

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 / 643694 / 643513
Gofynnwch am / Ask for: Democratic Services

Dyddiad/Date: Wednesday, 26 August 2026

Dear Councillor,

CABINET COMMITTEE EQUALITIES AND EMPLOYEE RELATIONS

A meeting of the Cabinet Committee Equalities and Employee Relations will be held remotely via Microsoft Teams on **Wednesday, 2 September 2026 at 10:00**.

AGENDA

- | | | |
|---|---|---------|
| 1 | <u>Apologies for Absence</u> | |
| | To receive apologies for absence from Members. | |
| 2 | <u>Declarations of Interest</u> | |
| | 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 | <u>Approval of Minutes</u> | 3 - 8 |
| | To receive for approval the Minutes of 03/06/26. | |
| 4 | <u>Welsh Language Standards Annual Report 2025/26</u> | 9 - 26 |
| 5 | <u>Learning & Development</u> | 27 - 32 |
| 6 | <u>Health & Wellbeing</u> | 33 - 38 |

By receiving this Agenda Pack electronically you will save the Authority approx. £01.24 in printing costs

7	<u>Workforce Data - Quarter 1</u>	39 - 44
8	<u>Violence against Women, Domestic Abuse and Sexual Violence</u>	45 - 62
9	<u>Urgent Items</u>	

To consider any items of business that by reason of special circumstances the chairperson is of the opinion should be considered at the meeting as a matter of urgency in accordance with the Procedure Rules set out in the Constitution.

Note: This will be a Remote meeting, and Members and Officers will be attending remotely via Microsoft Teams. The meeting will be recorded for subsequent transmission via the Council's internet site which will be available as soon as practicable after the meeting. If you would like to view this meeting live, please contact cabinet_committee@bridgend.gov.uk or tel. 01656 643148 / 643694 / 643513 / 643159.

Yours faithfully

K Watson

Chief Officer Legal, Regulatory and Electoral Services

Councillors:

A R Berrow
F D Bletsoe
E L P Caparros
C Davies
M J Evans
P Ford
J Gebbie
W R Goode
GC Haines
D M Hughes
M Jones
M Lewis
J Llewellyn-Hopkins
JC Spanswick
A Ulberini-Williams
A Wathan
HM Williams
E D Winstanley

**MINUTES OF A MEETING OF THE CABINET COMMITTEE EQUALITIES AND EMPLOYEE RELATIONS HELD HYBRID IN THE COUNCIL CHAMBER
- CIVIC OFFICES, ANGEL STREET, BRIDGEND, CF31 4WB ON WEDNESDAY, 3 JUNE 2026 AT 10:00**

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Present

Councillor M J Evans – Chairperson

C Davies

JC Spanswick

Present Virtually

A R Berrow
AJ Williams

W R Goode

M Lewis

A Wathan

Officers:

Paul Miles
Zoe Edwards
Neil Arbery
Gayle Shenton
Michael Pitman
Oscar Roberts

Group Manager - Human Resources and Organisational Development
Consultation, Engagement and Equalities Manager
Schools Group - Lead Officer Strategic Development (Primary)
Head of Learning
Technical Support Officer – Democratic Services
Democratic Services Officer – Committees

82. Apologies for Absence

Decision Made	Apologies for absence were received from Councillors J Gebbie, M Jones, E Caparros, G Haines, H Williams, D Hughes and the Corporate Director – Social Services and Wellbeing.
Date Decision Made	3 June 2026

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

Declarations of Interest

Decision Made	The following declarations of interest were made:- Councillor Rhys Goode declared a personal interest in item 7, as he is a non-executive director of More Than Flags and Rainbows, a company that delivers Equalities training in schools, and that his husband is the executive director of that organisation. Councillor Amanda Williams declared a personal interest in item 7, as she is a community Governor and Chair of Governors for Coity Primary School.
Date Decision Made	3 June 2026

84. Approval of Minutes

Decision Made	<u>RESOLVED:</u> That the Minutes of the Cabinet Committee Equalities and Employee Relations dated 5 November 2025 be approved as a true and accurate record.
Date Decision Made	3 June 2026

85. Workforce Data - Quarter 4

Decision Made	The purpose of this report, presented by the Chairperson, was to provide information for the Council's workforce, to assist workforce planning. Members posed questions on: • Appraisal participation throughout BCBC. • Patterns and trends in sick leave compared between hybrid and on-site workers. • Corporate initiatives to encourage appraisal participation. • Actions BCBC are taking to reduce work-related and non-work-related stress. • The proportion of sickness cases listed as Musculoskeletal Disorders (MSD) that are work-related.
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	Potential reviews of the Bereavement Policy. These questions were addressed by the Group Manager - Human Resources and Organisational Development. The Group Manager - Human Resources and Organisational Development agreed to analyse the next set of workplace data for examining sickness rates across teams and different work settings for a future meeting, as well as analysing the proportion of MSD sickness cases and providing more narrative around the appraisal system. <u>RESOLVED:</u> That the Cabinet Committee Equalities and Employee Relations noted the information contained in the report.
Date Decision Made	3 June 2026

86. Annual Report on Equality in the Workforce (2025/2026)

Decision Made	The purpose of this report, presented by the Chairperson, was to provide the Cabinet Committee Equalities and Employee Relations with a summary of the equality profile of the Council's workforce as at 31 March 2026. Members posed questions on: - How the gender pay gap within BCBC is presented within the report. - How the average age of BCBC employees has changed over time and when compared with neighboring Local Authorities. - The proportion of BCBC's workforce over 50 years old and succession planning around potential future demographic issues. These questions were addressed by the Group Manager - Human Resources and Organisational Development, who agreed to provide further clarity on the reasons behind any gendered pay gaps in future reports. It was agreed to analyse the average age of BCBC employees over time and against other Local Authorities at Q4 of each financial year in future reports. <u>RESOLVED:</u> That the Cabinet Committee Equalities and Employee Relations noted the information contained in the report.
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Date Decision Made	3 June 2026
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87. Strategic Equality Plan Annual Report

Decision Made	The purpose of this report, presented by the Chairperson, was to provide Cabinet Committee Equalities and Employee Relations with an update on the work completed within the Strategic Equality Plan (SEP) 2024 – 2028 for the period 1 April 2024 to 31 March 2025. Members posed questions on: • Efforts made by BCBC to ensure diverse applicants are given a fair opportunity to progress through the organisation and obtain high-level roles. • Efforts from Councillors to ensure that minority voices are heard during discussions. • Internal mentorship or training to support promising minority members of the workforce. • BCBC’s work in combatting discrimination, violence and public abuse against minority groups, especially through directly involving members of intersectional communities. • Whether BCBC has a robust Anti-Bullying Charter. • Delivery of BCBC’s internal Equality and Diversity Awareness training. • The future of BCBC’s relationship with the Western Bay Community Cohesion Partnership. These questions were addressed by the Group Manager - Human Resources and Organisational Development, the Consultation, Engagement and Equalities Manager and the Schools Group - Lead Officer Strategic Development (Primary). The Group Manager - Human Resources and Organisational Development agreed to provide further information on the breakdown of senior officers outside the meeting. It was suggested that School Governors should be subject to mandatory training on multiple subjects, including Equality and Diversity Awareness. The Schools Group - Lead Officer Strategic Development (Primary) agreed to provide an update on efforts to encourage this in the future. The Cabinet Committee further noted that Welsh Government initiatives around regional partnerships are underway and may alter circumstances of joint working between Local Authorities in future.
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	<u>RESOLVED:</u>	That the Cabinet Committee Equalities noted the update on the work completed within the Strategic Equality Plan (SEP) 2024 – 2028 for the period 2024 - 2025.
Date Decision Made	3 June 2026	

88. Update on Equalities Work within Schools (School Year 2024-2025)

Decision Made	The purpose of this report, presented by the Schools Group - Lead Officer Strategic Development (Primary), was to provide Cabinet Committee Equalities and Employee Relations (CCEER) with information on racial and/or discriminative incidents within schools, as monitored using the Discrimination Incident Report Form. Members posed questions on: • Work being done within primary and secondary schools for years 5 to 8 on developing respect for other people within their community. • Work combatting extreme misogyny in schools. • The effectiveness of DARPL (Diversity and Anti-Racist Professional Learning) training within schools. • The requirements for schools to report instances of racism, sexism and other forms of discriminative incidents to BCBC. These questions were addressed by the Schools Group - Lead Officer Strategic Development (Primary) and the Head of Learning. It was agreed to reinforce the message to schools that they are required to report all instances of racism or discrimination to BCBC. It was noted that instances of racism and discrimination likely remain underreported and improvements are still required to be made to support staff and governors around the importance of dealing with bullying and abuse. A request for a future report was made by the Cabinet Committee for a deep dive into instances of bullying and efforts to combat it, and how they differ in schools across the County Borough. <u>RESOLVED:</u> That Cabinet Committee Equalities and Employee Relations noted the annual update on racial and/or discriminative incidents within Bridgend schools.
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Date Decision Made	3 June 2026

89. Urgent Items

Decision Made	There were no urgent items.
Date Decision Made	3 June 2026

To observe further debate that took place on the above items, please click this [link](#)

The meeting closed at 11:35.

Meeting of:	CABINET COMMITTEE EQUALITIES AND EMPLOYEE RELATIONS
Date of Meeting:	2 SEPTEMBER 2026
Report Title:	WELSH LANGUAGE STANDARDS ANNUAL REPORT 2025/26
Report Owner: Responsible Chief Officer / Cabinet Member	CORPORATE DIRECTOR – FINANCE AND TRANSFORMATION CABINET MEMBER CORPORATE SERVICES
Responsible Officer:	ZOE EDWARDS CONSULTATION, ENGAGEMENT AND EQUALITIES MANAGER
Policy Framework and Procedure Rules:	There is no effect upon the Policy Framework and Procedure Rules.
Executive Summary:	To present the Council's Welsh Language Standards Annual Report for the period 1 April 2025 to 31 March 2026.

1. Purpose of Report

- 1.1 To present the Welsh Language Standards Annual Report 2025/26 for consideration and approval.
- 1.2 To demonstrate the Council's compliance with its duties under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.

2. Background

- 2.1 The Welsh Language Standards require local authorities to produce and publish an Annual Report outlining compliance with the Standards during the preceding financial year.
- 2.2 The Annual Report attached as **Appendix 1** covers the period 1 April 2025 to 31 March 2026 and summarises the Council's performance against the Welsh Language Standards.

3. Current situation/ proposal

- 3.1 The report confirms that the Council continues to maintain arrangements to support compliance with the Welsh Language Standards.

- 3.2 During the year a Consultation, Engagement and Welsh Language Impact Assessment Toolkit was introduced to strengthen consideration of Welsh language impacts within policy development and consultation activity.
- 3.3 Welsh language training opportunities remained available to employees throughout the year.
- 3.4 During the reporting period the Council received three complaints relating to compliance with the Welsh Language Standards. The complaints concerned:
- publication of a social media post in English only;
 - consideration of Welsh language impacts within a transport-related consultation process; and
 - Welsh language service provision by a third-party debt recovery contractor acting on behalf of the Council.
- 3.5 All three complaints were investigated and addressed through the Council's established complaints and compliance procedures. Appropriate corrective action was taken and the outcomes have informed service improvements. No formal enforcement action was taken by the Welsh Language Commissioner.
- 3.6 The Report also outlines activities undertaken to promote the Welsh language and Welsh culture throughout the year.
- 4. Equality implications (including Socio-economic Duty and Welsh Language)**
- 4.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh Language have been considered in the preparation of this report. As a public body in Wales the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.
- 5. Well-being of Future Generations implications and connection to Corporate Well-being Objectives**
- 5.1 The Report supports the Council's well-being objectives by promoting and facilitating the use of Welsh and contributing to the national well-being goal of a Wales of vibrant culture and thriving Welsh language.
- 6. Climate Change and Nature Implications**
- 6.1 There are no direct climate change or nature implications arising from this report.
- 7. Safeguarding and Corporate Parent Implications**
- 7.1 There are no direct safeguarding or corporate parenting implications arising from this report.
- 8. Financial Implications**
- 8.1 There are no direct financial implications arising from this report.

9. Recommendations

9.1 It is recommended that the Cabinet Committee Equalities and Employee Relations:

1. Approves the Welsh Language Standards Annual Report 2025/26 attached as **Appendix 1**;
2. Notes the actions taken in response to complaints received during the reporting period and the improvements implemented as a result;
3. Note that the Annual Report 2025/26 will be published in accordance with the Council's statutory obligations.

Background documents

None

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APPENDIX 1

Welsh Language Standards Annual report 2025/26

This document is also available in Welsh.

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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 2025/26 annual report covers the period 1 April 2025 to 31 March 2026 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

- 2.1 The council is not under challenge for any standards at this time.
- 2.2 In December 2025 a Consultation, Engagement and Welsh Language Officer was appointed to help ensure the organisation is in compliance with Welsh Language Standards. 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. In April 2023 the Welsh Language e-learning training module was made mandatory to all staff and this is regularly communicated to staff via Bridgendors to increase completion levels.
- 2.3 Support to the Welsh Education Strategic Plan is ongoing in order to achieve the commitments outlined. This includes the launch, promotion, and ongoing marketing of the Welsh-medium education journey video as part of the Welsh in Education Forum. We have developed a Welsh language schedule in order to ensure that we are regularly promoting various Welsh Language resources. The communications and marketing team post at least twice a week on social media to encourage attendance of WME schools, promote adult learning – DysguCymraeg, advertise different partners and the activities they run, i.e baby yoga, promote Welsh events and important dates such as the Eisteddfod.
- 2.4 Significant updates have been made to the Welsh-medium education section of the BCBC Website: <https://www.bridgend.gov.uk/residents/schools-and-education/welsh-medium-education/> The pages include a list of Welsh-medium schools including additional provisions available at the school, support for non-Welsh-speaking families, early years and transition support and much more.
- 2.5 The Welsh Language Manager attends quarterly meetings with partners and voluntary organisations that deliver services through the medium of Welsh.

These meetings are an opportunity to share information, ideas and experience whilst helping to identify Welsh language related priorities for Bridgend County Borough across partner agencies.

- 2.6 Staff intranet pages remain available to access any guidance required around the Welsh Language compliance. There is also the dedicated Welsh email inbox (WLS@bridgend.gov.uk) for staff to utilise for any Welsh Language queries or guidance required.
- 2.7 The council provides a range of Welsh language training and resources to staff, including support with community courses on Welsh language training which is regularly communicated via staff messages. There continues to be a compliance document available, which details how we will provide 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.
- 2.8 We provide information to the Welsh Language Commissioner as requested, investigating complaints, and providing support to service areas to address any escalated issues. We continue to take part in audit procedures internally and externally that are carried out by the Commissioner's office to ensure that we are compliant as and when presented.

3. Service delivery

During 2025/26 the Council maintained our service delivery commitments by:

- 3.1 Ensuring any responses to correspondence received in Welsh are reciprocated where a reply is required. Additionally, we issue generic bilingual or separate English and Welsh versions of correspondence, treating the Welsh language no less favourably than English depending on declared language choice. All departments are required to provide a bilingual greeting over the telephone and, where relevant, conversations continue in Welsh until they are concluded or callers are passed to Welsh speaking staff (if available), or to English speaking staff if no Welsh speaker is available and the customer is agreeable to this.

The operation of a single main telephone number (01656 643643) is available 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 and we state

on materials that advertise a BCBC telephone number that calls are welcomed in Welsh and English.

- 3.2 We continue to treat the Welsh language no less favourably than the English language on any advertising materials. When we invite attendees to a meeting, it is instilled that staff offer the Welsh language option at the meeting and put the necessary arrangements in place to facilitate this. 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 also.
- 3.3 We ensure that we 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. Also, any publicly available forms are bilingual or available as English and Welsh versions. If separate versions are in place, we state on the English version of the form that a Welsh form is available.
- 3.4 BCBC respond to Welsh language social media messages in Welsh where a reply is required. We also 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. In addition, we also produce official notices bilingually with the Welsh text always appearing first.
- 3.5 We have Welsh speaking reception staff wearing lanyards to show customers they are able to provide a Welsh language service and bilingual audio announcements are done with the Welsh announcement first at all times. We continue to produce our agenda and minutes for Cabinet and committee meetings bilingually (standard 41) and these are available on our website.
- 3.6 During this period we have continued to develop bilingual content and functionality on the website as required (standard 52 and 56). We post bilingually on social media and respond to Welsh queries received in Welsh, where a response is required as standard.

4. New developments

- 4.1 We have continued to improve and develop our online platform 'My Account', enabling subscribers to report issues such as pest control and street lighting via the platform through the medium of Welsh. Work is underway to implement a bilingual staff intranet.
- 4.2 By changing the Welsh Language e-learning training to a mandatory module for staff this allows Learning and Development to have access to completion figures and the ability to send out reminders to staff that have the training outstanding.
- 4.3 A Staff network "Iaith Gwaith" established in early 2025 which is a forum for Welsh language practice. This offers a great opportunity for staff that want to improve their Welsh skills and connect with colleagues. All proficiency levels are welcome and encouraged to participate, we currently have 16 members of the forum that meet monthly for an hour.
- 4.4 The Website manager is in the process of creating a fully functional bilingual staff intranet, along with all associated published forms and documents accessed from the site.

5. Policy-making standards

- 5.1 Staff are required to use our equalities impact assessment (EIA) process to ensure consideration is given to the Welsh Language when policies are revised or developed. This process ensures a thorough risk assessment is carried out and requires evidence-gathering and investigation to ensure the Welsh language is not at detriment. This is a consideration for those taking part in any consultation, engagement and research activity the Council carries out whereby views on whether a policy decision (if applicable) could impact on the use of the Welsh language.
- 5.2 An Awarding Grants Protocol was approved and published in 2023, which ensures that decisions on awarding grants identify the effects on the Welsh language, and then consider how negative effects can be minimised and positive effects maximised. This has been shared with officers who administer grants and published on the intranet as a guide for BCBC staff. The Protocol is in line with the requirements of the Welsh Language Standards (No.1) Regulations 2015, which must be considered.

6. Operational standards

6.1 In February 2024 Internal Audit carried out an inspection on our Welsh Language adherence against the operational standards. During the audit a number of strengths and areas of good practice were identified as follows:

- Guidance is available to all staff members on the Welsh Language Standards via Bridgenders, which is a staff magazine produced on a quarterly basis.
- The Council have published a 5-year strategy to promote and facilitate the Welsh Language in addition to an Annual Report on the Council's compliance with the Standards.
- Step-by-step guidance is available to staff members via Bridgenders detailing how the Welsh Translation Framework must be followed.
- A record of complaints received by the public relating to the Council's compliance with the Standards is maintained.
- All internal policies sampled by the Auditor which were required to be translated in accordance with Welsh Language Standards 105-111, were available in Welsh.

6.2 Staff are encouraged record their Welsh language skills and are reminded to update their personal development and language skills on an ongoing basis. Training is available such as 'meet and greet' and Cwrs Mynediad which are available to all staff. There are multiple e-learning packages available to staff from Welsh language awareness and culture to Welsh language standards guidance. The language preference of employees is always captured in order to provide correspondence relating to their employment, and various employment related forms in Welsh as required.

6.4 All Council buildings have bilingual signage in place including at our main reception areas and customers can expected to be greeted bilingually with the Welsh language taking precedent. Customers and visitors are welcomed to utilise our services through the medium of Welsh and all front-line staff can greet the public in Welsh.

6.5 We provide a report on the five-year strategy at our Cabinet Equalities Committee on an annual basis. The Welsh in Education Strategic Plan (WESP) was implemented in September 2022. We have continued to work with Education and other members to progress with the objectives set in the 5-year plan. We have continued to make progress in the development of the Welsh Medium childcare settings across the County Borough. A steering group made up of childcare professionals and third sector colleagues has

been established and meets regularly to ensure effective delivery over the next three years.

7. Record-keeping standards

- 7.1 All complaints received relating to our compliance are recorded as part of our corporate complaints system. The Welsh Language officer also maintains records of any queries or initial investigations that are received by the Local Authority.
- 7.2 Human Resources monitor and record the number of employees accessing training courses through the medium of English and Welsh - see section 9 for further details. Additionally keeping a record of the Welsh language skills of employees and assessments of new and vacant posts – see section 10 for further details.
- 7.3 A record is kept of the number of Welsh interactions that take place over a number of channels (telephone, face to face and digital) within the customer services contact centre.

8. Complaints

- 8.1 During the reporting period, the Council received a small number of complaints relating to compliance with the Welsh Language Standards. These complaints were considered and responded to through the Council's established complaints and compliance processes.
- 8.2 The complaints received related to the following matters:
 - Publication of a social media post in English only, where bilingual communication requirements had not been fully applied
 - Concerns regarding the consideration of Welsh language impacts within a transport-related consultation process
 - Concerns regarding Welsh language service provision by a third-party debt recovery contractor acting on behalf of the Council
- 8.3 All complaints were resolved during the reporting period and no formal enforcement action was taken.
- 8.4 The complaints highlighted the importance of:
 - Maintaining consistency in bilingual communications across all platforms
 - Ensuring Welsh language considerations are embedded at an early stage within policy and consultation processes

- Strengthening oversight and monitoring arrangements for external contractors delivering services on behalf of the Council
- Learning identified through the complaints process has informed improvements to internal guidance, communications processes and contractor management arrangements.

Welsh Language Standards Report Data

9. Employee skills and training

Welsh language skills as at 31 March 2026:

BCBC excluding Schools					Schools			
Welsh Speaker					Welsh Speaker			
Description	Female	Male	Total	%	Female	Male	Total	%
Total Headcount	2351	753	3104		2293	521	2814	
0 - No Skills	1154	379	1533	49.23%	351	82	433	15.28%
A1 - Entry Level	583	184	767	24.63%	396	86	482	17.01%
A2 - Foundation Level	27	11	38	1.22%	39	4	43	1.52%
B1 - Intermediate Level	50	21	71	2.28%	91	14	105	3.71%
B2 - Advanced Level	9	2	11	0.35%	4	0	4	0.14%
C1 - Proficiency Level	74	21	95	3.05%	119	18	137	4.84%
C2 - Fully proficient	18	9	27	0.87%	14	3	17	0.60%
Prefer not to say	7	5	12	0.39%	11	2	13	0.46%
Not declared	429	121	550	17.66%	1268	312	1580	55.77%

BCBC excluding Schools					Schools			
Welsh Reader					Welsh Reader			
Description	Female	Male	Total	%	Female	Male	Total	%
Total Headcount	2351	753	3104		2293	521	2814	
0 - No Skills	1178	388	1566	50.29%	354	83	437	15.43%

A1 - Entry Level	547	170	717	23.03%	392	82	474	16.73%
A2 - Foundation Level	29	10	39	1.25%	39	7	46	1.62%
B1 - Intermediate Level	56	28	84	2.70%	91	12	103	3.64%
B2 - Advanced Level	6	2	8	0.26%	4	0	4	0.14%
C1 - Proficiency Level	77	19	96	3.08%	119	19	138	4.87%
C2 - Fully proficient	21	9	30	0.96%	14	3	17	0.60%
Prefer not to say	7	5	12	0.39%	12	2	14	0.49%
Not declared	430	122	552	17.73%	1268	313	1581	55.81%

BCBC excluding Schools					Schools			
Welsh Writer					Welsh Writer			
Description	Female	Male	Total	%	Female	Male	Total	%
Total Headcount	2351	753	3104		2293	521	2814	
0 - No Skills	1290	443	1733	55.65%	396	92	488	17.23%
A1 - Entry Level	459	122	581	18.66%	366	76	442	15.60%
A2 - Foundation Level	24	8	32	1.03%	37	5	42	1.48%
B1 - Intermediate Level	45	26	71	2.28%	82	12	94	3.32%
B2 - Advanced Level	5	3	8	0.26%	3	0	3	0.11%
C1 - Proficiency Level	77	17	94	3.02%	115	17	132	4.66%
C2 - Fully proficient	15	7	22	0.71%	14	3	17	0.60%
Prefer not to say	6	5	11	0.35%	11	2	13	0.46%
Not declared	430	122	552	17.73%	1269	314	1583	55.88%

BCBC excluding Schools					Schools			
Welsh Listener					Welsh Listener			
Description	Female	Male	Total	%	Female	Male	Total	%
Total Headcount	2351	753	3104		2293	521	2814	

0 - No Skills	1149	378	1527	49.04%	351	82	433	15.28%
A1 - Entry Level	583	185	768	24.66%	396	86	482	17.01%
A2 - Foundation Level	27	11	38	1.22%	39	4	43	1.52%
B1 - Intermediate Level	50	21	71	2.28%	91	14	105	3.71%
B2 - Advanced Level	9	2	11	0.35%	4	0	4	0.14%
C1 - Proficiency Level	74	21	95	3.05%	118	18	136	4.80%
C2 - Fully proficient	18	9	27	0.87%	14	3	17	0.60%
Prefer not to say	7	5	12	0.39%	11	2	13	0.46%
Not declared	434	121	555	17.82%	1269	312	1581	55.81%

Please note:

- The 'Schools' category covers employees directly employed by governing bodies. Inclusion staff are included under the 'BCBC excluding schools' category.
- The 'Not Declared' category covers employees who have not provided details of their Welsh language skills.
- The skill levels identified are based on individual self-assessment.
- 160 employees hold a school position and an 'All other services' position and are counted once in their highest contracted hour position across BCBC.

Number of employees who attended training courses in Welsh between 1 April 2025 and 31 March 2026:

- 6 employees have attended 'Cwrs Mynediad' training in 2025/26, enabling them to develop their language skills further. This includes those undertaking year 1 and 2, based on four hours per week over 30 weeks.
- 5 employees have attended 'Sylfaen' training in 2025/26, enabling them to develop their language skills further. This includes those undertaking year 1 and 2, based on four hours per week over 30 weeks.
- 4 employees have been supported to attend Welsh Language courses in the community. These courses included Foundation, Sylfaen Part 1 and Sylfaen Part 2, Sylfaen Part 3, Cwrs Canolradd 1.
- 0 employees have attended 'Welsh Language Meet and Greet' training in 2025-26, enabling them to answer the telephone and greet customers in Welsh.

- There were no requests for face-to-face training materials to be made available in Welsh during the year.
- There have been 612 e-learning completions for Welsh Language Awareness e-Learning (English – 607, Welsh - 5) and 82 workbook completions (English – 82, Welsh - 0) and 19 for Welsh Language Standards e-Learning (English - 17 Welsh - 2).
- 492 new employees completed the corporate induction e-learning module and 52 new starters completed it via a workbook. Total completions - 544.
Corporate induction includes a section on the introduction to Welsh Language, the Welsh Language Standards and links to the Welsh Language E-Learning Modules and Welsh Language Training Opportunities.
- 22 new managers completed the manager induction e-learning module.
Manager induction includes an introduction to Welsh Language and the Welsh Language Standards and links to the Welsh Standards E-Learning Module and the Welsh Language Awareness E-Learning Module.

New and Vacant Posts

Number of new and vacant posts advertised during 2025/26 where Welsh language skills were:

Category	Number of posts categorised	Percentage of posts categorised
Essential	16	1.56%
Desirable	624	60.70%
Need to learn Welsh	0	0%
No Welsh skills required	355	34.53%

10. Reception services: contact centres and telephone contact centres

Demand for Welsh services in the Customer Contact Centre between 1 April 2025 and 31 March 2026:

Face to face interactions in Welsh	0
Total visits	11,389
Welsh requests as % of total interactions conducted	0.00%

Demand for Welsh services in the Telephone Contact Centre between 1 April 2025 and 31 March 2026:

Volume of calls during normal working hours (Welsh and English)	67,003
Volume of calls received out of hours (Welsh and English)	1,178
Total calls received (Welsh and English)	68,181
Volume of calls in Welsh	49
Welsh requests as a % of total calls	0.07%

Over the last year our demand continued to be low for our face-to-face channel, across all languages.

Telephony requests decreased from 76,582 to 67,003 (normal working hours (Welsh and English)). Our volume of calls received out of hours (Welsh and English) also decreased from 3,100 to 1,178.

Welsh requests as a % of total contacts also decreased slightly from 0.08% to 0.07%

Customer demand for the online channel continues to increase, which in turn has impacted the customer demand on both our telephone and face-to-face channels.

There are still a low number of requests to contact us in Welsh. We also have a low number of staff who can speak Welsh and whilst we do all we can when we are able to recruit, recruiting Welsh speakers continues to be very difficult. However, we do have some staff who have now completed Mynediad 1.

In addition to this we will also carry out regular reviews of our Telephony system to ensure we are routing calls to the correct department, whether Welsh or English is selected. We also continue to work with front-line services to review their inbound channels to make sure the Welsh language is not treated less favourably than the English language.

11. Equality Impact Assessments (EIAs)

Two 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 negative impact was identified and as a result, no amendments were made to the proposed policies/strategies assessed.

12. Promoting and raising awareness of the Welsh language and Welsh culture

The council is proud to promote, celebrate and raise awareness of the Welsh language, the culture and any events taking place locally to raise the profile of the language. Below are just some of the events and activities we have promoted between 1 April 2025 and 31 March 2026:

- St Dwynwen's Day
- Welsh Language Music Day
- St David's Day
- Urdd Eisteddfod
- Cymraeg for kid's programme
- The Urdd
- Gwyl Ogi Ogi
- Shwmae Sumae Day
- Gŵyl Ogi Ogi Ogwr 2025
- Siarter iaith awards

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Meeting of:	CABINET COMMITTEE EQUALITIES AND EMPLOYEE RELATIONS
Date of Meeting:	2 SEPTEMBER 2026
Report Title:	LEARNING & DEVELOPMENT
Report Owner: Responsible Chief Officer / Cabinet Member	CHIEF EXECUTIVE CABINET MEMBER FOR CORPORATE SERVICES
Responsible Officer:	PAUL MILES, GROUP MANAGER – HUMAN RESOURCES & ORGANISATIONAL DEVELOPMENT
Policy Framework and Procedure Rules:	There is no impact on the policy framework or procedure rules.
Executive Summary:	To provide an annual report on apprentice/graduate schemes, organisational development and staff training.

1. Purpose of Report

- 1.1 The purpose of this report is to provide information of the Council's grow your own schemes and staff training during 2025/2026.

2. Background

- 2.1 The development of the workforce is essential to enhance the skills and knowledge of our employees. The use of grow your own schemes has supported the opportunity to develop staff in areas of recruitment challenges.

3 Current situation / proposal

- 3.1 Prioritising learning and development, including continuous professional development, demonstrates a commitment to professional growth and retention, while addressing skills gaps and fostering innovation across the Council.

3.2 Apprenticeships & Graduates

- 3.2.1 Apprenticeships combine practical training in a job with study, working alongside experienced staff and gaining job specific skills. The opportunity to gain a qualification whilst earning a salary has proved an attractive recruitment tool, noting that the rate of

pay is determined through the job evaluation scheme and not the lower national apprenticeship rates. These apprenticeships are supported by training providers such as Bridgend College, University of South Wales, TSW Training, etc.

3.2.2 Apprenticeships are open to anyone aged 16 or over (no upper age limit), with four different types or levels available:

- Foundation Apprenticeships (Level 2)
- Apprenticeships (Level 3)
- Higher Apprenticeships (Level 4 and 5)
- Degree Apprenticeships (Level 6 and 7)

3.2.3 Since 2013 the Council has appointed 186 apprentices, with 167 completing their qualification and an overall retention rate of 64% of these remaining employed.

3.2.4 During April 2025 to March 2026 there were 35 apprenticeships in place.

3.2.5 The introduction of an in-house graduate scheme began in 2021. There have been 8 graduate posts.

3.2.6 During April 2025 to March 2026 the L&D Team have attended our secondary schools to deliver a number of presentations on apprenticeships and interviewing skills as well as participating in their options evenings and careers fairs.

3.2.7 In addition to this we have worked with DFN Project Search and Bridgend College throughout 2025/2026 on preparatory work to support young adults with a learning disability, who are autistic, or both, have equal opportunities to transition from education into work through the Supported Internship Programme which will start September 2026 across the Council.

3.3 **Workshops**

3.3.1 Training is crucial for fostering a skilled and adaptable workforce, ensuring high-quality public service delivery. Regular training is vital in addressing the constant changes in legislation, finances and staffing within the Council, equipping employees with up-to-date knowledge and skills to meet the demands of their roles and the needs of the community.

3.3.2 Organised by the Corporate Learning & Development Team, between April 2025 to March 2026 there were 8 workshops with a total of 42 delegates attending across a range of topics:

- Menopause and Menstrual Health
- Ask and Act
- Cwrs Mynediad Year 1 and 2
- Sylfaen (Foundation)

3.4 **E-Learning**

- 3.4.1 E-Learning has become an essential tool for ensuring that our employees are equipped with the necessary skills, knowledge, and understanding to carry out their duties effectively and in compliance with legal and regulatory requirements.
- 3.4.2 With the increasing complexity of public services, all local authorities face the challenge of keeping staff up to date with the latest policies, procedures, and technological advancements. E-Learning offers a flexible, scalable, and cost-effective solution to allow employees to access training materials remotely and at their own pace.
- 3.4.3 Below is a breakdown of mandatory completions as of 31st March 2026:

BCBC	Completed	
Climate Change	2,459	41.55%
Display Screen Equipment (DSE)	4,221	71.32%
Fire Safety	5,165	87.28%
GDPR and Data Protection	4,900	82.80%
Introduction to Equality and Diversity	4,132	69.82%
Introduction to Health and Safety	3,027	51.15%
ICT Code of Conduct	4,736	80.03%
Safeguarding Children and Adults	5,185	87.61%
Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV)	4,422	74.72%
Welsh Language Awareness	4,045	68.35%

- 3.4.4 The updated mandatory E-Learning Modules are set out in **Appendix 1**.

3.5 HR Briefings

- 3.5.1 HR Briefings are delivered by Senior HR Professionals from the Human Resources and Organisational Development Service to employees and managers on a range of topics to give assist improve knowledge and performance. The topics covered include:
- Recruitment
 - Health and Wellbeing
 - Absence Management Welfare Meetings
 - Local Government Pension Scheme
 - People Manager
 - Appraisal Systems
- 3.5.2 Managers are encouraged to view these briefings as a professional discussion where they can contribute, ask questions, take tips and advice away from other managers and can network with other managers from across the authority.
- 3.5.3 During the period April 2025 to March 2026 the HR Briefings were attended by 339 delegates. Feedback is positive with 98% rating the briefings as Excellent and 98% saying the briefings were relevant to them now.

3.6 Funded Qualifications (Levy)

- 3.6.1 The Council utilises the Apprenticeship Levy, a UK-wide tax on large employers, to fund apprenticeship training for new recruits, including apprenticeships, and to upskill our existing workforce.
- 3.6.2 The Welsh Government's apprenticeship program allocates funds, breaking the direct link between levy contributions and funds accessed by individual Councils. The Welsh Government focuses on aligning training with the needs of the Welsh economy, including addressing skills shortages in growth sectors like Construction, Engineering, and Financial Services, and developing higher-level skills at and above level 2.
- 3.6.3 The Learning and Development team collaborate with approved training providers to deliver programs tailored to our specific needs.
- 3.6.4 During 2025-2026 a total of 32 Post Entry Training applications were made of which all were approved.

4 Equality implications (including Socio-economic Duty and Welsh Language)

- 4.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh Language have been considered in the preparation of this report. As a public body in Wales the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. This is an information report, therefore it is not necessary to carry out an Equality Impact assessment in the production of this report. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

5 Well-being of Future Generations implications and connection to Corporate Well-being Objectives

- 5.1 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 the well-being goals as a result of this report.

6 Climate Change and Nature Implications

- 6.1 There are no climate change or nature implications arising from this report.

7 Safeguarding and Corporate Parent Implications

- 7.1 There are no safeguarding and corporate parent implications arising from this report.

8 Financial Implications

8.1 There are no financial implications arising from this report as it is an information report.

9 Recommendation

9.1 It is recommended that the Cabinet Committee Equalities and Employee Relations note the information contained in this report and within Appendix 1.

Background documents

None

Mandatory E-Learning Modules 2025/2026

The mandatory E-Learning Modules are:

1. Corporate Induction
2. Display Screen Equipment - DSE
3. Fire Safety Awareness
4. GDPR and Data Protection
5. ICT Code of Conduct
6. Introduction to Equality and Diversity
7. Safeguarding Children and Adults
8. Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV)
9. Welsh Language Awareness
10. Climate Change
11. Introduction to Health & Safety

Please note that the following 3 modules have refreshers so will need to be completed annually or every 3 years as set out below:

- Fire Safety – annually.
- Safeguarding Children and Adults – every 3 years
- Introduction to Health and Safety – every 3 years
- Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV) – every 3 years

Meeting of:	CABINET COMMITTEE EQUALITIES AND EMPLOYEE RELATIONS
Date of Meeting:	2 SEPTEMBER 2026
Report Title:	HEALTH & WELLBEING
Report Owner: Responsible Chief Officer / Cabinet Member	CHIEF EXECUTIVE CABINET MEMBER FOR CORPORATE SERVICES
Responsible Officer:	PAUL MILES, GROUP MANAGER – HUMAN RESOURCES & ORGANISATIONAL DEVELOPMENT
Policy Framework and Procedure Rules:	There is no impact on the policy framework or procedure rules.
Executive Summary:	To provide information on health and wellbeing within the Council.

1. Purpose of Report

- 1.1 The purpose of this report is to provide an overview of health and wellbeing within Bridgend County Borough Council, with a focus on actions and support provided between April 2025 and March 2026. The Council continues to prioritise mental, physical and emotional wellbeing through a range of support and resources.

2. Background

- 2.1 The Council is committed to promoting a culture that recognises the importance of employee health and wellbeing, and employees are key to the delivery of the Council's vision and priorities.
- 2.2 The Council encourages employees to protect their health, prevent ill health and promote good health practices and sign post employees to what is available for them to access, at the time they need.

3. Current situation / proposal

3.1 Employees are able to access a number of support and resources in relation to managing their own health and wellbeing. Managers are also given the opportunity of attending HR Briefings on health and wellbeing to give an overview on where they can locate support and resources for various topics related to health and wellbeing.

3.1.1 The following information is what is currently on offer to employees and managers.

3.2 Employee Assistant Programme

3.2.1 The Employee Assistance Programme (EAP), provided by Vivup, offers employees a counselling service, immediate information and advice to a range of workplace and personal issues with no cost to the employee. The service provides employees with assistance for many different issues including Relationships, Finances, Anxiety, Bereavement, Workplace Issues, and Trauma. There are also downloadable self-help workbooks, podcasts, blogs and more available to employees to access.

3.2.2 90 employees accessed the counselling service for the first time between April 2025 to March 2026. This is a decrease compared to 2024/2025, where 110 employees accessed the counselling service. Access to the counselling service can be either through management referral or a self-referral.

3.2.3 The EAP also offers employees the opportunity to have their own personal wellbeing dashboard where they are able to complete assessments on various health and wellbeing related topics, set goals as well as having access to additional resources including articles, videos, recipes on a number of health and wellbeing related topics (e.g. alcohol, finance, general wellbeing, healthy eating, mental health, sleep, smoking, physical health).

3.3 Occupational Health Referrals

3.3.1 The Occupational Health Service, provided by Insight, is a service that supports employees and provides advice and guidance regarding the health issues in the workplace. In the period April 2025 to March 2026, 436 referrals were made, which is an increase from 355 in the previous year.

3.3.2 In addition to 3.3.1, the Occupational Health Service also carries out specific health surveillance checks for employees in specific job roles. In the period April 2025 to March 2026, 526 checks were carried out.

- 3.3.3 To ensure appropriate fitness to work all new employees are required to complete a pre-employment health declaration with the potential to require further screening via occupational health.

3.4 Health Hub News (HHN)

- 3.4.1 HHN is a bi-monthly newsletter that looks at ways employees can improve their health and wellbeing, using helpful hints and tips that will be easy to incorporate into their lifestyle, with open rates of 40%.
- 3.4.2 Many of the stories within HHN are from lived experiences of employees and there is a mixture of articles that promote days/weeks to build awareness within certain topics.
- 3.4.3 Some of the items included within HHN are:
- regular features covering all aspects of physical and mental health
 - recipes, books and podcast suggestions from staff
 - and highlighting any Wellbeing initiatives for staff to be involved in.

3.5 Health & Wellbeing Group

- 3.5.1 The health and wellbeing group, made up of a group of employees from across all directorates, communicate and encourage health and wellbeing, and highlight initiatives that empower people to improve their health and wellbeing using a variety of communications as possible.
- 3.5.2 There has been a number of initiatives the Health and Wellbeing group have been involved in during the period April 2025 to March 2026. These include:
- Health & Wellbeing event 2025
 - Christmas photo and teams background competition
 - Winter walking initiative
 - 'Caring for carers' initiative
 - Mens Mental Health bespoke session
 - Cwm Taf Morgannwg Health Promoting Schools Scheme - Online School Staff Wellbeing Session

3.6 Support & Resources

- 3.6.1 There are a wide range of support and resources available to employees, these include:
- Health & Wellbeing Intranet Pages

- Health & Wellbeing Protocol & its appendix document
- QR Code Leaflet, copy attached in **Appendix 1**.
- Vivup Digital Poster & contact details
- Financial Resources Leaflet
- Menstruation & Menopause Protocol / Leaflet
- Back Pain Resources
- Neurodiversity Awareness Leaflet
- Bereavement Support Leaflet
- Benefits Leaflet (TO BE RELEASED)
- Stress Risk Assessment (SRA) Guidance & Form
- Wellness Action Plan

3.6.2 Briefings led by senior professionals from the Human Resources and Organisational Development Service are available to help managers on a range of topics. These include Health and Wellbeing and Absence Management Welfare Meetings.

3.6.3 With the last health and wellbeing event being a success a forthcoming wellbeing event for employees is scheduled for November 2026 with key partners invited.

3.6.4 These initiatives will be continually reviewed and consideration will be given to their effectiveness.

4. Equality implications (including Socio-economic Duty and Welsh Language)

4.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh Language have been considered in the preparation of this report. As a public body in Wales the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. This is an information report, therefore it is not necessary to carry out an Equality Impact assessment in the production of this report. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

5. Well-being of Future Generations implications and connection to Corporate Well-being Objectives

5.1 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 the well-being goals as a result of this report.

6. Climate Change and Nature Implications

6.1 There are no climate change or nature implications arising from this report.

7. Safeguarding and Corporate Parent Implications

7.1 There are no safeguarding and corporate parent implications arising from this report.

8. Financial Implications

8.1 There are no financial implications arising from this report as it is an information report.

9. Recommendation

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

Background documents

None

Employee Health & Wellbeing Resources

Mental Health Wellbeing

Vivup

Samaritans

Tommy's Charity

CALL

Valley Steps

Wellbeing and Coping

Dewis Cymru

Mind

Canopi

ARC

Education Support Partnership

Case-UK

Silver Cloud

Physical Wellbeing

NHS

The Menopause Charity

HALO

Wise

Occupational Wellbeing

Access to Work

ACAS

Corporate E-Learning and Training

Financial

StepChange Debt Charity

Money Helper

Citizens Advice Bureau

Bridgend LifeSavers Credit Union

Coping with addictions

GamCare

B-EAT

DASPA

Dan 24/7

Relationships

Assia Domestic Abuse Service

Bridgend Carers Wellbeing Service

Child Bereavement UK

Cruse Bereavement

Victim Support

Cyngor Bwrdeistref Sirol
Bwrdeistref Sirol
BRIDGEND
County Borough Council

Meeting of:	CABINET COMMITTEE EQUALITIES AND EMPLOYEE RELATIONS
Date of Meeting:	2 SEPTEMBER 2026
Report Title:	WORKFORCE DATA – QUARTER 1
Report Owner: Responsible Chief Officer / Cabinet Member	CHIEF EXECUTIVE CABINET MEMBER FOR CORPORATE SERVICES
Responsible Officer:	PAUL MILES, GROUP MANAGER – HUMAN RESOURCES & ORGANISATIONAL DEVELOPMENT
Policy Framework and Procedure Rules:	There is no impact on the policy framework or procedure rules.
Executive Summary:	To provide information on the profile of the Council's workforce, wellbeing and performance.

1. Purpose of Report

- 1.1 The purpose of this report is to provide information of the Council's workforce, to assist workforce planning.

2. Background

- 2.1 The provision of relevant and accurate workforce information is a key component of workforce planning in terms of understanding the current workforce profile, trends and any relevant issues.
- 2.2 A workforce report is prepared for Cabinet Committee Equalities and Employee Relations on a quarterly basis and will include key information.

3. Current situation / proposal

- 3.1 **Appendix 1** gives the overall Bridgend County Borough Council's position on 30 June 2026.

- 3.2 The total workforce headcount is 5,942. An increase from 5,921 at the same period last year
- 3.3 The split across the organisation of 79% female and 21% male is consistent with previous periods.
- 3.4 The working patterns across the Council illustrate the variety of working arrangements in place with 46% of staff full time, 48% part time and 6% working in casuals and relief positions.
- 3.5 The average age is 46, with 51% of employees aged 46 and above.
- 3.6 Appraisal completions for quarter 1 are included in **Appendix 1**, noting that the annual appraisal meeting should take place between Quarter 1 and Quarter 2 and would not be completed for anyone absent or under probation. Allowing for this, the target is 80% completions. With the split of completions between desktop-based staff and frontline staff consistent.
- 3.7 The days lost per FTE for quarter 1 in 2026/2027 is 3.55. This is higher than for the same period last year when it was 3.08. There will be further promotion of the HR Briefing on Health and Wellbeing for managers to attend, alongside continued support in managing absences.
- 3.8 Musculoskeletal Disorder (MSD) including back and neck injury equates to 15.71% of days lost per quarter, with a consistent split between desktop users, frontline staff and school staff with the overall headcount. There is a similar position with overall absence and will continue to review this to factor in potential seasonal variations.
- 3.9 In addition to the existing wellbeing offer to staff, we are looking to introduce Benenden Health that acts as an affordable alternative to traditional private health insurance for staff and their family to sign up to for a monthly fee. They offer a range of services, including:
- 24/7 GP Helpline
 - 24/7 Mental Health Service
 - Neurodiversity and Disability Advice Service
 - Medical Diagnostics
 - Surgical Treatment
 - Treatment of Tuberculosis
 - Physiotherapy
 - Mental Health Support
 - Cancer Advice Service

4. Equality implications (including Socio-economic Duty and Welsh Language)

- 4.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh Language have been considered in the preparation of this report. As a public body in Wales the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. This is an information report, therefore it is not necessary to carry out an Equality Impact assessment in the production of this report. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

5. Well-being of Future Generations implications and connection to Corporate Well-being Objectives

- 5.1 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 the well-being goals or objectives as a result of this report.

6. Climate Change and Nature Implications

- 6.1 There are no climate change or nature implications arising from this report.

7. Safeguarding and Corporate Parent Implications

- 7.1 There are no safeguarding and corporate parent implications arising from this report.

8. Financial Implications

- 8.1 There are no financial implications arising from this report as it is an information report.

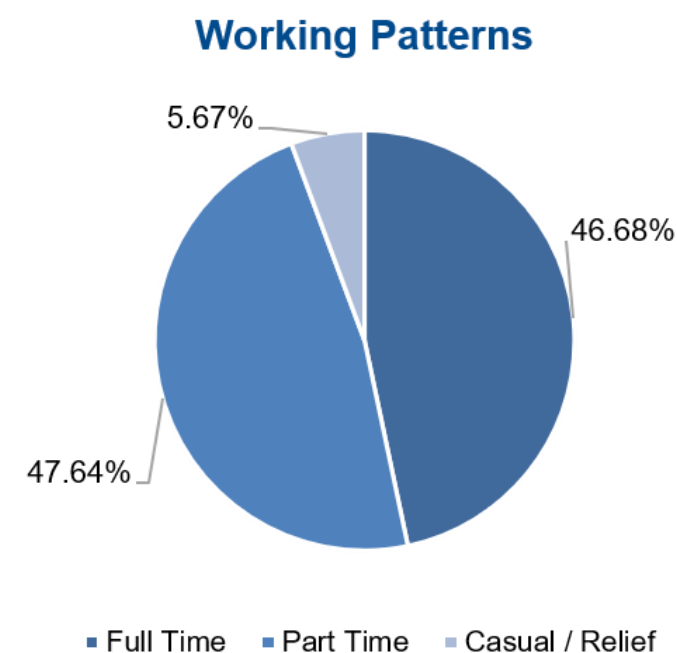
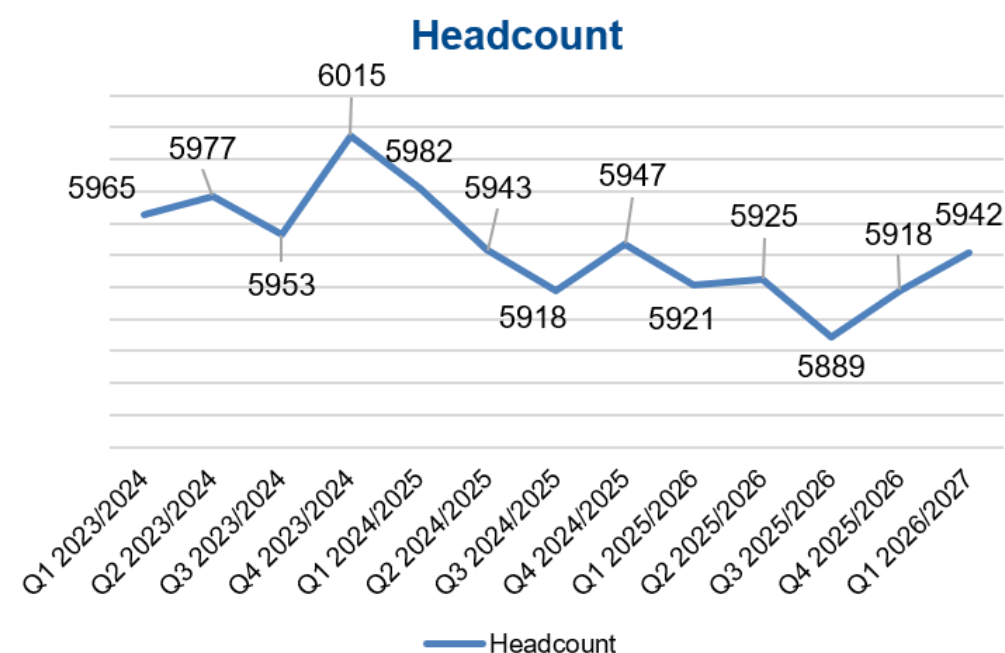
9. Recommendation

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

Background documents

None

BCBC – Workforce Q1 2026-2027



Age Profile

The average age of our workforce is 46 years.

Directorate	16-20	21-25	26-30	31-35	36-40	41-45	46-50	51-55	56-60	61-65	66+
Communities Directorate	0.80%	2.55%	4.30%	6.53%	8.12%	10.99%	14.33%	13.69%	17.04%	16.08%	5.57%
Education, Early Years & Young People Directorate	0.82%	2.45%	5.49%	7.13%	15.19%	15.77%	13.08%	14.60%	13.67%	9.46%	2.34%
Schools	0.28%	3.45%	7.38%	10.30%	14.55%	13.75%	13.54%	15.07%	11.63%	6.61%	3.45%
Legal, Regulatory and Electoral Services	0.00%	2.82%	15.49%	7.04%	8.45%	8.45%	11.27%	14.08%	15.49%	8.45%	8.45%
Performance & Workforce Cultural Change	0.00%	3.28%	4.92%	18.03%	8.20%	16.39%	19.67%	21.31%	6.56%	1.64%	0.00%
Social Services and Wellbeing Directorate	2.56%	5.48%	9.14%	11.99%	11.04%	12.35%	12.21%	12.79%	11.26%	8.92%	2.27%
Transformation & Finance Directorate	0.67%	4.70%	5.37%	9.73%	8.05%	11.07%	11.74%	21.14%	16.11%	8.05%	3.36%
BCBC Total	0.94%	3.77%	7.37%	10.06%	12.84%	13.35%	13.06%	14.73%	12.34%	8.25%	3.30%

BCBC – Appraisal Completion Q1 2026-2027

Directorate	Q1
Communities Directorate	4.42%
Education and Family Support Directorate	25.28%
Legal, Regulatory and Electoral Services	26.67%
Performance & Workforce Cultural Change	22.95%
Social Services and Wellbeing Directorate	16.83%
Transformation & Finance Transformation	21.14%
Total	17.18%

Communities Directorate		Q1
Operations	Cleaner Streets & Waste Contract Management	0.00%
	Corporate Landlord	2.33%
	Highways and Infrastructure	1.56%
Public Realm	Economic Development	25.00%
	Green Spaces and Sustainability	7.23%
	Planning & Development Services	0.00%
	Strategic Regeneration	0.00%
Total		4.42%

Education and Family Support Directorate		Q1
Learning	Inclusion	0.75%
	School Improvement Team	0.00%
Strategy, Early Years and Youth	Early Years and Young People Group	15.71%
	Strategy, Performance and Support Group	40.16%
	Sustainable Communities for Learning Team	0.00%
Total		25.28%

Legal, Regulatory and Electoral Services		Q1
Electoral Services		0.00%
Legal Section		23.08%
Procurement		0.00%
Register Office		100.00%
Total		26.67%

Performance & Workforce Cultural Change		Q1
Communications, Public Affairs and Policy		0.00%
Human Resources and Organisational Development		31.11%
Total		22.95%

Social Services and Wellbeing Directorate		Q1
Adult Social Care		3.59%
Business Support - SS&W		17.28%
Children and Family Services		40.83%
Commissioning		10.00%
Housing & Homelessness Services		0.00%
Prevention and Wellbeing		12.90%
Total		16.83%

Transformation & Finance Directorate		Q1
Finance	Benefits and Financial Assessments	84.44%
	Budget Management (FIN)	20.00%
	Chief Accountant (FIN)	3.33%
	Revenues	70.83%
Transformation and Digital	Central Grants Team	0.00%
	ICT	1.79%
	Transformation, Business Support & Customer Services	0.00%
Total		21.14%

BCBC – Absence Q1 2026-2027

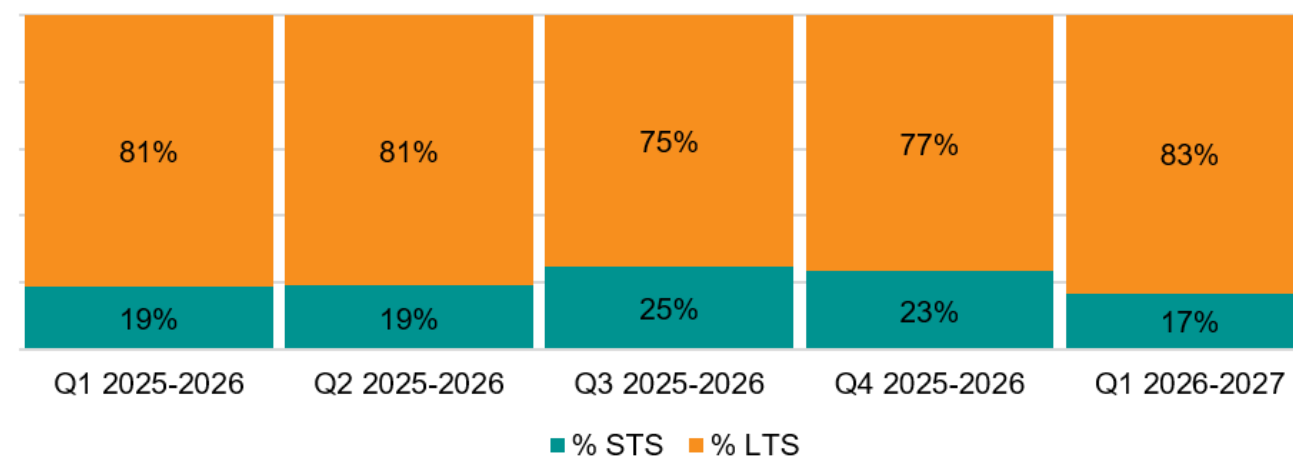
**Sickness Days Lost Per FTE
(Cumulative)**

2025-2026	Q1	Q2	Q3	Q4	2026-2027	Q1
	3.08	5.89	9.82	13.48		3.55

**Sickness Days Lost Per FTE
(Quarterly)**

2025-2026	Q1	Q2	Q3	Q4	2026-2027	Q1
	3.08	2.81	3.93	3.66		3.55

Short Term and Long Term Sickness Split



Absence Reasons – Percentage of FTE Days Lost

Absence Reason		% Of total days lost for Q1	% Of total days lost for Q2	% Of total days lost for Q3	% Of total days lost for Q4		% Of total days lost for Q1 2026/27
Stress/Anxiety/Depression not work related	25/26	22.70%	23.11%	20.84%	24.41%	26/27	26.22%
MSD including Back & Neck		16.43%	19.44%	13.07%	13.13%		15.71%
Stress/Anxiety/Depression work related		12.37%	13.81%	10.51%	11.40%		12.77%
Stomach / Liver / Kidney / Digestion		9.45%	8.07%	11.52%	10.20%		7.60%
Neurological		5.17%	4.29%	3.27%	4.03%		6.25%
Bereavement Related		8.29%	6.67%	5.98%	7.15%		6.15%
Infections		7.22%	5.61%	9.35%	7.67%		5.24%
Eye/Ear/Throat/Nose/Mouth/Dental		4.71%	4.25%	6.58%	7.04%		4.60%
Cancer		3.11%	2.91%	2.39%	2.71%		4.27%
Chest & Respiratory		4.14%	3.74%	7.65%	5.26%		3.29%
Genitourinary / Gynaecological		1.85%	1.97%	3.78%	2.76%		2.60%
Pregnancy related		0.81%	0.98%	1.74%	1.27%		2.17%
Heart / Blood Pressure / Circulation		3.31%	4.39%	2.39%	2.11%		1.73%
Other Mental illness		0.45%	0.75%	0.94%	0.87%		1.40%

Meeting of:	CABINET COMMITTEE EQUALITIES AND EMPLOYER RELATIONS
Date of Meeting:	2 SEPTEMBER 2026
Report Title:	VIOLENCE AGAINST WOMEN, DOMESTIC ABUSE AND SEXUAL VIOLENCE
Report Owner / Responsible Chief Officer / Cabinet Member	CORPORATE DIRECTOR – FINANCE AND TRANSFORMATION DEPUTY LEADER / CABINET MEMBER SOCIAL SERVICES, HEALTH AND WELLBEING
Responsible Officer:	VAWDASV MANAGER PARTNERSHIPS AND COMMUNITY SAFETY PARTNERSHIPS MANAGER
Policy Framework and Procedure Rules:	THERE IS NO IMPACT ON POLICY FRAMEWORK AND PROCEDURE RULES
Executive Summary:	• The Assia Domestic Abuse service in Bridgend is meeting the purpose of the Violence Against Women, Domestic Abuse and Sexual Violence, (Wales) Act 2015. • The service is delivering against national strategic aims for the Cwm Taf Morgannwg region. • Information contained in this report covers the period from April 2022, when the Assia service was established, to the end of March 2026. • The report demonstrates the positive impact the service is making and the ways in which Assia are trying to engage and support a diverse range of people.

1. Purpose of Report

- 1.1 The purpose of this report is to provide an annual update to the Cabinet Committee Equalities and Employers Relations on:
- The services provided by the in-house Assia Domestic Abuse Service
 - Information regarding the range of domestic abuse related services delivered by our third sector partners.

2. Background

- 2.1 There are several UK wide, national and local strategies and directives in relation to the Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) agenda. The UK Government defines domestic abuse as:

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

There are many different forms of domestic abuse. These include but are not limited to:

- coercively controlling behaviour
- emotional
- psychological abuse
- physical abuse
- sexual abuse
- financial abuse
- harassment and stalking.

Domestic abuse may also include a range of behaviours that, when viewed as isolated incidents, do not seem much. If they involve a pattern of behaviour that results in you feeling fear, alarm or distress, it is abuse.

- 2.2. At a Welsh level, there is the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 (the Act). The purpose of the Act is to improve:
- (a) Arrangements for the prevention of gender-based violence, domestic abuse and sexual violence;
 - (b) Arrangements for the protection of victims of gender-based violence, domestic abuse and sexual violence;
 - (c) Support for people affected by gender-based violence, domestic abuse and sexual violence.
- 2.3 Bridgend County Borough Council (BCBC) also works to deliver the Cwm Taf Morgannwg (CTM) VAWDASV Strategic Aims as set out in the local VAWDASV strategy required under the Act.

CTM aims are as follows:

Aim 1 – Increase awareness of violence against women, domestic abuse, and sexual violence across the CTM population;

Aim 2 – To break the generational cycle of VAWDASV behaviour in families by promoting healthy relationships in children and young people;

Aim 3 – Hold perpetrators to account for their actions and support them to change their behaviour;

Aim 4 – Ensure services are designed and commissioned to meet the needs of the CTM population;

Aim 5 – Ensure that services are fit for purpose and quality assured.

The CTM VAWDASV regional Strategic and Commissioning Partnership developed its aims to be consistent with the VAWDASV National Strategy and to meet local need.

BCBC's local version of the CTM VASDASV Delivery Plan is included as **Appendix 1**.

2.4 At a meeting of Cabinet on 22 October 2020, it was agreed to:

- Bring the externally commissioned support for the community domestic abuse service in house when the contract expired in April 2021;
- Approve the development of an integrated first point of contact / support in the community service for all victims of domestic abuse, based on need as well as risk.

2.5 Following this agreement, Transfer of Undertakings Protection of Employment (TUPE) applied to the team delivering the existing contract, and six members of staff transferred to the new service. A VAWDASV service manager was recruited who commenced the role in July 2021 along with a Multi-Agency Risk Assessment Conference (MARAC) and VAWDASV Business Support Officer.

2.6 The in-house service started on 1st May 2021 and a restructure of services was implemented in April 2022. The restructure introduced a new framework and process for the service that would ensure an improvement to the previous key findings. All members of the team now work to the same framework, processes, policies and procedures ensuring a consistent structured approach.

3. Current situation

3.1 In June 2024 the Assia Service achieved the Safe Lives 'Leading Lights' Accreditation. This is the mark of quality for domestic abuse services and is increasingly being recognised by commissioners and funders across the UK. The Leading Lights accreditation programme offers services, partner agencies and commissioners a set of standards for supporting victims of domestic abuse.

3.2 The Leading Lights accreditation will be reviewed in 2027. Since first awarded, and based on recommendations, the service has gone through a restructure to create a second team leader post and secured clinical supervision support for staff.

3.3 The Assia Suite's drop-in service remains in Civic Offices, Bridgend. In addition, the service also operates in other locations across the county borough including, but not limited to: Hartshorn House, Pyle Life Centre, Garw Valley, Probation offices and Department for Work and Pension offices. This ensures ease of access within local communities. Additional spaces, such as in Nantymoel, have been used on an ad hoc basis.

3.4 Assia has a dedicated High Risk (HR) service, led by a Team Leader, that ensures all HR victims / those submitted through Public Protection Notices (PPNs) take a priority and are easily identifiable. Medium Risk (MR) and Standard Risk (SR) are picked up by the triage service that works very closely with and alongside the HR team. This ensures better communication in the team, continuity, and consistency of support as risk changes.

There are also daily Domestic Violence Arrest (DVA) meetings which take place every morning across the region. These discuss any overnight domestic violence incidents and allow early intervention / victim safeguarding. Relevant information, such as senior investigating officer details, are also provided allowing for information to be shared timely.

- 3.5 Independent Domestic Violence Advisors (IDVAs) that work across any service within the team have regular Case Reviews, line management supervision and clinical supervision.
- 3.6 Every person within the team that are dealing directly with victims are fully IDVA qualified and accredited, and any new team members who do not hold the qualification complete the training. The team may have separate specialisms and / or dedicated roles but all receive the same in-depth training. This ensures that the team can fully support each other during times of sickness and / or leave. There is a wide range of training and development within the team to keep abreast of changing policies and trends. This includes having four members of staff who are trained in stalking advocacy.
- 3.7 Referrals to the service have increased, which is in part due to increased awareness of domestic abuse and the services available within the borough.

	April 2023 – March 2024	April 2024 – March 2025	April 2025 - March 2026
Total referrals accepting support	2886	2744	2940
Repeat Victims	556	471	1211
Referrals not accepted	354	417	314
Total referrals	3796	3632	4465

- 3.8 The difference between referrals and referrals accepting support includes referrals where the victim is already active in service and having support from the Assia service. Repeat referrals / incidents can be a high number. It should also be noted that the support offered is not mandatory and service users must want to engage.

Some referrals are not appropriate as there is no current domestic abuse, and no relevant risk identified so these referrals are signposted as appropriate to the relevant service.

Where the service is unable to make contact, all known agencies are contacted to see if anyone else is working with the individual (or family). When all avenues are exhausted a letter is sent out advising of the service, contact details and a safety plan.

- 3.9 Over the last twelve months, and in preparing numbers for this report, the service has undertaken a deeper dive into the repeat referrals. This has highlighted a significant increase in victims that keep returning to the service in need of support as shown at paragraph 3.7. Work will be done to understand this, including a pilot called 'Learning Before Loss' to look at merged chronologies and the complexities of high-risk victims.
- 3.10 There has been a focus on dedicated IDVA roles within Assia as it is recognised that it is not a 'one size fits all' service and there are bespoke support needs.

The service has an Older Persons IDVA who supports victims aged 60 years plus, although will consider 55 plus due to the additional complexities posed. This post was created to meet an identified gap and to manage the complex nature of abuse within older people, including cases with dementia and where the perpetrator may be the carer. The role works closely with Adult Safeguarding and New Pathways, a crisis and sexual abuse support service, who also have an older person's independent sexual violence adviser (ISVA) for sexual abuse. The numbers are lower within this service, but cases are often more complex.

- 3.11 There is a dedicated Court IDVA who works very closely with the Criminal Prosecution Service, Witness Service and Court Officers and supports all victims through the Criminal Justice System. The remote evidence suite in Maesteg has been welcomed by victims that have utilised it, including for civil cases and family court where there is a history of post separation abuse. There is little doubt that without the remote evidence suite, far less victims of domestic abuse would pursue justice.
- 3.12 A CHIDVA (Childrens IDVA) supports children up to the age of 15 who have experience of familial abuse. The CHIDVA is based in Safer Merthyr Tydfil (SMT), who act as the regional strategic lead for VAWDASV and works out of Assia once a fortnight,

Healthy relationships, behaviours and consent amongst young people remains a concern for the service, particularly in the context of concerning social media trends, rising reports of misogyny and growing attention on the 'manosphere'. Links exist between the Assia service and Youth Services as well as education settings which will be utilised as much as possible.

Whilst the service provides a comprehensive response for adult victims of abuse, there remains a significant gap in specialist provision for young people experiencing intimate partner abuse. Emerging evidence and local experience suggest this is a growing area of need, with young people often falling between domestic abuse, safeguarding and exploitation pathways. The absence of a dedicated specialist role limits opportunities for early intervention, prevention and tailored support.

Assia staff members have also undertaken training on Extreme Right Wing and the Manosphere.

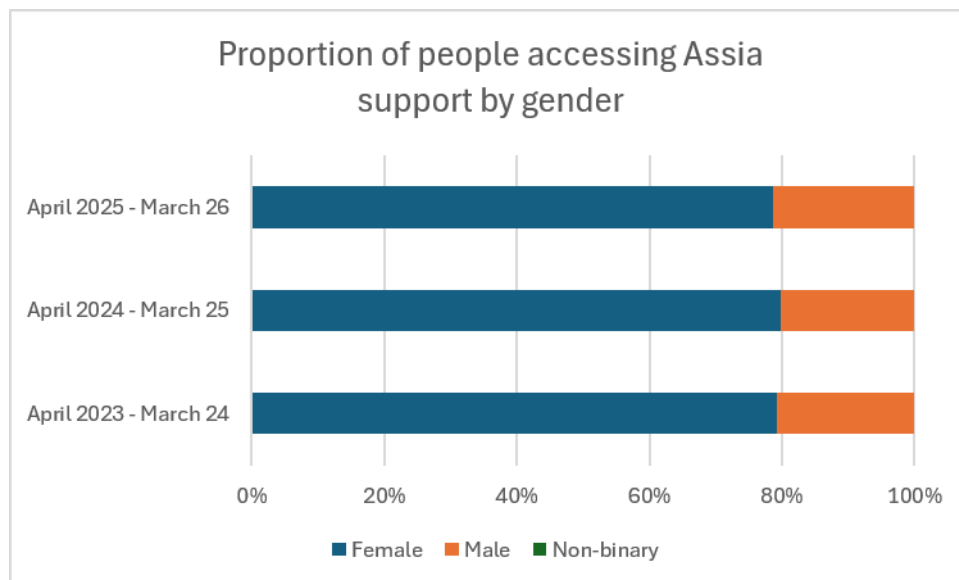
- 3.13 The Assia team are all IDVA qualified and trained in female genital mutilation and honour-based violence (HBV). There is a dedicated IDVA who completes HBV risk assessments if needed. The service continues to link in with Bawso for training, advice and guidance to ensure the team are up to date with emerging themes regarding support to black minority ethnic (BAME) and migrant victims. Links are also in place with Opoka, a service working to help women and children in the Polish community improve health, well-being, financial stability, and happiness by stopping domestic violence and abuse.

There are arrangements in place for translation; 2024-25 saw a noticeable increase in demand for support in languages such as Thai and Turkish. This levelled a little in 2025-26. Training has been completed on Immigration Law and on supporting people with no recourse to public funds.

- 3.14 The service has a dedicated Male Victim IDVA and it is largely down to this dedicated role that there has been an increase of referrals in male victims and more male victims are now accessing support, including a male victim focus group.

In November 2025 the IDVA was recognised as highly commended for her work with the male domestic abuse victims and their focus group at the Wales Safer Communities Network.

People accessing support by gender	April 2023 - March 2024	April 2024 - March 2025	April 2025 - March 2026
	%	%	%
Female	79.2	79.9	78.6
Male	20.8	20.1	21.4
Non-binary	0	0	0



As can be seen from the information above, the proportion of males accessing the service is increasing, linked to the promotion of the male victim focus group and recovery groups.

- 3.15 The Male Victim focus group has run throughout 2025 – 26 and has been attended by 56 victims over 12 sessions. The focus group works with men who have been victims of domestic abuse, who previously were unlikely to engage with the service. The group has been established as a safe space for male victims to share their experiences of abuse knowing they will be believed and not judged and have support from their peers. The co-productive element of the group, with the men picking what they want to focus on or receive advice on is at the heart of everything.
- 3.16 The feedback from focus group members is positive. Attendees welcome the opportunity to discuss with their peers' topics such as issues with child contact, how male victims often feel judged by professionals and the perception that the male is automatically assumed to be the perpetrator.

The group has said it has been extremely useful to learn more about domestic abuse, ways of coping with the abuse, the impact that it has had on children, leaving safely and how to find the right organisation to meet their needs.

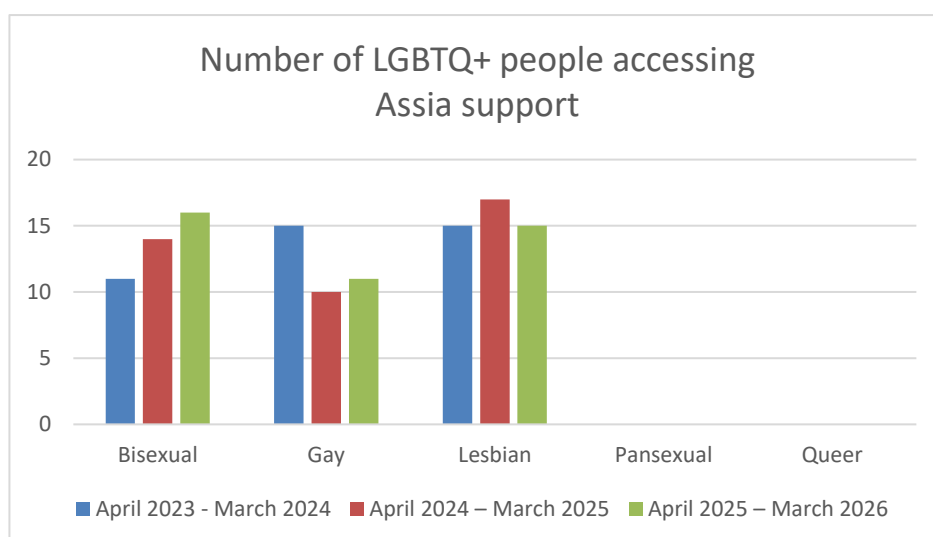
3.17 From the beginning of this financial year, more sessions with the Male Victim focus group have been set up, and Assia have also set up a 'Hope 2 Recovery' for Male Victims. Three blocks of this programme have been run, each block consisting of 11 sessions. These have been attended by 41 victims taking their first step towards recovery. The programme enables participants to understand the dynamics of domestic abuse, why they have coped the way they have, and how their parenting has been affected if they have children. In recent times there have been some issues with securing rooms for both the recovery programmes and focus groups.

3.18 Commissioning arrangements on a regional basis remain in place with New Pathways and Barod. The New Pathway worker offers sexual violence support and stabilisation work to identify victims that need ongoing trauma work around their experiences whilst the IDVA stays in situ to continue with the specialised domestic violence work.

The Barod role is a VAWDASV worker who will work with both victims and perpetrators where there are substances involved, ensuring we are addressing all needs and working holistically.

3.19 All staff are trained to support members of the LGBTQ+ community seeking support and work very closely with the Myriad programme where appropriate / required to ensure specific needs are being met. Myriad are a 'by and for' service for LGBTQ+ victims of domestic abuse to support recovery and resilience.

	April 2023 - March 2024	April 2024 – March 2025	April 2025 – March 2026
Bisexual	11	14	16
Gay	15	10	11
Lesbian	15	17	15
Pansexual	*	*	*
Queer	*	*	*
Total LGBTQ+	41	43	44



As shown by the information above, the proportion of service users who identify as LGBTQ+ is relatively low, but this information is reliant on disclosure and is not mandatory.

- 3.20 The service also works with perpetrators. High Risk cases are considered for 'DRIVE', which works with high-harm, high-risk and serial perpetrators of domestic abuse to prevent their negative actions and protect adult and child victims. Through the intervention, the perpetrator is engaged to identify and manage triggers and understand healthy relationships to disrupt and change abusive behaviours. Each perpetrator is looked at as an individual with a bespoke programme for support. There is a dedicated DRIVE IDVA who works very closely with the service.
- 3.21 Medium Risk cases are considered for 'Driving Change' for perpetrators who recognise that their behaviour in intimate relationships is abusive and/or violent and want to change this, and Standard Risk cases considered for the Change that Lasts Early Perpetrator Response (CLEAR) services with the IDVA service working closely with them to meet the needs of those who have identified that their behaviour is causing concern and are motivated to do something about it, but are not yet disclosing or taking responsibility for their abuse. This means earlier intervention and support for families.
- 3.22 Raising awareness of domestic abuse and the support available through the Assia is a key area of work for the service. This includes working with partners to provide training on abuse, the signs and how to help, contributing to national work such as Welsh Government VAWDASV Blueprint Programme Board.

The service will look to increase this awareness raising work, as detailed in the delivery plan.

- 3.23 The 2025 'White Ribbon' theme encouraged men to speak up against sexism, misogyny and harmful behaviour in everyday situations. Assia worked with the communications team to support the national campaign in November 2025, and in January 2026 a White Ribbon fundraising gala raising over £1,600 to support the victims and survivors of domestic abuse.

Assia also supported the 'Ask for Angela' scheme training held in Bridgend at the end of March 2026 and attended by a wide range of pubs and hospitality settings.

- 3.24 Assia management is also integrated into other areas of strategic work across CTM VAWDASV steering group, including the Community Safety Partnership and Safeguarding Board. This includes ensuring VAWDASV is considered in Serious Violence Duty work and supporting Single Unified Safeguarding Reviews as panel members, reviewers and chair.

4. Equality implications (including Socio-economic Duty and Welsh Language)

- 4.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh Language have been considered in the preparation of this report. As a public body in Wales the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. This is an information report; therefore it is not necessary to carry out an Equality Impact assessment in the production of this report. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

5. Well-being of Future Generations implications and connection to Corporate Well-being Objectives

- 5.1 The Assia Domestic Abuse Service demonstrates the sustainable development principle by ensuring that by meeting the needs of the present it does not compromise the ability of future generations to meet their own needs this is evidenced through the five ways of working:
- **Long term** – the service seeks to understand and mitigate the long-term implications of domestic violence on victims and their children.
 - **Prevention** – delivering a service based on need as well as risk offers longer term support to prevent future incidents of domestic abuse. It also aims to prevent medium and standard risk victims escalating to high risk.
 - **Integration** – the project contributes to the wellbeing goals: an equal Wales, a Healthier Wales, and Wales of Cohesive communities and to the Wellbeing objectives. The Assia Domestic Abuse Service feeds into the regional VAWDASV service and the work is also integrated into that of the Community Safety Partnership.
 - **Collaboration** – the success of the service depends on collaboration with partners, in particular South Wales Police, National Probation Service, Cwm Taf Morgannwg Health Board
 - **Involvement** – the views of stakeholders and service users are regularly sought and used to inform and review delivery models.

6. Climate Change and Nature Implications

- 6.1 There are no Climate Change or Nature implications linked to this report.

7. Safeguarding and Corporate Parent Implications

- 7.1 In considering how we tackle violence against women, domestic abuse and sexual violence, Bridgend County Borough Council is ensuring that all people living in the county borough are safe and protected.

8. Financial Implications

- 8.1 There are no financial implications resulting from this information report. The service is funded largely through the Housing Support Grant (HSG) along with grants from the South Wales Police and Crime Commissioner and VAWDASV related Welsh Government grants.

9. Recommendation

- 9.1 That Cabinet Committee Equalities and Employers Relations note the content of this update report.

Background Documents

None



Based on CTM VAWDASV delivery plan

Notes:

Regional Objective (row 2) set by CTM VAWDASV delivery group

[Objective 1 Challenge the public attitude to violence against women, domestic abuse, and sexual violence across the Welsh population through awareness raising and space for public discussion with the aim to decrease its occurrence.](#)

[Objective 2 Increase awareness in children, young people, and adults of the importance of safe, equal, and healthy relationships and empowering them to positive personal choices.](#)

[Objective 3 Increase the focus on holding those who commit abuse to account and supporting those who may carry out abusive or violent behaviour to change their behaviour and avoid offending.](#)

[Objective 4 Make early intervention and prevention a priority.](#)

[Objective 5 Relevant professionals are trained to provide effective, timely and appropriate responses to victims and survivors.](#)

[Objective 6 Provide all victims with equal access to appropriately resourced, high quality, needs-led, strength-based, inter-sectional, and responsive services across Wales.](#)

Only Regional Actions (column B) linked to the service included

Quarterly reviews to be conducted within 3 weeks of quarter being concluded

Objective 1 Challenge the public attitude to violence against women, domestic abuse, and sexual violence across the Welsh population through awareness raising and space for public discussion with the aim to decrease its occurrence.

Regional action	Local Delivery	Lead	Time scales	Outputs /outcomes	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Participate in the development and dissemination of national VAWDASV campaigns for victims and perpetrators	VAWDASV and CSP Manager to be involved in relevant development work: blueprint workstream for 'Gender based harassment in public spaces'	KW, WR	Quarterly updates via Regional VAWDASV steering group	Breakdown of blueprints outputs and local implementation	Safeguarding Board produce seven minute briefings shared on an ongoing basis. Briefings to be further disseminated to the team.	Safeguarding Board produce seven minute briefings shared on an ongoing basis. Briefings to be further disseminated to the team.	Safeguarding Board produce seven minute briefings shared on an ongoing basis. Briefings to be further disseminated to the team. Workshop events under way for input and consideration	Safeguarding Board produce seven minute briefings shared on an ongoing basis. Briefings to be further disseminated to the team.
	VAWDASV and CSP Manager to be involved in relevant development work: blueprint workstream for 'Workplace harassment'			Breakdown of blueprints outputs and local implementation				
	VAWDASV and CSP Manager to be involved in relevant development work: blueprint workstream for 'Tackling perpetration'			Breakdown of blueprints outputs and local implementation				
	VAWDASV and CSP Manager to be involved in relevant development work: blueprint workstream for 'Sustainable whole system approach'			Breakdown of blueprints outputs and local implementation				
	VAWDASV and CSP Manager to be involved in relevant development work: blueprint workstream for 'Older people's needs'			Breakdown of blueprints outputs and local implementation				
	VAWDASV and CSP Manager to be involved in relevant development work: blueprint workstream for 'Children and young people's needs'			Breakdown of blueprints outputs and local implementation				
	Inform BCBC Corporate Communications teams of national campaigns and share promotional material.	WR, Team leaders	As scheduled	Participation in VAWDASV comms networks	Nothing relevant, Q1 saw comms out around the White Ribbon fun run from previous FY	Plans in place around upcoming events for International Mens Day, White Ribbon and Safeguarding Week	Plans in place around upcoming events for International Mens Day, White Ribbon and Safeguarding Week	Plans completed around International Womens Day, White Ribbon Gala, Sexual Violence and Safeguarding Week
Identify plan and deliver local campaigns and awareness raising activity, using promotional mechanisms appropriate to the target audience.	Map campaigns across the year for targeted working, including planned awareness raising, major sporting / social fixtures	WR, Team leaders	Initial mapping by end Q1	Calendar created with Comms and schedule of posts agreed	Action slipped	Calendar diarised, upcoming events planned	Calendar diarised, upcoming events planned	Key dates mapped and colleagues engaged
	Promotion of 'Hope to recovery' for male victims to get increased buy in.	Male IDVA	Quarterly review of impact	Utilisation of internal comms, social media and partnership links	Ongoing promotion by IDVA	Recovery toolkit training underway	Utilisation of internal comms, social media and partnership links	Impacted by room availability but resuming for Q1
	Delivery of 'Hope to recovery' for male victims	Male IDVA	Quarterly review of impact	Development of indicators to demonstrate success.	Ongoing delivery by IDVA	Recovery toolkit training	Delivery underway	Impacted by room availability but resuming for Q1
	Male IDVA to promote service with relevant channels	Male victim IDVA	Quarterly reviews of work		Promotion underway, by IDVA and male victim service group	Engagement tables carried out, plans for International Mens Day	Ongoing and awareness raising tables held. Male IDVA received highly commended at the Safer Communities Awards	Ongoing. Awareness tables ongoing
	Older persons IDVA to promote service with relevant channels (BAVO, Adult Services)	OP IDVA	Quarterly reviews of work		Ongoing (change of role early Q2)	Building team capacity with shadowing opportunities	No dedicated resource at the time - staff sickness	Role impacted by staff sickness, managed within team
	Deliver the Freedom Programme			3 blocks of 12 week sessions following term pattern	Starting from Q2 (Sept)	Underway	Delivery underway	In person delivery on hold. Online delivery maintained (SMT)
	Develop and deliver a work programme for Safeguarding week (led by Safeguarding Board)			Online training developed and delivered in partnership	-	Events organised with Safeguarding Board, stand being manned by Assia staff (Claire and Sheryl)	Feedback back on how it went being gathered	Positive feedback, involved in planning for next week
	Develop and deliver a work programme for White Ribbon (25 November) and days of action			Gala event planned January 2026. Fun Run	Gala confirmed and booked.	Window display planned and comms links over 16 days of activism	Gala took place January 2026. Sold out event	Gala funds available to support clients.

	Develop and deliver a work programme for Sexual Violence Awareness Week (2 - 8 February 2026)				-	Planning from November	Theme of It's not OK (It's not ok that survivors have to wait months or even years for therapy or ISVA support)	Conference and event in BCBC. Cyber stalking event PHQ attended
Use generic awareness days to raise awareness of VAWDASV in that specific section of the community	Older persons to explore opportunities tied to related awareness raising campaigns, e.g. Dementia Awareness 9 - 25 May 2025	IDVA			IDVA attending relevant training for upskilling. (Change of role early Q2)	Team capacity impacted (OP IDVA now Court IDVA). Theory of Change work commissioned regionally to map provision and demand (beginning Q3)	Team capacity impacted (OP IDVA now Court IDVA). Theory of Change work commissioned regionally to map provision and demand (beginning Q3)	Team capacity impacted (OP IDVA now Court IDVA). Theory of Change work commissioned regionally to map provision and demand (beginning Q3)
	Male victims IDVA to explore opportunities tied to related awareness raising campaigns, e.g. IMD 19 November	IDVA			Discussions for co-produced ideas with Male Victim focus group	Engagement tables. Links sustained with Myriad	Engagement tables. Links sustained with Myriad	Engagement tables. Links sustained with Myriad
	Work with cohesion / equalities to continue to consider communities not engaging (BAME, faith). Identify and address any training needs, e.g. cultural competency. Work to understand referral mechanisms and barriers to engagement.	KW, WR, Team Leaders. Community Cohesion Officer	Quarterly updates	Increase of ESOL, understanding referral mechanisms. Monitor referrals requiring translation	Translation requirements reduced in service, e.g. DWP providing translation support for victim	Continued decline in translation needs. Polish service user needs identified (explore translation of forms eg safety plan)	Linked with regional Cohesion Board to fund	Translations carried out meaning Safety Plans available in more language. Neurodiverse tab added to Oasis for file records.
Service providers to continue to raise awareness VAWDASV and service provision through active social media and other digital mechanisms, e.g. information screens in public spaces	Map social media opportunities amongst partners and service providers	ALL	Quarterly updates	Share the calendar with comms for planning	-	Regional boards driving comms packages.	Regional boards driving comms packages.	Regional boards driving comms packages.
	Explore the use of QR codes to promote service	WR, comms			Agreed to include QR code on Assia materials	UGD to be engaged	Design planned	Order to be placed new FY
	Identify opportunities for service promotion e.g. information screens at community settings, shopping centres, pharmacies, education establishments, RSLs	WR, Team leaders	Quarterly updates	Digital screens across a range of settings utilised (where available / affordable)	Early conversations regarding digital screens at Bridgend bus stations	Ongoing	Digital screens across a range of settings utilised (where available / affordable)	Digital screens across a range of settings utilised (where available / affordable)
	Maximise use of DA media, such as 'Leaving' and '1 in 5' film through screenings etc	WR, Team leaders		Screening with targeted cohorts, e.g. Members, college. Using in Hope to Recovery, Freedom	1 in 5 being shown more frequently. Leaving shown by IDVA in sessions	Ongoing	Ongoing - license expires 8/3 for 'Leaving'	License renewed
	Feedback into regional VAWDASV steering group and share suggestions for best practice	KW, WR	Quarterly (meeting schedule)		Ongoing	Ongoing		Feedback given to the VAWDASV guidance and strategy
Work with gender-based harassment in public spaces workstream to understand the scale and causes of the issue. Identify what works to change culture and provide support to protect women.	Integrate approaches with work of regional CSP (creating safe spaces) and sub-boards of PSB (workforce well-being) to develop a shared understanding and approach for the region	KW	Mar-26	Shared policy developed				
	Work with HR to review relevant policies	KW, WR	Dec-25		Developing alongside serious violence strategy	Ongoing		Work being integrated into Serious Violence Duty work led by Gareth Prosser.

Objective 2 Increase awareness in children, young people, and adults of the importance of safe, equal, and healthy relationships and empowering them to positive personal choices.

Planned action	Local delivery	Lead	Time scales	Outputs /outcomes	Q1 Update	Q2 Update	Q3 Update	Q4 Update
VAWDASV steering group members to review membership of the group to include organisations that can own and lead on actions relating to children and young people, e.g. schools and colleges.	Identify relevant staff to be involved / informed of steering group work	KW / WR	Sep-25	Membership reviewed / identified people involved	Ongoing: Marac QA role covered by Michele	ISP work ongoing for MARAC QA	Document being finalised by steering group	Work ongoing, linked to the revised VAWDASV strategy
	Develop links with BCBC education and childrens services networks (as age appropriate)	Team Leaders	Jun-25	Awareness of service and support	Links exist in MARAC and early help (and through MASH)	Quarterly meetings across services planned (first meeting took place 10 October)	Continuing as far as capacity allows. Links maintained with Youth Service, e.g. Evergreen	Continuing as far as capacity allows. Links maintained with Youth Service, e.g. Evergreen
	Develop and maintain links with Bridgend College.	IDVAs	Sessions arranged around academic calendar	Support available for students covering a range of age appropriate topics	—	Explore ability to participate in freshers fayre type activities	College going through accreditation, invitation to host table in Feb	Sheryl and Jan table event in 4 February during Sexual Violence week
		College / WR / Team leaders	May-25	Review college involvement in DA forums, e.g. MARAC. Review education rep	Education involved as standing member. College safeguarding involved on case-by-case business / be involved in the protocol	Review of MARAC membership underway	Review of MARAC membership underway	Participation considered on a case-by-case
Service providers to continue to deliver inputs around healthy relationships and to raise awareness of VAWDASV in a range of settings appropriate to CYP.	Develop a plan for training and networking of staff to raise awareness of service with 16/17 yos	Team Leader, IDVA, YOS	Sep-25	IDVA support in outreach work with young people	Capacity issue identified (no YPVA)	Discussions with Youth Outreach and YJS (Sept youth meeting)	Discussions with Youth Outreach and YJS ongoing	Discussions with Youth Outreach and YJS ongoing
	IDVA presence in youth settings, e.g. Evergreen.	Team Leader, IDVA, YOS	As diarised	Regular sessions taking place. IDVA feeds discussion back to highlight any emerging themes and concerns		Duty IDVAs always available (Evergreen close proximity to Assia suite)	Duty IDVAs always available (Evergreen close proximity to Assia suite)	Duty IDVAs always available (Evergreen close proximity to Assia suite)
CYP IDVA's present in Merthyr, RCT & Bridgend are supporting children to recover from exposure to domestic abuse, increase their resilience and promote the development of healthy relationships.	Utilise grant underspend to bolster CYP services Play Therapy hours	Safer Merthyr Tydfil	As allocation	Increased hours to help support CYP	Regional underspend to be confirmed	Regional underspend to be confirmed	Provision sustained	Provision sustained
	Work with Safer Merthyr Tydfil to influence the work of the CYP IDVA	WR, Team Leaders		Work to address potential gaps	Awaiting discussion with Ellie	Engagement with Chloe. Waiting to meet with Monica	Relationship being developed with Monica. Good relationship also being developed with IRIS worker	Relationship being developed with Monica. Good relationship also being developed with IRIS worker
	Work with Safer Merthyr Tydfil to monitor the work of the CYP IDVA	WR, Team Leaders		Reporting mechanisms developed	Awaiting discussion with Ellie	Engagement with Chloe. Waiting to meet with Monica	Relationship being developed with Monica	Relationship being developed with Monica

Objective 3 Increase the focus on holding those who commit abuse to account and supporting those who may carry out abusive or violent behaviour to change their behaviour and avoid offending.

Planned action	Local delivery	Lead	Time scales	Outputs /outcomes	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Representatives of CTM VAWDASV steering group to work with Partner agencies, PCC, Welsh Government and blueprint workstream to develop, commission and implement a range of perpetrator interventions for Domestic Abuse and Sexual Violence	VAWDASV steering group members to ensure local implementation of steering group decisions	WR/KW	Quarterly, following meetings	BCBC strategic involvement / influence	Ongoing cascade of information	Mechanisms for sharing information maintained	Mechanisms for sharing information maintained	Mechanisms for sharing information maintained
	Local involvement in the implementation of perpetrator interventions for DA and SV	WR / Team Leaders	Quarterly, following meetings	Ability to consider local needs in how interventions are delivered	Drive and Driving Change delivery ongoing	Ongoing	Change in staff roles, new DRIVE IDVA	Ongoing
	Work with Substance Misuse worker to understand referral pathway and ensure bespoke provision	Barod DA worker	Case-by-case basis	Ensure bespoke support available to this with multiple support needs	Conversations held with APB Commissioning Team around the role. Tash only carrying 1 non-Bridgend case. Coffee morning estd.	Ongoing - full capacity across CTM and Tash in Assia suite on Fridays	Work is maintained with worker but concerns over there only being 2 BAROD DA workers for the region	Worker still going well but it is anticipated that availability may be impacted by Barod recommissioning
	Work with New Pathways ISVA service to support victims holding perpetrators to account through the Criminal Justice System	Team	Case-by-case basis	Increase in number of cases pursuing justice through legal system / increase in confidence	Ongoing work with Andrea	New Pathways worker does trauma recovery (3 x stabilisation sessions) to support engagement with services	New Pathways worker does trauma recovery (3 x stabilisation sessions) to support engagement with services	New Pathways worker does trauma recovery (3 x stabilisation sessions) to support engagement with services
Deliver perpetrator interventions.	Local support for DRIVE, Driving change, Clear, Inspiring Families. Promotion and signposting as appropriate	DRIVE IDVA	Ongoing, monitoring of uptake	More perpetrators accessing support (and at a lower level of need)	Ongoing signposting and working alongside DRIVE and Driving Change	Ongoing - new DRIVE worker from Dec/Jan owing to maternity cover	Ongoing - new DRIVE worker from Dec/Jan owing to maternity cover	New DRIVE IDVA in place
	Ongoing case reviews with DRIVE workers supporting High Risk Perpetrators to support the work being done with victims	DRIVE IDVA	Bespoke case-by-case support	Improved communication between agencies supporting victims and perpetrators	Ongoing	Ongoing - new DRIVE worker from Dec/Jan owing to maternity cover	Ongoing - new DRIVE worker from Dec/Jan owing to maternity cover	New DRIVE IDVA in place
	Work with South Wales Police Anti Corruption Unit to shape tools to identify police perpetrators and behaviours	WR, Team Leaders, Team	Sep-25	Shared knowledge and links	Steve Jones cancelled June. Attendance and presentation scheduled for August 2025 Assia Team meeting, joined with Community Safety	Steve Jones cancelled August. No further contact from team.	Steve Jones cancelled August. No further contact from team.	Steve Jones cancelled August. No further contact from team.
Utilise fully the 4 Remote Evidence Suites to provide a space in which DV and SV victims feel safe to participate in court proceedings	Maintain arrangements with Hartshorn House for the remote evidence suite.	WR	As needed	Ensure bookings prioritised for the service and promoted	Ongoing	New Court IDVA in place and establishing relationships	No court IDVA at the moment - staff sickness impacting capacity and need to prioritise core business	Cover for role established, work underway and relationships renewed
	Court IDVA to promote the facility with service users to feel safe to participate in court proceedings	Court IDVA	Quarterly monitoring of suite usage	Increased use of the facility, including for Family Court	Ongoing	New Court IDVA in place and establishing relationships. Still need to push family court	No court IDVA at the moment - staff sickness impacting capacity and need to prioritise core business	Cover for role established, work underway and relationships renewed

Objective 4 Make early intervention and prevention a priority.

Planned action	Local delivery	Outputs /outcomes	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Support to continue to be provided in GP practices across the region enabling earlier identification of DA victims	Deliver training to Health staff	Number of courses delivered. Number of ambassadors trained	Bridgend IRIS worker and place	Role change, IRIS worker is now Hospital IDVA. Need to check if IRIS worker replaced	IRIS worker - Sarah in place and known to DA Service	Health IDVA contact (Vanessa)
	Actively promote service and awareness training across partners	Sessions run / staff trained	Ongoing, including broadening partnership links	Ongoing, including broadening partnership links	Ongoing, including broadening partnership links	Discussions with Emma Reed and engagement with GP surgeries re: awareness raising
Maximise opportunities through the local community safety partnership structures	Work with pubwatch / licensing to promote schemes like Ask for Angela	Increase in scheme sign up	KW having discussions. Initial agreement for compliance testing	New chair of Pubwatch (Russ Keeble). SWP agreed to compliance testing	Ask for Angela training delivered 5 Dec in the region	Bespoke Ask for Angela training on 31 March
	Arrange testing of schemes such as Ask for Angela	Assurance of robust processes and procedures	-	-	Dependent on training and take up	Testing on hotels undertaken
	Work with pharmacies / jobcentres to promote schemes like Ask for ANI	Increase in scheme sign up	Ongoing	Boots engaged	Engagement ongoing	Engagement ongoing
	Engage with PCSOs for learning and information sharing	Maximised opportunities for joint working, e.g. White Ribbon	Ongoing	Ongoing	Ongoing	Ongoing, but limited. Michelle carrying out engagement tables with team
	Engage taxi drivers and firms on the service and support available	Improved knowledge and awareness	-	Make links with BCBC licensing to raise awareness	Make links with BCBC licensing to raise awareness / secure information sharing	Discussions for Ask for Angela to be rolled out to taxi drivers
	Explore training opportunities for doorstaff, staff involved in NTE	Address training needs and promote harm reduction	-	Pub watch links and SWP licensing / immigration	Pub watch links and SWP licensing / immigration	Door staff involved in Ask for Angela training
Participate and support DVA meetings	Team Leader attendance at meetings to discuss overnight arrests and ensure early intervention and safeguarding	Awareness before PPN received. Safety planning and information shared	Q1 update: ensure senior officers in team all able to access 'real time' information	DVAs still taking place, high risk team leader attending	DVAs still taking place, high risk team leader attending	DVAs still taking place, high risk team leader attending. Assia management inbox utilised to support

Objective 5 Relevant professionals are trained to provide effective, timely and appropriate responses to victims and survivors.

Planned action	Local delivery	Lead	Time scales	Outputs /outcomes	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Develop local responses to VAWDASV National Training Framework to drive up performance and to ensure consistency of delivery. Monitor training take up and compliance across all groups	Group 1 (e-learning).		Monitored monthly at CSG	All staff trained	Mandatory for BCBC staff	Mandatory for BCBC staff	Mandatory for BCBC staff	Mandatory for BCBC staff
	Group 2 - Ask and Act	Relevant staff	Annual review	Increase in staff trained. Ensure promotion of the training across BCBC.	Ongoing	Ongoing	Ongoing	Ongoing
	Groups 4 and 5: specialist sector	Assia	Annual review	All relevant staff trained	Ongoing	Ongoing. Team members undertaking ILM, ISVA and Safe Lives manager training. Panel member training. Immigration training	Ongoing. Team members undertaking ILM, ISVA and Safe Lives manager training. Panel member training. Immigration training (L2)	Ongoing. Team members undertaking ILM, ISVA and Safe Lives manager training. Panel member training. Immigration training (L2)
	Address group 6 concerns: training session for Members	KW / WR and Cllr Farr	Annual review	Members trained. Escalate via CSG	WG videos shared with seniors. To be raised with Cllr Farr	Identified risk. Cabinet member engaged.	Identified risk. Cabinet member engaged.	Identified risk. Cabinet member engaged.
VAWDASV group to monitor the performance for NTF, all groups quarterly	Report training uptake to Regional Board	KW / WR	Quarterly	Barriers identified / resolved and good practice identified	BCBC Learning&Development feed in directly	BCBC Learning&Development feed in directly	BCBC Learning&Development feed in directly	BCBC Learning&Development feed in directly. Feedback on strategy highlighted need for strengthening
Ensure service has a commitment to develop and continuous improvement	Use staff reviews to compile list of training needs	Team Leaders	Per review cycle	Service remains current and upskilled	Included as part of supervisions	Shadowing opportunities being maximised, e.g. Freedom and Court role	IDVA training for one new member of staff identified	Continued development of staff, including IDVA training
	Audit of service user needs to ensure they are being met	Team Leaders	Part of case review cycle	Ensure needs are being met and Assia is service-user led	Cycle of case reviews underway along with pending closure reviews	Cycle of case reviews underway along with pending closure reviews. Service user consultation	Cycle of case reviews underway along with pending closure reviews. Service user consultation ongoing	Cycle of case reviews underway along with pending closure reviews. Service user consultation ongoing
	Work with other services, e.g. Community Safety and Youth Justice to review offences and identify trends or concerns to be met	KW / WR	Quarterly review	Service is able to quickly respond to changing needs	Relationships being developed (CSP ongoing, plans for internal SWP August, YJS in Sept)	Ongoing	Ongoing	Ongoing
	Offer training opportunities through student placements, as far as practical	Assia	As requested	Links with learning institutions, students experience valuable learning	Training pack developed that can be shared	Students being engaged via Bronwen Williams (new relationship).	2 students coming in (1 month student placement and 6 month student placement)	20 day placement completed; 80 day placement ongoing

Objective 6 Provide all victims with equal access to appropriately resourced, high quality, needs-led, strength-based, inter-sectional, and responsive services across Wales.

Planned action	Local delivery	Lead	Time scales	Outputs /outcomes	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Representatives of CTM VAWDASV steering group to work with blueprint workstreams to develop, commission and implement a range of interventions for DA and SV for CYP and older people	Continue to promote and develop specialisms within the service	Male Victim IDVA,	Quarterly reporting to monitor demand and response	Diversity of service users increases	Ongoing as far as possible (staff levels).	Ongoing as far as possible (staff levels).	Ongoing as far as possible (staff levels).	Ongoing as far as possible (staff levels).
		Court IDVA		Family services at Hartshorn House.	Ongoing as far as possible (staff levels).	Ongoing as far as possible (staff levels).	Ongoing as far as possible (staff levels).	Ongoing as far as possible (staff levels).
		Older person IDVA		Service are better able to advocate	Ongoing as far as possible (staff levels).	Specialism still there, but role change	Specialism still there, but role change	Specialism still there, but role change
	Promote work with partner agencies offering tailored support, e.g. New Pathways for SV, BAROD worker	Team Leaders	Quarterly reporting to monitor demand and response	More holistic support to service users / better joined up working.	Ongoing, good links with Andrea (New Pathways)	Tash (BAROD) in on Fridays, Andrea maintained and work to be done with Monica	Ongoing and expanded to cover IRIS worker	Tash expected alternate Fridays, Andrea engaged and Health IDVA (Vanessa)
Consider recommendations of the Expert Review Panel relating to VAWDASV for ending homelessness for survivors / victims of DA and perps	Maximise opportunities to collaborate with Housing colleagues to support service users at risk of homelessness	WR, Ryan Jones	Quarterly reporting linked to HSG	Better joined up working. Fewer barriers to people accessing the support they need	Ongoing (Housing staffing capacities flagged as concern)	Ongoing (Housing staffing capacities flagged as concern). Potential to work on Jigsaw system.	Ongoing (Housing staffing capacities flagged as concern). Jigsaw work not possible	Ongoing (Housing staffing capacities flagged as concern). Meeting 20 April to discuss demand on services / housing and shared understanding of resource demands
Implement recommendations made from the review process, e.g. DHR, DARDs, SUSRs	Identify local recommendations to address and implement. Develop reporting mechanism on progress of implementation / barriers	KW	In line with Regional Community Safety / Safeguarding Board delivery plans	Ability to demonstrate learnings being taken forward	Safeguarding Board review group with links to CSP	Safeguarding Board review group with links to CSP. Involvement in learning events, e.g. housing and OWHR	Safeguarding Board review group with links to CSP. Involvement in learning events, e.g. housing and OWHR	Safeguarding Board review group with links to CSP. Involvement in learning events, e.g. housing and OWHR. Capacity of CSP escalated to PSB in April 2026
Implement changes to MARAC as recommended by MARAC QA group	Participation in MARAC QA to shape and identify recommendations, particularly around use of service user voice	WR / Team Leader	As meeting schedule	More confidence in MARAC from service user perspective as their voice is being heard	VAWDASV manager appointed MARAC QA vice-chair	VAWDASV manager appointed MARAC QA vice-chair	VAWDASV manager appointed MARAC QA vice-chair	VAWDASV manager appointed MARAC QA vice-chair. Pilot discussed to improve preventative working.
	MARAC actions owned and actioned as appropriate		Monitoring of MARAC actions and accountability structures in place		Ongoing and process reviewed	Ongoing and process reviewed	Ongoing and process reviewed	Ongoing and process reviewed
	Ensure MARAC QA recommendations are adopted locally on an as-needed basis.	WR	As meeting schedule	More robust and consistent MARAC process	Ongoing and process reviewed	Ongoing and process reviewed	Ongoing and process reviewed	Ongoing and process reviewed
Map existing tools and methods that are used with service users to provide feedback on their individual intervention.	Monitor and report indicators with corporate performance team: increased feelings of safety	KW/WR	Quarterly	Corporate monitoring of key performance indicators	Ongoing: update with Q1 figures			Ongoing
	Analyse information to change practice based on service user feedback	WR / Team Leader	Exit interview feedback ongoing. Compliments and complaints ongoing. Stakeholder / service user groups as scheduled. Training feedback as scheduled	All feedback used to drive service improvement	Ongoing	Service user consultation groups planned	Service user consultation groups planned for next FY	
	Develop mechanisms to gather service user feedback on their experience with Assia	KW/WR/ Team Leaders	Mar-26	Automated process to capture service user experience online / in their own time	Initial scoping of tool underway	Initial scoping of tool underway		Considered in the mix of WBA
Ensure equity of service access to reduce barriers to getting help	Monitor service users where translation services are required and work to understand referral routes	WR / Team Leader	Quarterly monitoring (linked to resource monitoring for translation services).	Removing barriers to accessing help for those at risk / diversity of service users increases	Translation need dropped off. Service continues to promote across all sectors	Translation need dropped off. Service continues to promote across all sectors	Translation need dropped off. Service continues to promote across all sectors	Translation need dropped off. Service continues to promote across all sectors
	Signposting to by and for services, e.g. Myriad, BAWSO, Opoko	Assia	As needed		Ongoing	Ongoing, recent myriad engagement	Ongoing, recent myriad engagement	No recent referrals
	Ensure protected safe spaces available for service (meeting rooms etc)	WR	Appropriate meeting space available		Situation monitored	Freedom programme spaces booked. Male victim focus group and Hope 2 recovery struggling	Provision impacted by access to spaces (work on committee rooms)	Provision impacted by access to spaces (work on committee rooms)
	Provide support linked to changing demography and special requirements of service users, e.g. hard of hearing, BSL	Older persons IDVA	Monitored through case reviews		Awareness training completed. Older Persons IDVA completed hard of hearing training	Sensory training identified (equipment cost)		Explore what's available in house
Ongoing development of service user groups	Adopt co-productive practices to grow the groups based on service user insight and input	IDVAs	Reviewed per group / programme cycles	Increased involvement in service user groups and peer networking to challenge potential stigmas	Active coproduction and promotion from within of male victim service user group	Active coproduction and promotion from within of male victim service user group	Active coproduction and promotion from within of male victim service user group	Active coproduction and promotion from within of male victim service user group
	Consider how partners can be involved with and learn from service user groups	KW/WR	Reviewed per group / programme cycles	Greater awareness of the services and buy in.	Some reluctance from the service user groups to meet with some partners. Work needed to identify relevant partners as needed by victims	Some reluctance from the service user groups to meet with some partners. Work needed to identify relevant partners as needed by victims. Consultation groups planned.	Some reluctance from the service user groups to meet with some partners. Work needed to identify relevant partners as needed by victims. Consultation groups planned.	Considered in the mix of WBA