the website.

b) Fostering good relations and awareness raising

- During 2018/19 regular Hate Crime awareness sessions have taken place across the County Borough. A total of 69 sessions took place in which we engaged with 1392 people. During Hate Crime awareness week joint South Wales Police and BCBC events were held in Civic Offices, Porthcawl, Maesteg, Caerau and Bridgend bus station.
- BCBC has promoted campaigns via Twitter, Facebook, Instagram and the BCBC website, including International Women's Day, Foster Care fortnight 2018, Pride Cymru 2018, Holocaust Memorial Day, Dementia Awareness week, St David's Day, Dementia friendly communities, Apprenticeship week, Urdd 2018, International Day for the Elimination of Racial Discrimination, Step out for Stroke, Mayor's Citizens awards 2018, Mini Olympage events, Dementia Awareness week 2018, Carers week, Ras yr Iaith - race for welsh language, Eid al-Adha, International Day of Older Persons, Mental Health Day 2018, Hate Crime Awareness week, National adoption week, National safeguarding week, Remembrance day, 100 years since the end of WW1, White ribbon campaign, Carers rights day, International Migrants day, St Dwynwen's day and LGBT History Month.
- The theme for Holocaust Memorial Day 2019 was 'torn from home', which aimed to encourage attendees to reflect on how the enforced loss of a safe place to call home is part of the trauma faced by anyone experiencing persecution and genocide. BCBC marked the event with a poignant public event, which was held in partnership with Bridgend College. held at the Sony Theatre, Bridgend College.

c) Our role as an employer

- EIA training was provided for staff identified within each business area. Five sessions had taken place in 2017/18 and a further two sessions, with 18 delegates, took place in 2018/19. A total of 64 staff (all those identified as the target group of employees for EIA training) have now completed this training.

- We continue to promote the Care First service to staff via an ongoing communication plan and quarterly Bridgend's newsletter. We measure the use of Care First quarterly.
- We have started to offer monthly health check clinics to staff, these include blood pressure and cholesterol monitoring and bodimetrics measurements.

d) **Mental health**

- Since Welsh Government made the announcement in relation to the Health Board boundary change the council has been working with our new Health partners in Cwm Taf Morgannwg. There are ongoing discussions in relation to service models that will be delivered in the Borough
- Progress has been made through the local community coordination service, the integrated provision provided through ARC with outreach services being developed in the Borough. Also Information and advice providing through community hubs, links with GP clusters, the 'Ageing well in Bridgend' initiative and other key partnerships working towards the prevention and wellbeing agenda
- The Vulnerable Groups team have trained two train the trainers in Youth mental health first aid – this is being rolled out to all schools and those undertaking the 2 day course report positive impact amongst staff as well as for pupil support. This is a rolling plan to ensure all schools will have at least one mental health trained staff member by December 2019.

e) **Children**

- Using feedback from schools and Early Help support staff, the Education and Family Support directorate undertook an exercise to procure an organisation to deliver training around LGBT+. Stonewall were the successful organisation and have delivered 3 rounds of their Train the Trainer programme to school and support staff. In total 65 members of staff attended from the organisations such as Primary and Secondary Schools, Early Help teams, Youth Offending Service, Young Carers, Vulnerable Groups team, Mentor Bro Ogwr, Post-16 (Aftercare) and Inspire 2 projects.
- Education and Family support have established a Vulnerable Groups Team that provides integrated support for a range of pupils identified by Estyn as vulnerable or potentially vulnerable:
 - Elective home education
 - Looked after children
 - Children missing education
 - English as an additional language
 - Gypsy and Roma Traveller
 - Permanently excluded pupils
- The team provides safeguarding support to schools. The VG team also facilitate termly Designated LAC and safeguarding lead forums where external speakers and internal training and updates are provided.
- Stonewall support the prevention of LGBT+ bullying in schools and an LGBT+ school network is being developed with the inclusion and schools and Vulnerable Groups teams.

f) **Leisure, arts and culture**

- Community Chest has supported 56 community projects including £5556 investment into tackling inequalities. Partnership with Youth Charter for sport culture and the arts has trained 15 people as social coach leaders to target disadvantage. A further cohort of 13 people attended Get on Track in partnership with Dame Kelly Holmes Trust.
- The Active 4 Life programmes have supported 9769 visits across 12 sites providing free access and in targeted communities.
- Leisure and cultural opportunities are contributing to the development of age friendly communities. Bridgend continues to perform well with the national over 60 free swim initiative with 77011 visits. Bridgend works with Neath Port Talbot and Swansea councils regularly to deliver the Park Lives programme supporting older adults to be active outdoors.
- 1494 people have engaged in Park Lives outdoor activity programme.
- BCBC has delivered a successful programme of dementia supportive activities with partners including BAVO, Alzheimer's, Halo and Awen. The opportunities have included dementia friendly swimming, carers choir and dementia supportive schools.
- 40 schools have participated, in family active zone training to support family activity.
- Awen continue to operate the Hynt scheme and offer concessionary prices for services and activities.
- During 2018-2019 Awen have become the first Welsh library operator to remove library fines, to encourage greater usage.

g) **Data**

- Equality monitoring continues to be included in all public consultations. Services use the equalities information gathered to complete Equality Impact Assessments, alongside the consultation report.
- In 2018/19 we engaged with over 15,000 residents across the County Borough through a range of consultations and engagement sessions.
- Details of the closed consultation, outcomes and next steps are shared on the consultation page of the website. For Citizens' Panel members we produce an annual "You said...We did..." Citizens' Panel newsletter.
- As a result of the formal complaints process, ten equality monitoring forms have been processed.
- We continue to gather equalities data for all new employees, and we continue to promote the employee self-service system to encourage staff to complete/update their personal data
- Between February 2018 and January 2019 the council produced six full EIAs and 33 EIA screenings. Activity related to the number and nature of EIAs undertaken by the council continues to be reported to Cabinet Equalities Committee annually.

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

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

7.1 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.

8. Financial Implications

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

9. Recommendation

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

Mark Shephard
Chief Executive
Date: 04 July 2018

9. Contact officer:

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Background papers:

Appendix one – SEP action plan update 2018/19

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



www.bridgend.gov.uk



Strategic Equality Plan 2016 – 2020

Action Plan Update 2018/19

Objective 1: Transportation				
What we will do to achieve this objective	How we will we do this	2016/17 Update	2017/18 Update	2018/19 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)	A survey of all bus stops has been carried out to assist in future bids for funding of improvements
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.	50 junctions were treated at various locations throughout the borough and had dropped kerbs. New Developments :- 40No. BCBC program :- 9No. 1No. Introduced by Third party (e.g. Town Council)

<p>Increase the number of wheelchair accessible taxis</p>	<p>We will liaise with our taxi licensing department and the taxi trade to consider whether more can be done to increase the number of wheelchair accessible taxis in Bridgend County Borough.</p>	<p>52 vehicles are currently licensed and operating within Bridgend County Borough, including hackney carriages (immediate hire) and private hire (pre-booking only). These are operated by Village Bus and Taxi; Peyton Travel; Easyway; 3A's Maesteg; G & S Travel and Welshbreakers.</p>	<p>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>	<p>Officers of the Licensing Department recently met with Bridgend residents who require Wheelchair Accessible Vehicles (WAVs), to see what steps could be taken to improve provision for passengers in wheelchairs. Following the meeting the department wrote to all WAV proprietors to ask if their direct details could be shared. The department will also invite the main operators and wheelchair passengers to meet to discuss if anything further can be done to improve services for passengers in wheelchairs.</p> <p>The Welsh Government published a White Paper in December 2018 which included a consultation that ended 27 March 2019. There</p>
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				have been no further publications since the consultation. An update will be provided to Cabinet Equalities Committee once Welsh Government has published more detailed proposals.
Work towards a more integrated bus network by supporting the provision of community transport	We have a Bridgend Community Transport (BCT) strategy in place and we will continue to encourage BCT to make applications for grant funding to introduce new routes and improve the frequency of existing routes. The council meets the BCT Business Development Manager to monitor progress and the increase in miles travelled as a result of the grant funding.		£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.	Welsh Government grant in 18/19 was £84,934.32p for community transport. The use of community transport is a vital component in transport provision around the County Borough and can provide assistance to communities where other bus services have been reduced or moved

<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>	<p>First Cymru are still trying to establish their Customer panel.</p> <p>All complaints are dealt with in line with BCBC procedures for complaints.</p>
<p>Provide DDA compliant routes as part of our Active Travel scheme</p>	<p>We will ensure that we undertake robust and meaningful stakeholder consultation and engagement, and use the information to support the development of DDA compliant routes.</p>	<p>An active travel route was provided as part of the Ford Access Road scheme and a further route created to serve Croesty Primary and Pencoed Comprehensive schools. The schools, a local community group and council officers were consulted.</p>	<p>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.</p> <p>Croesty Primary and Pencoed Comprehensive School</p>	<p>Works continues in the development of active travel routes within Bridgend. In 18/19 the Croesty primary phase 3 routes was completed along with Phase 2 of NCN 885 and Partial completion of Newton Primary Phase 1 in Porthcawl.</p>

			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.	All initial assessments have been carried out for learner Travel Safer Routes for school catchments.
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	2018/19 Update
Continue with promoting awareness campaigns around protected characteristics and	We will demonstrate our support for local, national and international awareness raising campaigns such as LGBT History Month,	BCBC has promoted campaigns via Twitter, Facebook and the BCBC website, including Bisexuality Day, World Mental	BCBC has promoted campaigns via Twitter, Facebook, Instagram and the BCBC website, including International Women’s Day, Urdd	BCBC has promoted campaigns via Twitter, Facebook, Instagram and the BCBC website, including International Women’s Day, Foster

<p>advertising/attending events e.g. Cardiff Mardi Gras</p>	<p>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>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>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>Care fortnight 2018, Pride Cymru 2018, Holocaust Memorial Day, Dementia Awareness week, New Welsh-medium provision for pupils with autism, St David's Day, Dementia friendly communities, Apprenticeship week, Pencoed autism school, Urdd 2018, International Day for the Elimination of Racial Discrimination, Step out for Stroke, Mayor's Citizens awards 2018, Mini Olympage events, Dementia Awareness week 2018, Carers week, Ras yr Iaith - race for welsh language, Eid al-Adha, International Day of Older Persons, Mental Health Day 2018, Hate Crime awareness week, National adoption week, National safeguarding week, Remembrance day, 100 years since the end of WW1, White</p>
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				ribbon campaign, carers rights day, International Migrants day, St Dwynwen's day, LGBT History Month.
Ensure we mark Holocaust Memorial Day	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>The theme of HMD 2017 was 'How can life go on?' asking people across the world to think about what happens after genocide and our responsibilities in the wake of such crimes.</p> <p>BCBC marked this with a public event - in partnership with Bridgend College - to remember the victims of the Nazi persecution and subsequent genocides. BCBC's special guest was Antoinette Mushimiyimana, a survivor of the 1994 Rwandan genocide and for the first time at a HMD event, Rabbi Michoel Rose recited a Jewish prayer.</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 Rwandan International football player who founded two charitable</p>	<p>The theme for HMD 2019 was 'torn from home', which aimed to encourage attendees to reflect on how the enforced loss of a safe place to call home is part of the trauma faced by anyone experiencing persecution and genocide.</p> <p>BCBC marked the event with a poignant public event, held at the Sony Theatre, Bridgend College.</p> <p>Members of the public joined local AMs, staff from South Wales Police, members of the local community, pupils from local secondary schools and Bridgend College students to</p>

			<p>organisations Football for Hope, Peace and Unity (FHPU) and Survivors Tribune (ST). Rabbi Michael Rose recited a Jewish prayer.</p>	<p>remember the victims and honour the survivors of the Holocaust and subsequent genocides in Cambodia, Rwanda, Bosnia and Darfur.</p> <p>Over 120 people attended the event, which was held in partnership with Bridgend College, to hear special guest, Jean-Paul Samputu, survivor of the 1994 Genocide against the Tutsi in Rwanda, speak movingly about his personal experiences of losing his parents and three siblings during the genocide.</p> <p>The traditional 'Seven Statements of Commitment' were read by community representatives and a candle of remembrance was lit by Mayor of</p>
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				<p>Bridgend County Borough.</p> <p>In addition, Louise Fuller from Cardiff Reform Synagogue provided a Jewish prayer and pupils from local schools read poems. To close the event, Bridgend College Performing Arts students performed 'I dreamed a dream' from the musical Les Miserable and 'This is me' from the recent hit movie, 'The Greatest Showman.'</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</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>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>Regular awareness raising activities and events have taken place across the across the County Borough. Through the period of April 2018 – March 2019 there have been 69 awareness tables across the county borough.</p>

	hate/mate crime awareness in the county borough.	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.		During 2018/19 we have engaged with approximately 1,392 people at awareness tables.
Work with the Community Safety Partnership and South Wales Police to increase the reporting of hate crime	We will work with the Community Cohesion Group to support campaigns such as 'Stop the Hate' and other awareness raising campaigns in the county borough's main towns to increase the level of hate crime reporting. Links are established with safeguarding boards (adults and	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	Joint events across the borough during hate Crime Awareness week Events were also held on International IDAHOTB day on 17 May 2018 A limited number of taxi drivers attended the taxi drivers' forum, Therefore we are	Joint events during Hate Crime week (15 to 19 October) were held in : <ul style="list-style-type: none"> • Bridgend Civic Centre • Porthcawl • Maesteg • Caerau • Bridgend Bus Station

	<p>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>Victim Support. Hate crime is monitored on an immediate basis with patterns and trends being identified with appropriate responses.</p>	<p>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>We carried out a Hate Crime leaflet drop to Bridgend Traders.</p> <p>SWP Hate Crime Officer attended the PSB Bridgend Asset Mapping Event on 12 October 2018, which was attended by a range of public and 3rd sector organisations.</p> <p>SWP Hate Crime officer attending the PSB Faith event on 14 November 2018. The event attracted 70 attendees from a range of faith groups and third sector organisations.</p>
<p>Increase awareness of domestic abuse issues and support and address violence, abuse and threats to personal safety experienced by people in</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</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</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</p>	<p>From April 2018 to March 2019 there were 1268 contacts to the Assia Suite with a total of 308 CYP agency referrals.</p> <p>Contacts consisted of 1027 females and 241</p>

<p>Bridgend County Borough</p>	<p>domestic abuse one-stop-shop (Assia Suite). We will progress the elements contained in Welsh Government's guidance on violence against women, domestic abuse and sexual violence.</p>	<p>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:</p> <table data-bbox="862 531 1144 675"> <tr> <td>2012/13</td> <td>2,572</td> </tr> <tr> <td>2013/14</td> <td>2,314</td> </tr> <tr> <td>2014/15</td> <td>2,973</td> </tr> <tr> <td>2015/16</td> <td>2,293</td> </tr> </table> <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>	2012/13	2,572	2013/14	2,314	2014/15	2,973	2015/16	2,293	<p>described themselves as having a disability.</p>	<p>males. There have been 0 transgender contacts within this period. 94 people stated they had a disability.</p>
2012/13	2,572											
2013/14	2,314											
2014/15	2,973											
2015/16	2,293											
<p>Raising awareness of changes to housing benefit entitlement</p>	<p>We will raise awareness of the impact of changes affecting claimants for housing benefits as</p>	<p>Since 2013 there has been a limit on the total benefit a working age person can receive. The Benefits Service</p>	<p>Over 220 households in the Bridgend CB area were potentially affected by the second benefits income cap, effective</p>	<p>There were no further changes to the income limits during 2018/19. However, the service continues to work with</p>								

	<p>soon as we become aware of them.</p>	<p>contacted approximately 200 potentially affected households to raise awareness of the cap, offer support whilst options were considered, and worked with landlords to provide support to tenants.</p> <p>The Benefits Service works closely with affected families to ensure they are equipped to deal with the income reduction or, in conjunction with DWP, to assist families where possible with the transition into employment. 157 households are currently affected by the caps.</p>	<p>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.</p>	<p>existing affected households and provides support when necessary.</p>
<p>Recognising, responding to and addressing community tensions</p>	<p>We will ensure we have tension monitoring structures and processes in place and are evidencing processes to solve problems.</p>		<p>The multi-agency ASB management group and the Community Cohesion groups discuss and monitor incidents and potential incidents. Hate crime figures provided by</p>	<p>The Community Safety Partnership board and Bridgend Community Cohesion and Equality Forum discuss and monitor hate crime figures provided by South Wales Police.</p>

			Victim Support presented to the Community Safety Partnership	BCBC (along with other local authorities) are recruiting a Community Cohesion Officer to support the work of the regional Community Cohesion Co-ordinators to work on community tension issues arising from Brexit.
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.	In 2018/19 we engaged with over 15,000 residents across the County Borough through a range of consultations and engagement sessions. Services continue to use the consultation toolkit to develop consultations, and EIAs ensure that Equality issues are considered when developing and carrying out consultation. The introduction of new data protection

				<p>guidance (GDPR) had a significant impact on the Citizens' Panel. At the end of March 2019 there were 1108 Citizens Panel members.</p> <p>We continue to work within the community to recruit new members with the aim to make all wards representative.</p>
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	2018/19 Update
Increase support for all employees in the workplace by continuing to develop information packs for employees with protected characteristics	Develop packs for disabled employees, those identifying as LGB or T and those from different faith groups to signpost them to sources of information, advice and support with a view to developing a more inclusive working environment.	The existing four packs have been updated and five additional packs produced. All of these are available of the staff intranet and an all-staff email has been issued to raise awareness of the support available.	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.	Resources continue to be available online under the following headings: <ul style="list-style-type: none"> • Civil partnerships and marriage • Age • Retirement • Disability • Maternity pregnancy and adoption

				<ul style="list-style-type: none"> • Race religion and belief • Domestic abuse and violence against women • LGBT • Carers <p>Vulnerable Groups and Central Hub are part of the Stonewall train the trainer training and are sharing this with schools. Also part of a newly set up LGBT school network/ forum alongside schools.</p> <p>Transgender protocol for schools has been developed as well as ongoing work on transgender protocol for the authority.</p>
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</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	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	Face to Face EIA training took place in 2018/19 for a further 18 officers who have responsibility for the completion of EIAs.

	<p>e-learning module and target front line employees.</p> <p>Develop and promote specific E-learning modules e.g. mental health, domestic abuse.</p>	<p>and Domestic Violence (VAWSADV).</p>	<p>sessions are planned for 2018-19.</p> <p>The equalities and diversity section within the corporate e-learning module has been amended.</p> <p>An e-learning module has been written on mental health and this has been promoted via Bridgenders.</p>	<p>The online training module continues to be available and is reviewed alongside any developments with the EIA toolkit. The eLearning module continues to be promoted as part of the eLearning portfolio.</p>
<p>Provide senior managers with training and support in completing robust EIAs</p>	<p>Update the EIA e-learning module and roll out to target group of employees who are responsible for carrying out EIAs. This will include support materials such as toolkits and case studies.</p>	<p>The EIA e-learning module has been reviewed and updated. A target group of 153 managers and key staff has been identified and completions monitored.</p>	<p>EIA Workshops have been delivered to a target group of employees who are responsible for carrying out EIAs.</p> <p>EIA toolkit updated and made available on the intranet. Face to face training carried out and support for business areas provided by Equalities team.</p>	<p>All those identified as the target group of employees for EIA training have now completed the training.</p>
<p>Increase support for employees by developing further staff networks for those employees sharing a protected characteristic</p>	<p>During the last SEP we developed a network for LGBT employees. We will develop further networks, initially developing one for disabled staff to assist</p>	<p>The LGBT staff network continues to meet. Opportunities are currently being considered to establish networks for disabled staff and faith groups.</p>	<p>We have identified the need to revisit the ongoing development of staff networks during 18/19</p>	<p>Vulnerable Groups and Central Hub are part of the Stonewall train the trainer training and are sharing this with schools. Also part of a newly set up LGBT</p>

	<p>them with gaining advice and guidance on everyday living and employment.</p>	<p>Examples of best practice are also being explored within the public and private sectors and where appropriate, these will be adopted in BCBC.</p>		<p>school network/ forum alongside schools.</p> <p>We continue to explore other staff networks, a recent staff survey focussed on staff wellbeing and a range of wellbeing activities are now available.</p> <p>As a result of feedback from the staff survey we are developing a staff suggestion scheme and within these we have listed Equalities as an area for suggestions.</p>
<p>Monitor our pay and grading structure every three years</p>	<p>An independent body will carry out an EIA every three years to ensure our pay and grading structure remains fit for purpose.</p>	<p>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; 	<p>The above information remains valid. Workforce report to CEC July 2018. EIA review due 2019</p>	<p>The introduction of the national pay award and new pay spine on 1 April 2019, resulted in the implementation of new NJC pay and grading structure with effect from 1 April 2019. A gender equality impact assessment was undertaken by NorthgateArniso in May</p>

		<ul style="list-style-type: none"> • 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. 		<p>2018, which concluded that the proposed assimilation and revision to the pay structure:</p> <ul style="list-style-type: none"> • improved the gender pay gap on a grade by grade basis • demonstrates a narrowing of the overall gender pay gap in basic pay • shows a greater percentage increase in salary for female employees
<p>Review the recruitment and selection processes to take account of the government's Disability Confident campaign</p>	<p>Update our recruitment and selection guidelines and e-learning to ensure that the principles of the Disability Confident campaign are reflected.</p>	<p>The recruitment and selection managers' guidelines have been updated and launched. A new e-learning module has been implemented which includes good practice guidance relating to equality in the recruitment process.</p> <p>Further work is progressing on the Disability Confident Employer commitment</p>	<p>The recruitment and selection guidelines and e-learning have been updated to ensure the Disability Confident campaign are reflected.</p>	<p>The recruitment and selection guidelines and e-learning will continue to be updated where relevant and promoted to staff.</p>

<p>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.</p>	<p>We will raise awareness of the health and wellbeing advice, guidance and support available for our employees by providing quarterly updates signposting them to Care First (an organisation providing counselling related services).</p>	<p>to assess practice against the standards.</p> <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</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>	<p>We continue to promote the Care First service to staff via an ongoing communication plan and quarterly Bridgenders newsletter.</p> <p>We continue to monitor quarterly usage reports from Care First.</p> <p>In addition to this activity, we started offering monthly health check clinics to staff from October 2018. These checks include blood pressure and cholesterol monitoring and bodimetrics measurements.</p>
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		Care First on the number of employees accessing the different services available.		
Objective 4: Mental health				
What we will do to achieve this objective	How we will we do this	2016/17 Update	2017/18 Update	2018/19 Update
Improve the provision of multi-agency support for people in the county borough including provision for people (including carers and family) experiencing mental health issues	The council is required to comply with new responsibilities under the new Social Services and Wellbeing (Wales) Act. We will develop stronger links with the health board to develop better integration in our day to day services.	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.	Work ongoing with ABMU	<p>Since Welsh Government made the announcement in relation to the health Board boundary change the Council has been working with our new Health partners in Cwm Taf Morgannwg. There are ongoing discussions in relation to service models that will be delivered in the Borough</p> <p>Vulnerable Groups team have trained two train the trainers in Youth mental health first aid – this is being rolled out to all schools and those undertaking the 2 day course report positive impact amongst staff as well as for pupil support.</p>

				This is a rolling plan to ensure all schools will have at least one mental health trained staff member by December 2019.
Improving accessibility of / to information, advice and guidance	We will develop systems to enable people to source robust information and advice in order for them to meet their own needs.	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.	Work ongoing with the service	Progress has been made through the local community coordination service, the integrated provision provided through ARC with outreach services being developed in the Borough. Also Information and advice providing through community hubs, links with GP clusters, the 'Ageing well in Bridgend' initiative and other key partnerships working towards the prevention and wellbeing agenda
Continue working towards increasing the level of support for people with mental health issues by supporting the	The council signed the Time to Change Wales organisational pledge in February 2016. The pledge requires the council to meet a	A mental health e-learning module has been developed to raise awareness amongst employees of mental health issues and to	Training continues to be available online.	From April 2019 Bridgend will no longer be part of the Western Bay region.

Time to Change Wales project and the Western Bay action plan	number of commitments e.g. to provide management development training and raise awareness of the importance of mental health and wellbeing amongst employees.	help them identify the many forms, causes and types of mental illness. The module also helps employees understand the different methods for treating mental illness.		Future collaboration will be with Cwm Taf Morgannwg Health Board.
Objective 5: Children				
What we will do to achieve this objective	How we will we do this	2016/17 Update	2017/18 Update	2018/19 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'	Ongoing	Education and Family support have established a Vulnerable Groups Team that provides integrated support a range of pupils identified by Estyn as vulnerable or potentially vulnerable: <ul style="list-style-type: none"> • Elective home education • Looked after children • Children missing education • English as an additional language

		for the most vulnerable looked after children.		<ul style="list-style-type: none"> • Gypsy and Roma Traveller • Permanently excluded pupils <p>The team provides safeguarding support to schools. The VG team also facilitate termly Designated LAC and safeguarding lead forums where external speakers and internal training and updates are provided. Estyn recent inspection provided extensive scrutiny of this provision. Feedback was broadly positive stating the service was highly effective in supporting vulnerable learners.</p>
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	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	Our Gypsy and Traveller Education Service will continue to build capacity in individual schools as required.	EAL and GRT service now sits within VG team – continues to support EAL and GRT families. The team also works alongside Home Office to enable the

within the education system	increase their regular attendance within the education system.	and 31 March 2017, 35 pupils received 59 support sessions on a weekly basis in 7 schools.		resettlement of Syrian refugees in BCBC
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.	Another round of training is planned for the new academic year to refresh schools on the SIMS module and to encourage those schools not currently utilising the system to do so. This will allow the authority to have a county wide dataset to inform further training and support needs. Stonewall support the prevention of LGBT+ bullying in schools and an LGBT+ school network is being developed with the inclusion and schools and Vulnerable Groups teams.

<p>Raise awareness of the impact of school bullying amongst teachers and support staff</p>	<p>Training will continue to be delivered to teachers and school staff based on identified need. We will continue to work with Actus Education to deliver training to school based staff and teachers including (but not limited to); digital literacy, leadership and management, personal social education, mentoring and coaching – all of which are specific and tailored to bullying.</p> <p>We will continue to work with Show Racism the Red Card to provide school based training for teachers, support staff and pupils. Our Gypsy and Traveller Education Service will continue to build capacity in individual schools as required.</p>	<p>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.</p>	<p>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>	<p>Using feedback from schools and Early Help support staff, the Education and Family Support directorate undertook an exercise to procure an organisation to deliver training around LGBT+. Stonewall were the successful organisation and have delivered 3 rounds of their Train the Trainer programme to school and support staff.</p> <p>In total 65 members of staff attended from the following organisations: Primary Schools, Secondary Schools, Early Help East, West and North localities, Youth Offending Service, Young Carers, Vulnerable Groups team, Mentor Bro Ogwr, Post-16 (Aftercare) and our Inspire 2 projects.</p> <p>Participants will be able to cascade training</p>
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				within their respective establishments to increase the coverage of this training further.
Work with parents, schools and the local health board to maximise the potential attendance of children at school	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.		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.	Data on EHE now forms part of data collation and sharing that is used to compare school exclusions and attendance.

			<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 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>	
Consider the alternative forms of	Where a child is not attending school for		EAL, minority and ethnic groups. Gypsy, Traveller	Inputting into EOTAS reforms and provision

<p>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>reasons other than complex needs or disability, we will work collaboratively to identify the most suitable model of tuition for the child. This will involve considering provisions such as:</p> <ul style="list-style-type: none"> • Elective home tuition; • Educated other than school (EOTS); and • Building to progress. <p>Schools will continue to review the cases of non-attendance at school via teacher interventions and will engage with the education welfare officer service for advice and further intervention.</p>		<p>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 concerns. Increased participation with and monitoring of EHE children and</p>	<p>review – potential impact of proposed new Welsh Gov Statutory Guidance on EHE – support Central Hub plans to increase mental health and counselling support to Primary aged pupils.</p>
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			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	2018/19 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	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	'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	The service leads on the Ageing Well plan for Bridgend, which will be refreshed in line with the new priorities of the older person's commissioner. Leisure and cultural opportunities are contributing to the development of age friendly communities. Bridgend continues to

	<p>older voices when designing opportunities.</p> <p>.</p> <p>.</p>	<p>chronic conditions. Halo Leisure has supported free access to swimming for armed forces veterans as part of a Welsh Government initiative. The 'Later Life' programme has supported physical activity and exercise in day care, residential care and community settings including the Olympage Games. A successful initiative linking stroke survivors to indoor bowling activities has commenced. The 'Love to Walk' programme supports a volunteer led walking network. There are over 1,200 regular members using facilities on a membership</p>	<p>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 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.</p>	<p>perform well with the national over 60 free swim initiative with 77011 visits. Bridgend works with Neath Port Talbot and Swansea councils regularly to deliver the Park Lives programme supporting older adults to be active outdoors. The olympage activities programme has expanded and now operates in community settings with local community coordinators, for learning disabilities with community hubs and intergenerational activities in leisure and cultural venues. BCBC has delivered a successful programme of dementia supportive activities with partners including BAVO, Alzheimer's, Halo and Awen. The opportunities have included dementia friendly swimming,</p>
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			<p>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.</p> <p>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> <p>At Bridgend Life Centre Awen and Halo have</p>	<p>carers choir and dementia supportive schools.</p>
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			<p>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).</p>	
<p>Improve access for under-represented groups to sport and leisure opportunities</p>	<p>We will support the development of new community groups and organisations and also build confidence and capability within existing opportunities to be inclusive and engage under-represented groups.</p>	<p>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</p>	<p>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</p>	<p>Community Chest has supported 56 community projects including £5556 investment into tackling inequalities. Partnership with Youth Charter for sport culture and the arts has trained 15 people as social coach leaders to target disadvantage. A further cohort of 13 people attended Get on Track in partnership with Dame Kelly Holmes Trust.</p>

		<p>Inclusion Training (DIT) has been delivered to clubs and leisure providers to better integrate people with disabilities. The Girls Network Group led by young girls has achieved charitable status and developed 11 network groups across the county borough. The Calls 4 Action programme has enabled groups of people with varied disabilities to establish clubs and associations.</p>	<p>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. 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</p>	<p>The Active 4 Life programmes have supported 9769 visits across 12 sites providing free access and in targeted communities.</p> <p>A new disability sport officer has been appointed and BCBC planning to build on the In Sport silver accreditations currently in place. Community wellbeing programmes have been piloted targeted free schools meals, looked after children and young carers.</p> <p>40 schools have participated, in family active zone training to support family activity.</p> <p>1494 people have engaged in Park Lives outdoor activity programme.</p>
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			<p>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</p>	<p>Halo leisure have supported 15326 junior free swims during the year. "Changing Places" facility at Bridgend Life Centre installed and similar accessible changing at Bryngarw Park and Pencoed library. Awen have operated the Hynt Scheme providing free access to carers whilst Halo have operated the Access to Leisure Scheme. Halo identify 465 people with disabilities as members and 1511 older adults as members. There have been some innovative developments such as indoor bowls for stroke survivors, reband classes for children with autism. Development plan submitted to Welsh Government for Super-Agers project targeting older adults.</p>
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			changing beds and hoist facilities.	
<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</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</p>	<p>BCBC continues to control the annual price increases for protected services that are operated for Halo. The access to leisure scheme for the most disadvantaged is integrated within the review. A range of low cost and no cost programmes are available, some linked to national programmes.</p> <p>Awen continue to operate the Hynt scheme and offer concessionary prices for services and activities.</p> <p>During 2018-2019 Awen have become the first Welsh library operator to remove library fines, to encourage greater usage.</p>

		<p>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 pricing structure after tapered investment to support pre and post-natal activity for women within the community.</p>	<p>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>	<p>BCBC directly operates school sport programmes and has partnership agreements with most primary and secondary schools with activities at no cost.</p>
<p>Improve our Equality Impact Assessments</p>	<p>We will continue to improve our use of EIAs when changing or reviewing our approaches to services. Our contracted partners (e.g. GLL/Halo Leisure and Awen Cultural</p>	<p>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.</p>	<p>There has been modification of opening hours at some Halo facilities that have required Halo to consult and engage and conduct EIA processes.</p>	<p>Halo and Awen have responsibilities for conducting their own equalities impact assessment. The exceptions would relate to library provision due to the statutory nature of</p>

	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.	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 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.	the services. BCBC has been developing EIA screening for the potential changes that might arise for the local and family history service and also the mobile library service. BCBC and Halo have worked together on assessing Welsh language swimming provision at the request of the commissioner's office.
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). Certain	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	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	There are monthly and quarterly performance review meetings and quarterly performance reports are produced. Both Halo and Awen provide a balanced scorecard that reviews population data alongside business performance. In addition there is annual service development planning that takes into

	key data will be built into performance monitoring systems including those operated by contracted partners (GLL/Halo and Awen Trust).	including demographic profile is being conducted by Halo Leisure including age, gender and disability. There is joint review and benchmarking of national performance data to review priorities for local leisure service development planning.	collection has commenced. National Survey for Wales identifies 24% part of clubs (Wales 23%) and 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.	consideration the data from key surveys such as the Sport Wales national sport survey and the National Survey for Wales. In addition, there are national public accountability measures for libraries, leisure facilities and exercise referral that are reported to Welsh Government and utilised in performance planning with benchmarking applied. BCBC and Halo have undergone qualitative inspection under Quest UK the quality scheme for sport and recreation. Bridgend achieved the highest score for developing active communities in the UK with a focus on targeted demographic groups.
Work with our partners (GLL/Halo Leisure and Awen	We will progressively improve our insight into gaps in provision for	Sharing key data between partners will improve accessibility of	There is a strategic approach to develop networked groups	During this year, there has been engagement with disability sport

<p>Trust) to better understand the diversity of people using leisure, arts and culture services</p>	<p>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>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 swimming investment. Around 600 disabled people</p>	<p>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 people and their needs through its continued development of social media channels. These provide a conversational platform to engage with</p>	<p>groups via the forum and discussion with Halo on aquatic activity programming.</p> <p>Positive work has progressed with people living with dementia and cares linked to BAVO and Alzheimer's Society.</p> <p>The local community coordinators have increased the volume and range of older adults accessing facilities and services and to help the understanding of needs.</p> <p>There has been a positive example of intergenerational work linked to Olympage programmes that has been trialled, bringing older adults and primary school children together.</p> <p>A range of network groups have been</p>
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			<p>individuals. Such engagements have led for example to changes to accessible play provision and access to walk ways at Bryngarw Park.</p>	<p>developed with people with a protected characteristic. These include disability, girls, older adults and work is developing with carers to better understand wellbeing support needs. Where programmes are developed that captive learning and insight, a series of digital stories and case studies are produced to share across networks.</p>
<p>Work with our partners (GLL/Halo Leisure and Awen Trust) to identify any gaps in employees' knowledge and identify training solutions</p>	<p>Equality and diversity training will be available to a range of staff via formal training programmes and e-learning approaches which will be integrated within partner training frameworks as well. Core training will be supplemented by specific, more detailed modules where appropriate.</p>	<p>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</p>	<p>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.</p>	<p>The active young people service has participate in workforce development evaluation across the central south region and is leading on developing an impact tool based on work with targeted populations.</p> <p>There is a joint approach to developing training opportunities that support programme operation (e.g. carers,</p>

		<p>deliver physical activity interventions to older adults.</p>	<p>Halo has their own corporate e-learning resources.</p> <p>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 venues. All 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.</p>	<p>dementia). The disability play service has shared its knowledge of complex needs and autism with deliverers of holiday activities. The quest accreditation process has seen joint evaluation of workforce skills and knowledge across partnerships. E-Learning resources are in place and there have been some bespoke resources developed also (e.g. dementia, vulnerable groups).</p> <p>The venues operated by Halo and Awen are used regularly to host training and development for Third Sector and community groups to ensure consistency between partners (e.g. schools, clubs, charities).</p>
Work with our partners (GLL/Halo	We will use traditional and digital marketing	A database of community clubs and	The third sector has been supported to	Collaborative marketing of holiday activities and

<p>Leisure and Awen Trust) to identify any marketing and promotion opportunities to better promote services within our communities</p>	<p>approaches to improve communication with people with a protected characteristic. In particular we will continue to develop our use of social media and web based information whilst recognising those who are digitally excluded. We will build on direct marketing approaches, improve our database of community partners and further develop relations with our communities.</p>	<p>associations is maintained and includes inclusive organisations. Key opportunities have been promoted via the Dewis national database. Halo Leisure can evidence a strong approach to digital marketing and social media use. The Ageing Well website is nearing completion and includes details of leisure opportunities and case studies. The 'Piece of the Action' website also features a suite of inclusive case studies that profile locally available opportunities. Halo Leisure has supported a number of events with the community linked to the LV20 project.</p>	<p>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.</p>	<p>Active 4 Life programmes social media utilised to support campaigns such as National Carers Day and Fostering Week. National programmes such as Hynt promoted to support carers. Continued use of digital stories to promote programmes and achievements (e.g. mobile falls prevention, same as/disability plan). Sharing of data and performance targets is an established way of working as partners.</p> <p>The work with network groups helps to co-design activities and opportunities for equalities groups.</p>
<p>Objective 7: Data</p>				
<p>What we will do to achieve this objective</p>	<p>How we will we do this</p>	<p>2016/17 Update</p>	<p>2017/18 Update</p>	<p>2018/19 Update</p>
<p>Ensure that our staff are aware of and use</p>	<p>We will ensure that our managers and staff</p>	<p>Between February 2016 and January 2017 the</p>	<p>Between February 2017 and January 2018 the</p>	<p>Between February 2018 and January 2019 the</p>

<p>relevant internal data e.g. customer databases and consultation feedback as well as relevant external data e.g. the National Survey for Wales and the Census when drafting Equality Impact Assessments (EIAs) and other relevant / annual reports</p>	<p>responsible for producing EIAs are fully aware of the need to use robust and reliable internal and external data. This will help the council to make informed decisions and ensure reports we produce accurately represent the services we provide and those who receive them. We will also produce a concise list of data sources which will be published internally and made accessible to all staff.</p>	<p>council produced nine full EIAs and 42 EIA screenings. Full EIAs are published alongside the Cabinet / Council reports to which they relate. Activity related to the number and nature of EIAs undertaken by the council is reported to Cabinet Equalities Committee annually.</p>	<p>council produced four full EIAs and 42 EIA screenings. Full EIAs are published alongside the Cabinet / Council reports to which they relate. Activity related to the number and nature of EIAs undertaken by the council is reported to Cabinet Equalities Committee annually.</p>	<p>council produced six full EIAs and 33 EIA screenings.</p> <p>Activity related to the number and nature of EIAs undertaken by the council continues to be 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</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</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>Equality monitoring continues to be included in all public consultations.</p> <p>Services use the equalities information gathered to complete Equality Impact Assessments, alongside the consultation report.</p>

	also to identify where the gaps in our engagement lie.	Elected Members to make robust and transparent decisions.		
Collect equality data as part of our complaints processes	We will ensure that our equalities monitoring questions continue to be based on the standards set by Welsh Government. We will ensure they remain relevant and that they are used in our complaints processes.	Seven Equality Monitoring Forms have been received over the last twelve months. Equality Monitoring Forms are sent out with Formal Complaint Forms if requested and with the Complaint Handling Satisfaction Questionnaires on a six monthly basis. Relevant data is collected. Most complaints received by the council are informal.	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 basis. Relevant data is collected. Most complaints received by the council are informal.	10 Equalities Monitoring Forms have been received over the last 12 months. The Equality Monitoring Form is part of the online corporate complaints form which people can complete if they choose. The relevant data is collected by the Complaints Team. 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.	EIAs are monitored on an annual basis and reported to Cabinet Equalities Committee. The Equalities Team are able to offer advice to services where needed to ensure EIAs are carried out appropriately.

<p>Ensure feedback is available to all consultees</p>	<p>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.</p>	<p>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.</p>	<p>Reports continue to be published on the website. The consultation team are reviewing their post consultation processes to include infographics for public consultations.</p>	<p>All public consultations give respondents the opportunity to tell us that they would like to be informed of the outcome of the consultation. Where requested information is sent to respondents following the consultation.</p> <p>Details of the consultation, outcomes and next steps are shared on the closed consultation page of the website. For Citizens' Panel members we produce an annual "You said...We did..." Citizens' Panel newsletter.</p>
<p>Improve the collection of employee equality data</p>	<p>We will take actions to enable and encourage employees to complete and or update their personal data (being mindful that they are under no obligation to respond).</p>	<p>Employees who are desktop users have been provided with access to the self-service system, enabling them to update their personal and sensitive information.</p>	<p>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</p>	<p>We continue to gather equalities data for all new employees.</p> <p>We continue to promote the employee self-service system to encourage staff to</p>

		Employees have been reminded to review and update self-service with any missing/out of date information (being mindful that staff are under no obligation to provide sensitive information). All online job applicants have completed equalities questionnaire as part of the standard application process (recognising that this information is confidential and not used as part of the recruitment process).	equalities information are regularly reviewed.	complete/update their personal data
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BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO CABINET COMMITTEE EQUALITIES

4 JULY 2019

REPORT OF THE CHIEF EXECUTIVE

STAFF WELLBEING

1. Purpose of report

- 1.1 The purpose of this report is to provide an update on the actions taken and those planned in relation to staff wellbeing, following the findings of the staff survey in September 2018.

2. Connection to corporate improvement objectives/other corporate priorities

- 2.1 Promoting and supporting positive workforce wellbeing assists in the achievement of the following corporate priority:
- **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 council acknowledges the importance of creating a positive working environment and a culture where the health and well-being of staff is prioritised.
- 3.2 A 2014 report by the Department of Business Innovation and Skills identified that 'a considerable amount of evidence to indicate that there is a positive association (a correlation) between staff wellbeing and an employee's job performance'.
- 3.3 The two most common methods for measuring employee wellbeing relate to an organisation's sickness absence levels (with particular focus on mental health related absence) and levels of employee job satisfaction.
- 3.4 In 2018/19, 11.79 days were lost due to sickness absence per full time equivalent employee, with 'Stress/Anxiety/Depression/Mental Health' related absences accounting for 30.8% of all days lost.
- 3.5 A range of factors relating to job satisfaction and staff wellbeing were measured in the staff survey undertaken during 2018. Of those employees responding:
- 81% strongly agreed or agreed that they enjoyed their role;
 - 54% strongly agreed or agreed that they felt valued at work;

- 88% strongly agreed or agreed that they understood what was expected of their role;
- 76% strongly agreed or agreed that they made a difference in their role;
- 50% strongly agreed or agreed that morale in their team is good
- 59% strongly agreed or agreed that they were satisfied with BCBC as an employer;
- 69% strongly agreed or agreed that working here made them want to perform to the best of their ability.

3.6 72% of respondents said they were comfortable with the demands placed on them all or most of the time as well as 71% being able to meet the demands of their job either all or most of the time.

3.7 Whilst much of the feedback from the staff survey was good, awareness of staff benefits was mixed with limited knowledge of the health related benefits available. Within the comments provided, respondents raised concern about workload pressures, staffing issues and poor employee wellbeing.

3.8 We know that staff wellbeing needs to be an important area of focus for the council. As a result of the survey it was clear that we can both do more and better promote access to the wellbeing resources that already exist.

4. Current situation/proposal

Current provision

4.1 The council is able to support its employees through the application of various HR protocols, the role of occupational health and the Employee Assistance Programme (EAP) as well as various staff benefits. A summary is available at Appendix 1.

4.2 Eligible employees, for example, can request a change in working hours, working patterns and corporate staff can apply to purchase up to 10 days via the Additional Annual Leave Purchase scheme.

4.3 The council's occupational health provider plays a vital role in protecting and promoting the health and wellbeing of employees. It provides health surveillance checks, supports employees to return to work following an absence wherever possible, and provides early interventions to prevent sickness absence.

4.4 The council's EAP via Care First provides counselling services (online, telephone and face to face) as well as a various resources to access advice and guidance on a range of issues such as debt, nutrition, pregnancy and managing stress.

New provision

4.5 A commitment has been made in the staff survey action plan to develop an Employee Wellbeing strategy, which will focus on how the council intends to develop a strong wellbeing culture to support a motivated, flexible and committed workforce. Whilst this is ongoing, there has already been an increased focus on employee wellbeing initiatives.

- 4.6 The introduction of monthly 'health check' clinics has proven popular. Insync (our occupational health provider) have held 6 clinics offering cholesterol and blood pressure checks, which have been accessed by 157 individuals. There have also been 2 clinics held by HALO leisure, with 44 staff receiving 'bodometrics' measurements, as well as receiving tailored advice and signposting to improve personal health and wellbeing.
- 4.7 Working in partnership with Trade Union colleagues, the council has accessed funding from the Workplace Union Learning Fund (WULF) for the following training courses for staff which focus on specific elements of mental wellbeing:
- Mental Health Awareness in the Workplace (full day)
 - Stress Management (half day)
 - Combating Depression (full day)
- These courses supplement the existing corporate 'Managing pressure, maintaining performance' training for managers. Those who have attended this training were consulted about the course content for staff.
- 4.8 Bridgend staff messages have been rebranded and the revised weekly messages now include a specific section on employee wellbeing.
- 4.9 As well as work based support, it is important that staff are encouraged to access appropriate support to improve their wellbeing in their own time. To this end, the following support has been promoted;
- Guidance and support available via Care First's 'Lifestyle' website
 - Care First's 'Zest' lifestyle and wellbeing monitoring 'app'.
 - Valley Steps' community based 'Stress Control' and 'Mindfulness Everyday' courses - 6 week courses run from various community venues in lunchtimes or weekday evenings.
- 4.10 We continue to promote the range of staff benefits available. This has included targeted promotion of the cycle to work scheme and weekly promotion of the offers available via the 'Bridgend's' Vectis card.

Future Developments

- 4.11 Discussions are ongoing with partners and local service providers to improve the support available for staff suffering with poor mental wellbeing. Links have been established with colleagues in the Assisted Recovery in the Community (ARC) service to raise awareness of the specialist support available for individuals in appropriate cases.
- 4.12 In addition, we are exploring with local charities how to improve the awareness and understanding of a range of health conditions that may have a positive impact on employee wellbeing. This has included discussions with charities based in Bridgend and working across the Cwm Taf Morgannwg region, including bespoke training and support for mental health and wider employee wellbeing. Any additional services offered as a result of these discussions will be subject to a separate business case.

5. Effect upon policy framework and procedure rules

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

6. Equality Impact Assessment

6.1 This is an information report. As such, no EIA is required.

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

7.1 This is an information report, therefore a Well-being of Future Generations (Wales) Act (2015) assessment has not taken place in order to prepare this report.

8. Financial implications

8.1 There are no financial implications in this report. Any future proposals will include full cost and budgetary implications.

9. Recommendation

9.1 It is recommended that the Cabinet Committee Equalities note the information contained in this report.

Mark Shephard

Chief Executive

4 July 2019

10. Contact officer: Ian Vaughan
Workforce Planning and Administration Manager
Telephone: (01656) 643212
Email: ian.vaughan@bridgend.gov.uk

11. Background documents:
None.

Staff Wellbeing

Absence Management:

- **Policy and Guidance**
 - *Rehabilitation Programmes*
 - *Return to Work Interviews*
 - *Welfare Visits*

BCBC Commissioned Resources:

- **Employee Assistance Programme via Care First:**
- **Occupational Health via InSync**

HR Policies & Protocols:

- **Leave:**
- **Annual Leave Purchase Scheme**
- **Alcohol & Substance Misuse**
- **No Smoking Policy**
- **Appraisal**
- **Domestic Abuse**
- **Eye and Eye Sight examinations**
- **Flexible Retirement**
- **Flexible Working**
- **Health & Safety policies and guidance**
- **Homeworking**

Staff Benefits:

- **Child Care Vouchers**
- **Lifestyle savings e.g. Brivilege card discounts**
- **Lease car scheme**
- **Cycle 2 Work**
- **Microsoft Office at home**
- **Discount MOTs**
- **Halo Leisure card**
- **Personal accident plan**
- **Health cash plan**
- **Medical cover specifically for cancer**
- **Life insurance**

Training & Resources:

- **Managing Pressure, Maintaining Performance e-Learning**
- **Managing Pressure, Maintaining Performance training course**
- **Mental Health Awareness e-Learning Module**
- **Time management e-Learning**
- **Carers awareness e-learning**

External Resources:

- **Physiotherapy Services – Self Referral**
- **Access to Work**
- **Healthy Working Wales**
- **Keeping Well at Work – Mindful Employee**

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BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO CABINET COMMITTEE - EQUALITIES

4 JULY 2019

REPORT OF THE CHIEF EXECUTIVE

ANNUAL REPORT ON EQUALITY IN THE WORKFORCE (2018/19)

1. Purpose of report

- 1.1 To provide Cabinet Equalities Committee with a summary of the equality profile of the council's workforce as at 31 March 2019 and an update on gender pay gap reporting.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

- 2.1 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 an equality profile of the council's workforce as at 31 March 2019. 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. The data included, where possible includes a comparison with workforce data in previous years.

- 4.1.2 It is not mandatory for employees to disclose their sensitive personal information for equality monitoring. However, employees are encouraged to provide and/or update their personal information via the 'employee self-

service' system. We continue to capture sensitive information for all new starters as part of the recruitment process.

4.2 Gender pay gap reporting

4.2.1 The gender pay gap is a measure of the difference in average pay of men and women, irrespective of their work, across the organisation. It is different from equal pay, which compares how men and women are paid for carrying out the same or comparable roles.

4.2.2 Relevant employers with 250 or more employees must publish their gender pay gap data annually. For the purpose of reporting, Schools are individual organisations and as such are not included in the council's gender pay data in Table 1 below.

4.2.3 Table 1 provides a summary of the pay gap for 2017 and 2018.

Table1: Hourly Rate Gender Pay Gap

2017	Women's hourly rate is:	16.06% Lower (mean)	15.04% Lower (median)
2018	Women's hourly rate is:	15.34% Lower (mean)	15.04% Lower (median)

4.2.4 Whilst recognising that a variety of factors contribute to the gender pay gap, the council is committed to promoting equality and diversity in all aspects of employment:

- There are robust arrangements in place, via the job evaluation scheme, to ensure that men and women are paid equally for undertaking equivalent roles across the council, whereby evaluations are based on job responsibilities alone.
- In recruitment, the best candidate for the job is recruited based on merit and ability and in compliance with current employment legislation. Training for managers promotes anti discriminatory practice and raises awareness of legal responsibilities in relation to "protected characteristics".
- Induction training is available to all new employees and there is equal access to corporate training opportunities where training is either targeted for certain groups of employees, based on role and responsibility, or open to all.

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

6.1 This is an information report. As such, no EIA is required.

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

7.1 This is an information report, therefore a Well-being of Future Generations Act (2015) assessment has not taken place in order to prepare this report.

8. Financial implications

8.1 There are no financial implications in this report. Any future proposals will include full cost and budgetary implications.

9. Recommendation

9.1 It is recommended that the Cabinet Committee Equalities note the information contained in this report.

Mark Shephard

Chief Executive

4 July 2019

9. Contact officers:

Ian Vaughan

Workforce planning and Administration manager

Email: ian.vaughan@bridgend.gov.uk

Telephone: 643212

Background papers: None

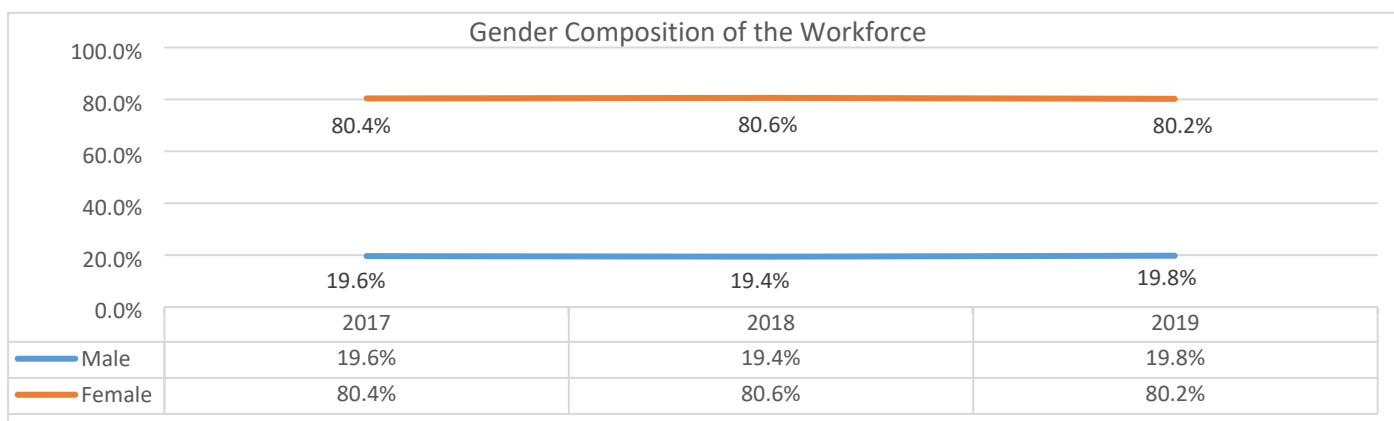
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Equality in the workplace Monitoring

As at 31/03/2019

1. Gender

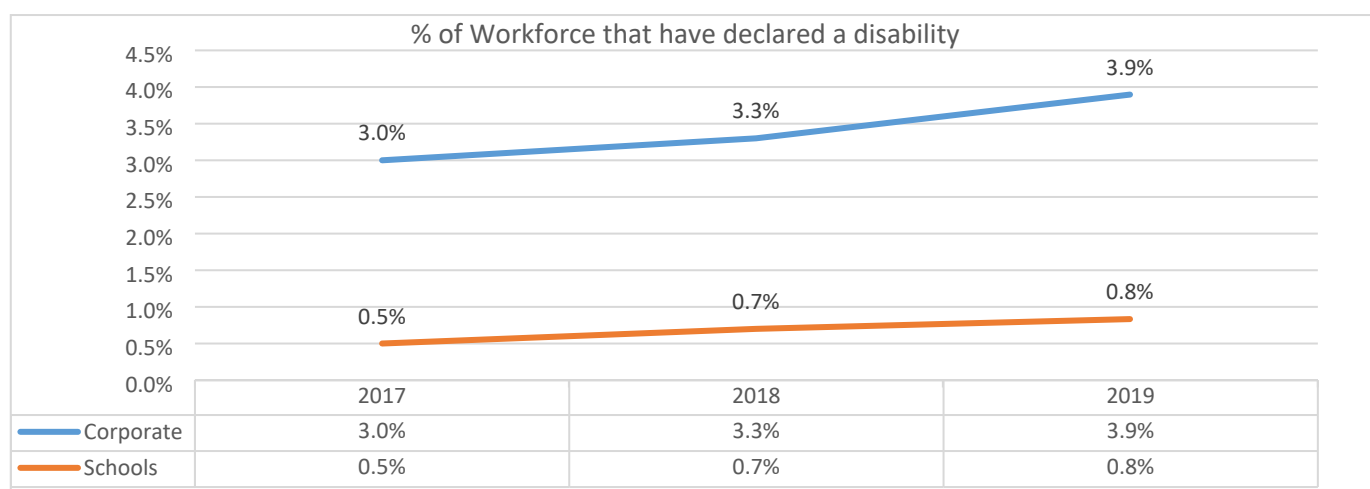
Description	BCBC excluding Schools			Schools		
	Male	Female	Total	Male	Female	Total
BCBC Headcount	667	2284	2951	510	2490	3000
Percentage	22.6%	77.4%		17.0%	83.0%	



- The gender composition has remained consistent over the last 3 years.
- Bridgend continues to have a higher percentage of female employees than other Welsh LAs.

2. Disability

Disability Declared	BCBC excluding Schools				Schools			
	Male	Female	Total	%	Male	Female	Total	%
31/03/2019	43	72	115	3.9%	4	21	25	0.8%
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%



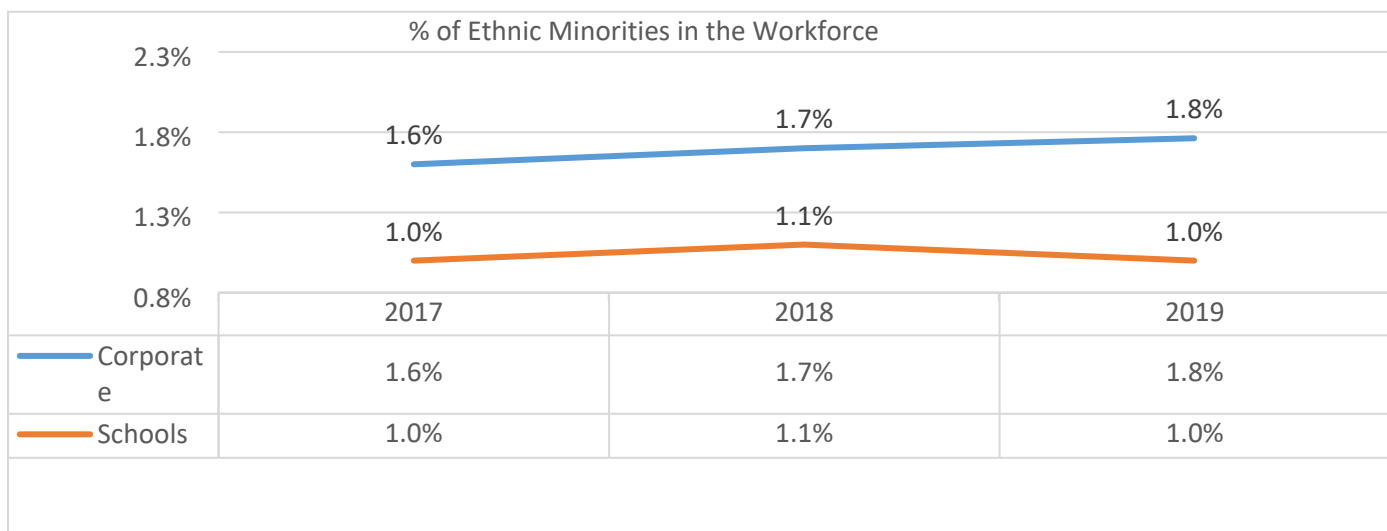
- The percentage of employees who have declared a disability has increased in both Schools and Corporate workforce in each of the last 3 years.
- We do not have a declared disability status for X% of the workforce as at 31.03.2019.

3. Ethnicity

Ethnic Minority
31/03/2019
31/03/2018
31/03/2017

BCBC excluding Schools			
Male	Female	Total	%
7	45	52	1.8%
6	48	54	1.7%
7	42	49	1.6%

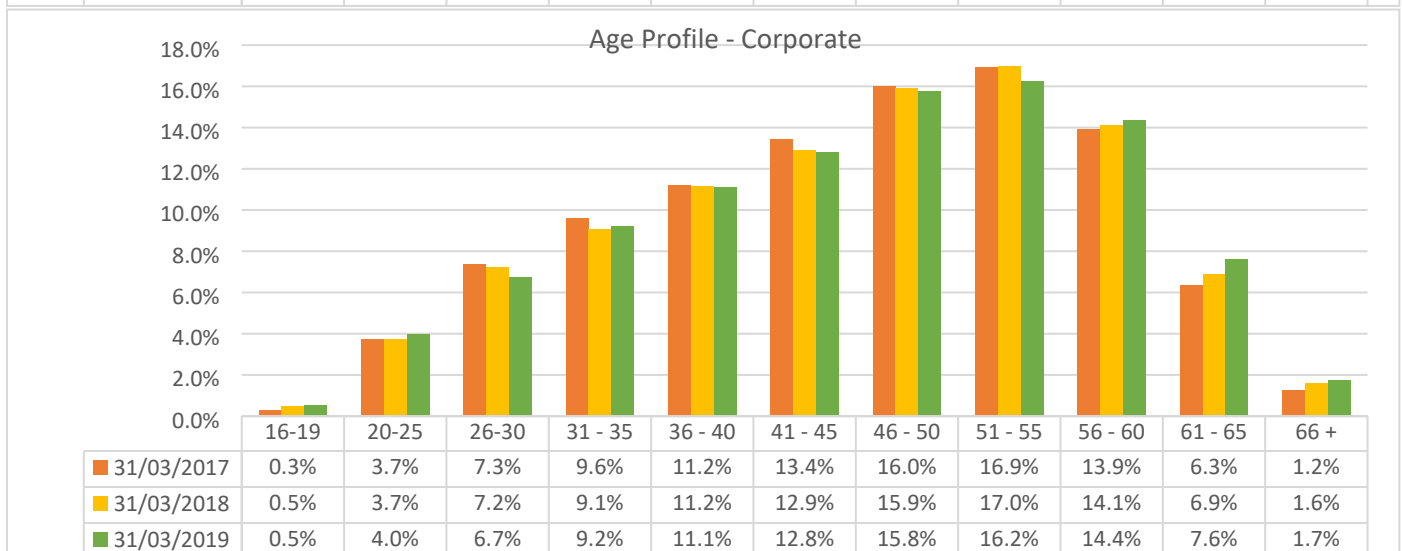
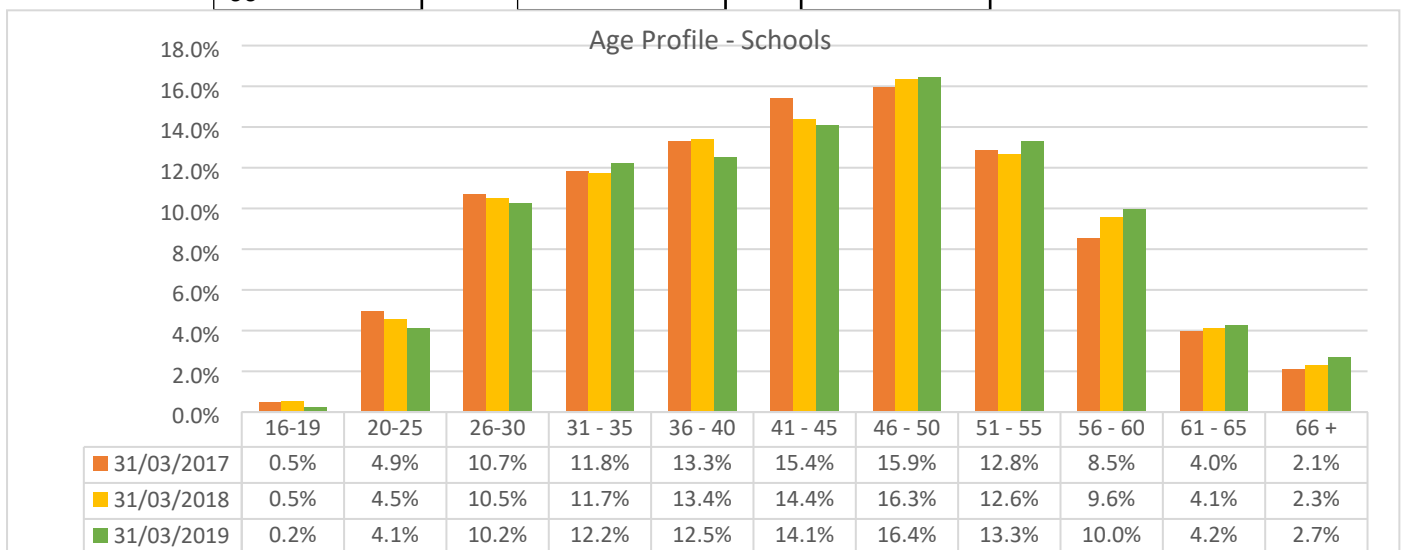
Schools			
Male	Female	Total	%
3	27	30	1.0%
6	28	34	1.1%
6	27	33	1.0%



- The percentage of BAME employees has increased in the corporate workforce in each of the last 3 years.
- 1% of the Schools workforce is BAME, a slight reduction on 2018 but consistent with the percentage as at 31.03.2017.
- For context, the latest population estimates from ONS (Dec 2018) indicate that 1.9% of county borough residents are from a BAME background.

4. Age

Age Profile	BCBC (exc. Schools)	Schools
16-19	0.5%	0.2%
20-25	4.0%	4.1%
26-30	6.7%	10.2%
31 - 35	9.2%	12.2%
36 - 40	11.1%	12.5%
41 - 45	C	14.1%
46 - 50	15.8%	16.4%
51 - 55	16.2%	13.3%
56 - 60	14.4%	10.0%
61 - 65	7.6%	4.2%
66 +	1.7%	2.7%



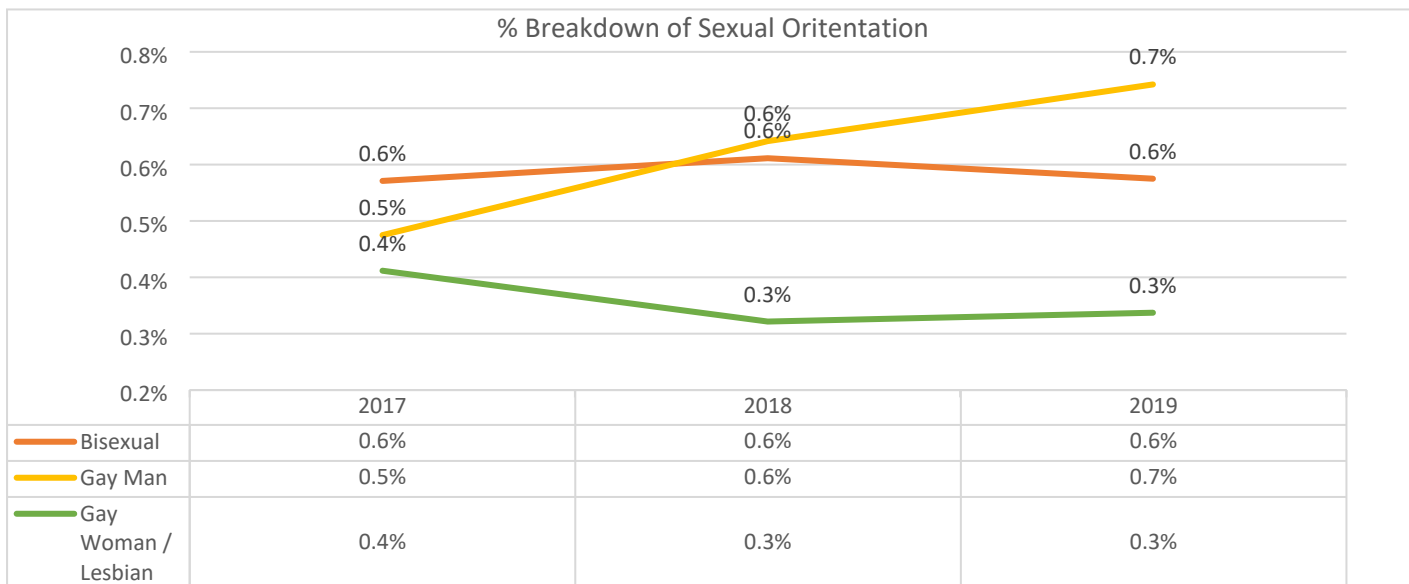
- The corporate workforce has a slightly older age profile than the school workforce. 68.5% of corporate employees are aged 41 years old or older, compared to 60.7% of the schools workforce.
- Despite having a younger age profile overall, the percentage of staff aged 30 years old or younger in Schools has reduced in each of the last 3 years.

5. Sexual Orientation

Description
Bisexual
Gay Man
Gay Woman / Lesbian

BCBC excluding Schools			
Male	Female	Total	%
3	12	15	0.5%
16	0	16	0.5%
0	7	7	0.2%

Schools			
Male	Female	Total	%
0	2	2	0.1%
6	0	6	0.2%
0	3	3	0.1%



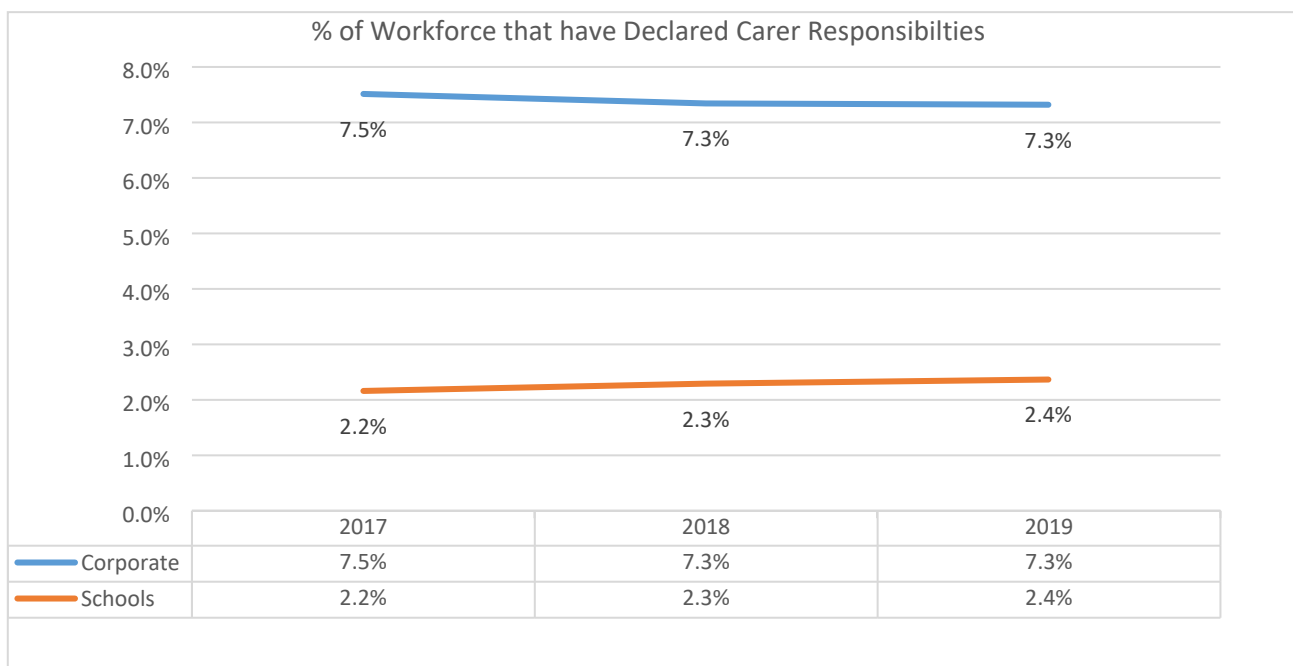
- The percentage of the workforce identifying as a 'Gay Man' has increased slightly in each of the last 3 years.

6. Caring Responsibilities

Description
Carer Responsibility Declared

BCBC excluding Schools			
Male	Female	Total	%
23	193	216	7.3%

Schools			
Male	Female	Total	%
8	63	71	2.4%



- The percentage of the school workforce who have declared caring responsibilities has slightly increased over the last three years, although this remains considerably lower than the percentage of corporate staff who have declared a caring responsibility.

7. Welsh Language

Description	BCBC excluding Schools				Schools			
	Male	Female	Total	%	Male	Female	Total	%
Welsh Speaker	124	460	584	19.79%	94	520	614	20.47%
'A little'	93	331	424	14.37%	57	327	384	12.80%
'Fairly Good'	9	38	47	1.59%	17	64	81	2.70%
'Fluent'	22	91	113	3.83%	20	129	149	4.97%
Welsh Reader	135	480	615	20.84%	95	522	617	20.57%
'A little'	95	342	437	14.81%	56	318	374	12.47%
'Fairly Good'	19	49	68	2.30%	18	75	93	3.10%
'Fluent'	21	89	110	3.73%	21	129	150	5.00%
Welsh Writer	93	388	481	16.30%	88	475	563	18.77%
'A little'	61	262	323	10.95%	53	287	340	11.33%
'Fairly Good'	14	49	63	2.13%	15	65	80	2.67%
'Fluent'	18	77	95	3.22%	20	123	143	4.77%



- There has been an increase in the percentage of staff who have declared a level of welsh language skills across all aspects of language understanding.

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