

Caerphilly County Borough Council Strategic Equality Plan

Annual Monitoring and Improvement Report 2013 - 2014

This Council recognises that people have different needs, requirements and goals and we will work actively against all forms of discrimination by promoting good relations and mutual respect within and between our communities, residents, elected members, job applicants and workforce.

We will also work to create equal access for everyone to our services, regardless of ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh, BSL or other language, nationality, responsibility for any dependents or any other reason which cannot be shown to be justified.

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A greener place
Man gwyrddach



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Introduction

This is the third annual report Caerphilly County Borough Council has produced on its range of Equalities work since introducing a single Strategic Equality Plan (SEP), and the Council continues to make good progress against the 7 Strategic Equality Objectives and the actions contained within the SEP.

The Council has also continued to work in partnership with organisations from the public, health, voluntary and private sectors, to adapt existing work to be a better fit with current requirements, and continues to be creative and innovative in delivering against its statutory duties.

Mainstreaming of Equalities work has improved during 2013-2014 as will be evidenced throughout this report, in the related Self-evaluation report and others, and in examples shown in the Appendices.

A great deal of the information contained in this report also signposts to other information already published in greater detail on the Equalities pages of the Council's website, available at:- www.caerphilly.gov.uk/equalities.

The Council remains committed to ensuring that everyone within the county borough of Caerphilly is treated with equal respect and that their individual circumstances are not a barrier to them receiving the services they need from the Council or its partners.

Councillor Keith Reynolds
Leader
Caerphilly County Borough Council

Stuart Rosser
Interim Chief Executive
Caerphilly County Borough Council

This report is available in Welsh, and in other languages or formats on request.
Mae'r adroddiad hwn ar gael yn Gymraeg, ac mewn ieithoedd neu fformatau eraill ar gais.

1. Strategic Equality Objective 1 - Tackling Identity-Based Hate Crime

Hate crime and hate incidents, whether in the community, at work, at home or at school can have both immediate and long term consequences on those involved. With many Local Service Board partners having common goals to tackle these problems, Caerphilly County Borough Council is pleased to have made good progress during the last financial year through its own work and by contributing to partnership working.

a) Caerphilly County Borough Community Cohesion Forum and Hate Crime Review Group

This group meets every other month to discuss and consider specific issues around hate crime recording, monitoring and training and discusses any trends or significant events in the area.

The group includes representatives from:

- Caerphilly CBC (Community Safety, the Policy Unit, Housing, Economic Development, Social Services, Education);
- Gwent Police (including officers dealing with PREVENT and the Schools Liaison Co-ordinator);
- the Regional Community Cohesion Co-ordinator for West Gwent;
- Ystrad Mynach College;
- Aneurin Bevan Health Board;
- VALREC;
- the Crown Prosecution Service;
- GAVO.

Prior to each meeting, the Caerphilly County Borough Hate Crime Review Group (that includes some of the above representatives but also Local Policing Units) discuss specific incidents and cases confidentially.

The work of these groups has led to significant improvement in the joining up of information, and the identification of geographic areas where there are specific issues, along with improved coordination of efforts so that work is targeted more effectively, thus avoiding duplication of effort and use of resources.

Two specific examples of this integrated and partnership approach to gathering and collating Hate Crime data are covered overleaf.

b) CCBC Hate Crime and Incident Mapping Report 2012-2013

During Hate Crime Awareness Week in October 2014, Caerphilly CBC published the report on Hate Crime mapping that had been ongoing for 18 months.

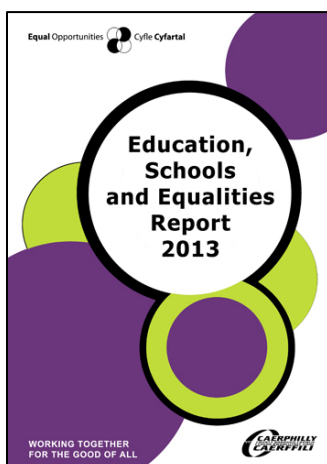


It is available to read in full at www.caerphilly.gov.uk/equalities on the Hate Crime page together with other Hate Crime and Community Cohesion Information.

c) Education, Schools and Equalities Report 2013

The Education, Schools and Equalities Report 2013 was presented to the Council's Education for Life Scrutiny Committee in January 2014.

It demonstrates very clearly how over the last 3 years, the Council has taken on board the issues being raised about discriminatory bullying in schools and how the Directorate of Education, the Equalities and Welsh Language Team and the Regional Community Cohesion Co-ordinator for West Gwent have worked together to improve monitoring, raise awareness of the issues and put forward a very comprehensive programme of training for schools.



The report is also available to read in full at www.caerphilly.gov.uk/equalities, on the dedicated Schools and Equalities page.

2. Strategic Equality Objective 2 - Addressing the Gender Pay Gap

a) The Passport Scheme

The Council's Passport Scheme is specifically targeted at younger people who may have trouble accessing employment opportunities, but indirectly this improves the chances of women as contributes towards removing barriers to employment that are potentially greater for women than for men.

The Passport Scheme has been very successful in providing opportunities for participants as currently 73% of participants have had a successful outcome in finding employment.

b) The Living Wage Scheme

This guarantees a minimum salary level for the lowest paid staff in the Council, which has a direct effect on women as it is this group that makes up the greater percentage of those in part-time or lower grade administration roles.

The Council has increased the Living Wage Scheme again this year to ensure that employees are receiving the rate recommended by the Living Wage Commission.

c) The Pay and Grading Structure

With the improved staff data available during 2013-2014 and greater numbers of protected characteristics being recorded in the *iTrent* payroll system, an impact assessment on the pay and grading structure is currently being undertaken to provide the Council with more robust information in this area.

Raising awareness of job opportunities and business opportunities to non-traditional groups (i.e. not stereotyping jobs to gender) remains current practice. The council takes positive action where possible to ensure that job advertisements encourage people from under-represented groups to apply for posts.

d) Former Remploy Employees

The Council has engaged with colleagues in Welsh Government and the Department of Work and Pensions to provide former Remploy employees to provide both fixed term and permanent job opportunities.

3. Strategic Equality Objective 3 - Physical Access

a) The DDA Work Programme

The Council's Property Services Division continues to deliver improvements to make public buildings accessible for all. During 2013-2014 around £410,000 of funding made available from the Council's Disability Equality Group was used to carry out improvements to 55 properties, including schools, community centres, libraries and offices across the county borough.

The county borough's school network has seen a wide variety of improvements, including automatic doors, ramps, guard rails and intercom systems. In completing this recent round of works, the number of properties now deemed as being 'reasonably' accessible to the Foundation Standard stands at 198. Efforts will now be made to bring even more Council properties up to the Foundation Standard, as well as carrying out further works to bring more properties up to the next assessment level, Foundation Standard +.

Further access works planned for 2014/15, funding permitting, include full access audits of all major sites, assessment of polling stations, and comprehensive assessment and improvement of emergency egress for disabled users from Council public-accessed buildings.

b) Flexi Steps

The Council has placed an order for 5 flexi step type lifts to be placed in schools. These unique lifts enable safe access for mobility impaired people and wheelchair users to the stage within schools.

The schools receiving these are:

- Bedwas Comprehensive
- Heolddu Comprehensive School
- Lewis Girls Comprehensive School
- Rhymney Comprehensive School
- Ysgol Gyfun Cwm Rhymni - Y Gwyndy site

St Cenydd, Oakdale and Blackwood Comprehensive Schools already have the flexi steps system installed, along with Machen Primary School.

These devices provide a set of steps that can, at the push of a button, automatically condense to form a platform lift for the disabled user as and when the need arises. After use the platform then converts back to a set of steps.

These units will provide greater access to disabled pupils, staff, parents and visitors. They can also be relocated in the future if the need arises. The units have been successfully installed and are fully operational at the time of writing this report.

4. Strategic Equality Objective 4 - Communication Access

a) Services in Other Languages and Formats

Data recorded by service areas shows that during 2013-2014 the following information is available.

i) Welsh Language

Unlike translating and interpreting for British Sign Language and other languages that are provided on request, Welsh is provided as a matter of course as both Welsh and English have equal legal status in Wales. There is therefore no record of the number of *requests* the Council has received for Welsh translations; the information below is based on the *volume* of translation work undertaken over the last six financial years.

* **Please note:** from 2013/2014, the translation team in Caerphilly CBC also undertakes translation work for the Gwent Education Achievement Service across the 5 South East Wales councils, which is why the figures are significantly higher. The Gwent EAS reimburse Caerphilly CBC for this work as part of an agreed contract.

Financial Year	Number of Items	Word Count
2008 / 2009	1517	910,885
2009 / 2010	1785	686,652
2010 / 2011	1545	950,952
2011 / 2012	1331	786,166
2012 / 2013	1434	767,753
2013 / 2014 *	2223	1,696,229

ii) British Sign Language

Interpreting for British Sign Language is dealt with on an individual basis and below are the number of requests received over the last six financial years.

Financial Year	Number of Requests
2008 / 2009	20
2009 / 2010	21
2010 / 2011	25
2011 / 2012	28
2012 / 2013	38
2013 / 2014	28

Some requests may be for a one-off reason, whilst others may involve a number of long meetings to deal with the particular issue or case.

iii) Other Spoken Languages

Translating and interpreting requests for other spoken languages are dealt with on an individual basis and the information below shows the number of requests received over the last six financial years.

Financial Year	Number of Requests	Languages Translated or Interpreted
2008 / 2009	31	Croatian, German, Italian, Polish, Portuguese, Turkish.
2009 / 2010	17	Arabic, Croatian, Czech, French, German, Italian, Urdu.
2010 / 2011	21	Czech, German, Lithuanian, Polish, Urdu.
2011 / 2012	11	Cantonese, French, Latvian, Polish, Thai.
2012 / 2013	10	Czech, German, Spanish, Polish.
2013 / 2014	15	Kurdish, German, Polish, Urdu, Dari, Turkish, Spanish

We are unable to provide a full breakdown of the above, language-by-language without going through the paper records held by every service area for the six year period, however we are able to determine the general information around which languages made up the majority of those requests.

b) **One Voice - Communications Strategy 2014 - 2017 Consultation.**

During March 2014 a new corporate Communications Strategy was drafted and circulated for consultation comments, covering every aspect of how the Council communicates with the public.

The Communications Unit worked with the Equalities and Welsh language team to ensure that the an overview statement was included to make the links between the two areas, and also that links were made with other corporate documents such as the Welsh Language Scheme, the Editorial Policy and the Guidance on Equalities in Designing and Printing.

The agreed comments were included in the final draft and the Strategy was agreed by Cabinet in April 2014.

c) **Hearing Loop Provision**

All county borough schools now have a hearing loop system in place to support those who are hard of hearing. Primary schools have a portable system located at the main reception, while secondary comprehensive schools have a powerful static system in their main halls.

5. Strategic Equality Objective 5 - Engagement and Participation

a) General Overview

The Council continues to mainstream Equalities issues into its engagement and participation practices and the Guidance document linking the two areas is to be updated over the summer of 2014.

b) Training Session - Public Engagement and Equalities

As part of the mainstreaming agenda, the Council's Consultation and Public Engagement Officer organised a training session for the county borough's Facilitation Network on linking Equalities issues into their work. The session covered the legislation involved but also covered methods of communicating, accessible venues and formats or correspondence, and ensuring that the right monitoring questions were asked in order to analyse the results.

The training also included a section on making links with the voluntary sector organisations who represent various protected characteristics and wider Equalities and Human Rights issues in the community. They can be a source of information, advocacy and support at events if necessary and the possible contributions they can make to engagement work should not be overlooked.

c) New Style Consultation and Monitoring Question

As part of the ongoing engagement and participation work (and linking to Complaints issues also) a number of queries were raised about the value of the tick-box approach to gathering equalities data in some circumstances. To give people an extra option, the style of model question being used by Rhondda Cynon Taf CBC has been trialed in some instances.

Currently, a list of protected characteristics is attached at the end of surveys for example, which then provide statistical data that can be monitored, but is often not used fully in the analysis to look for trends and patterns. The idea from Rhondda Cynon Taf CBC is that the monitoring form is not used, but a new question is added along the lines of this model visitors attraction example:-

Was your experience of the visitor attraction different because of who you are as an individual, and if so, how? Please write in.

This could allow the individual to complete the answer giving context to the feedback and could also provide more meaningful feedback than a simple statistic.

For example, which gets more to the heart of what Equalities monitoring should be - a statistic noting that of 100 visitors, 5 were disabled/had mobility issues, or that of the 5 disabled people who completed the feedback form, they all noted problems with access to the visitor attraction? The latter is of far more value to the staff at the attraction than a simple data figure.

This type of question is to be rolled out further in 2014-2015 as an option for many types of surveys and questionnaires.

6. Strategic Equality Objective 6 - Diversity in the Workplace

a) Payroll Data

As shown in detail in **Appendix A**, despite still showing relatively low numbers of staff recorded in some protected characteristics, the efforts made to increase the numbers of those recorded on *iTrent* has delivered improved results for 2013-2014 due to the data-cleansing work undertaken by the Equalities and Welsh Language team in the Policy Unit.

Both the Strategic Equality Plan and Welsh Language Scheme require recording of this information and by comparing those figures available at 31st March 2013 with those at 31st March 2014 (and bearing in mind that relatively little external recruitment is being done) the increase in the numbers recorded has to be due to improved data-recording and data cleansing of existing staff records.

What follows are three examples of where notable improvements have been made.

i) Religion and Belief

In last year's report, only a few records were available on the beliefs held by Council staff, with the vast majority showing as Undisclosed.

The situation has changed in 12 months, with nearly a thousand less Undisclosed, and a much greater diversity of beliefs being recorded. Further, the numbers recorded as Christian (All Denominations) and No Religion have increased significantly from **75** and **81** respectively to **470** and **454**.

ii) Sexual Orientation

In last year's report, as with the above, only a few records were available and again, the vast majority showed as Undisclosed.

The situation has changed here too, with the Undisclosed levels falling by around a thousand due to more staff noting that they are Heterosexual, but also there has been a small but significant increase in those recorded as Gay or Lesbian, and for the first time there are staff recorded as Bisexual.

iii) Language Ability

The records continue to show a wide range of language skills held by Council staff, but in particular, the recording of Welsh Language skills has increased to **406** staff as at the end of March 2014 compared with **208** as at the same period last year.

At the time of writing this report, a number of service areas have already committed to working with the Equalities and Welsh Language team during 2014-2015 to improve the levels of Equalities and Language data recorded by staff, through specific actions in their Service Delivery Plans for the year.

b) Awareness Training

i) Overall Summary

The council publishes annually a full Equalities and Welsh Language Training Report based on academic years. The 2012-2013 report is therefore the most recent and is online at www.caerphilly.gov.uk/equalities on the Training page.



The Council had a record year in terms of numbers of staff from its own service areas and partner organisations with **1297** people receiving some sort of Equalities awareness training or Welsh Language courses.

ii) New Courses

In addition to the established range of awareness courses being offered to staff and partners, during the last year new courses were added to the list.

For many years, despite being available, LGBT training has never been successfully offered and delivered, however due to the increased profile of issues to the Sochi Winter Olympics in Russia and the introduction of Same Sex Marriage in England and Wales, an LGBT awareness session was delivered for the first time, and also Caerphilly CBC organised and hosted 3 Same Sex Marriage awareness and training days for Registration staff across 16 authorities in West, South and South East Wales.

The Equalities Training and Promotion Officer worked with Caerphilly's Superintendent Registrar and Mark Williams from Equiversal (a training provider) to deliver these sessions.

Due to the work being done in the Council around the Armed Forces Covenant on the one hand and Mental Well-being on the other, the Equalities Training and Promotion Officer also introduced to the list of courses Post-Traumatic Stress Disorder Awareness.

The course was very well received and will be offered again and participants noted how useful and informative the course had been, making them aware of so many issues around PTSD that are in everyday life but are too easily overlooked or not understood.

iii) Member Training

In January 2014, an awareness session was run for elected members and 22 of the 73 attended on general Equalities and Welsh language issues, covering legislation, Caerphilly CBC policies, legal risks, the dangers of political correctness and further specific training opportunities.

This was the first time for many years that such a session had been arranged and the session was very well received, with the 18 feedback forms returned noting a score of Good or Very Good for the content and information provided.

iv) Service Level Agreement with Blaenau Gwent CBC

For the financial year 2013-2014 Caerphilly CBC entered into a service level agreement with Blaenau Gwent CBC to arrange their Equalities training, due to capacity issues.

This collaborative arrangement brought £2,500 of income into Caerphilly's team and allowed Blaenau Gwent to meet its Equalities duties around awareness training.

The arrangement is due to continue for 2014-2015.

v) Healthy Schools Team Training Provision

The Healthy Schools Team, part of the Health Improvement Team in Public Protection, work with schools in the county borough on health and well being issues and during 2013-2014 provided some Equalities-related training.

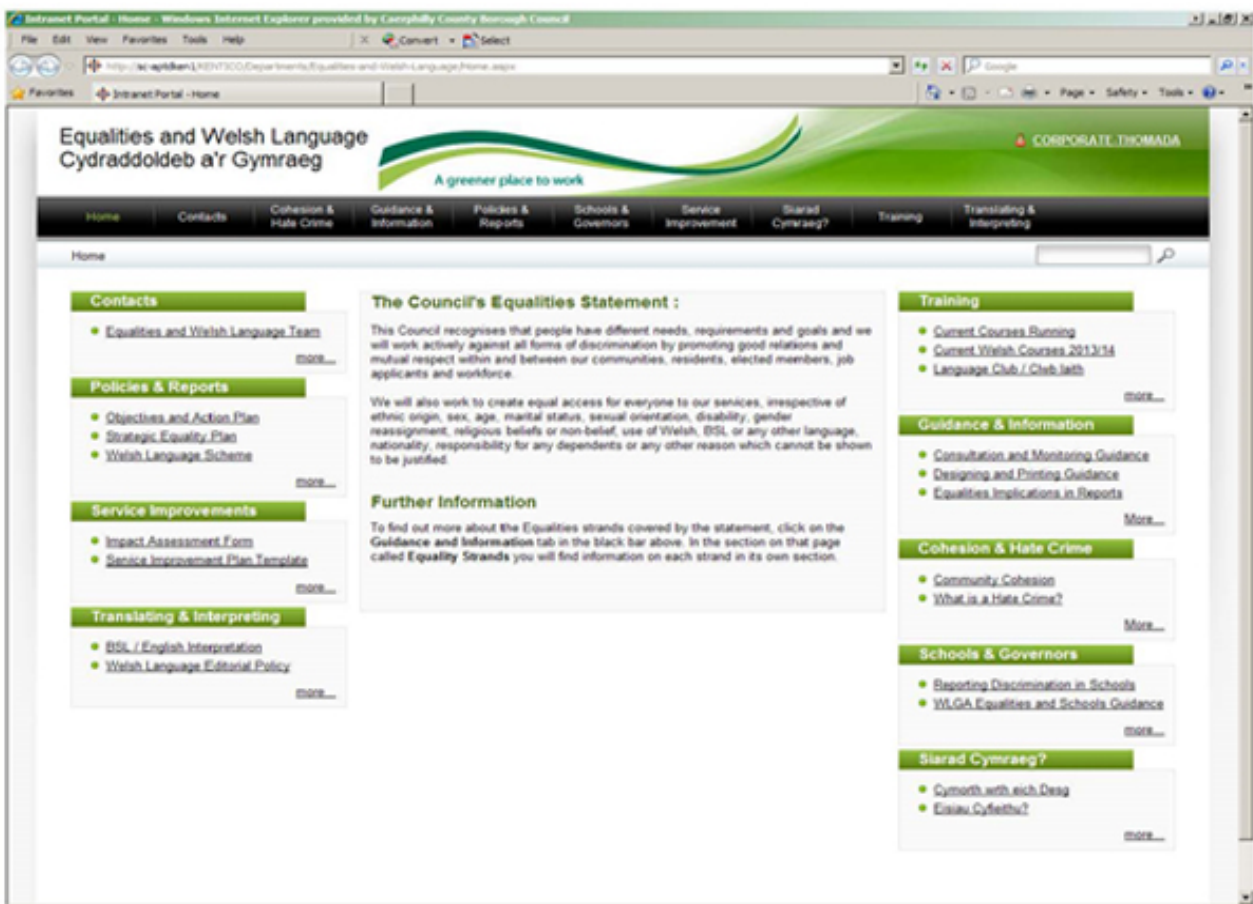
- 8 comprehensive schools and 6 school nurses attended SRE training on approaches to challenging homophobia and gender awareness. Each school received a stonewall DVD and many handouts.
- 5 schools attended a Chwarae Teg gender awareness project awareness-raising event.

c) The Equalities and Welsh Language Portal

Target 6.5 of CCBC Equalities and Welsh Language Objectives and Action Plan 2012-2016 notes that a minimum of 3 sets of specific supplementary guidance per year will be issued to relevant staff on specific topics, carrying the full authority of the scheme but targeted more effectively.

As noted in last year's report, 2013 however saw the development of the new Equalities and Welsh Language Portal for all staff who have access to the council's Intranet system.

Therefore in addition to some specific guidance, a great deal of time was spent during the financial year ensuring this new resource was available so that basic information was available to a much wider audience for the first time, plus would cut down on repeat questions for basic information. The screen-captured image below shows the homepage:



Overleaf is a summary of each section (following the order of the black banner headings in the screen-captured image of the homepage above).

- **Home**
 - Each section available is listed across the top as quicklinks, with new or main subsections highlighted on the left and right. The Council's full Equalities statement is shown in the middle.

- **Contacts**
 - This contains contact details for Caerphilly CCB staff - one section on the Equalities and Welsh Language team and one section on other relevant staff such as the Older Persons Development Officer in Social Services and the DDA Access Officer in Corporate Property.
 - The other section here contain contact details for external partners listed by protected characteristic and is being added to all the time - current subsections cover contacts for Visual impairment issues, Deaf/Hearing impairment issues, LGBT organisations, National Commissions, General Equalities organisations and General Disability issues. Other strands are being added on a rolling programme basis.

- **Cohesion and Hate Crime**
 - Covering the work done by the Council and the Regional Community Cohesion Coordinator (West Gwent), this section contains information on what these issues are, how to report Hate Crime and a pdf of the Welsh Government's "Getting on Together" document.

- **Guidance and Information**
 - In this section is a brief description of each of the Equality strands that are dealt with by the Equalities and Welsh Language Team - 14 areas covering the protected characteristics, Welsh Language and Human Rights issues. 14 subsections exits here.
 - There is also a section where the guidance documents can be accessed, including the Accessible Voting Guide, Consultation and Monitoring Guidance, the Equalities Implications in Reports Guidance, Designing and Printing Guidance, How to type Accents Guidance. Others are being added as they become available.
 - The information section contains Census Data by Equalities Categories, the staff workforce profiles, Place names in the county borough, a list of useful Welsh phone apps and a factsheet on the Welsh National Anthem including a phonetic version.
 - The final section is Dates to Remember and includes Armed Forces Day, European Day of Languages, Hate Crime Awareness Week, Holocaust Memorial Day, IDAHO, International Women's Day and many more.

- **Policies and Reports**
 - In this section staff can access the current Strategic Equality Plan, the Welsh Language Scheme, the integrated Objectives and Action Plan and the Annual Monitoring and Improvement Reports.

- **Schools and Governors**
 - In this section staff, primarily aimed at Education staff, there are the guidance documents from the WLGA for Equalities and Schools, the Governors Wales Fact File and the WG's Respect and Resilience document.
 - There is also internal support in the form of a model Schools Strategic Equality Plan and the Reporting Discrimination in Schools termly form.

- **Service Improvement**
 - In this section staff can access the Service Improvement Plan self-evaluation report, a blank SIP template and the blank Impact Assessment form.

- **Siarad Cymraeg?**
 - This is a new section for the Council's intranet as it is the only Welsh language provision currently. Aimed at Welsh speakers, it covers how to access resources "at your desk" to help people work in Welsh (the Welsh spellchecker CD Cysgliad, dictionaries, the laith Gwaith/Working Welsh lanyards and badges), how to translate on-line using Google translate (but noting the need for proof-reading) and lastly "Gloywi laith" courses (improvement and confidence courses) for Welsh speakers who may not use Welsh in the workplace currently.

- **Training**
 - There is a specific section here for all the current courses being offered so any Equalities courses or Welsh courses for learners can be found easily, together with full details of how to book a place, timetables and the Council's Terms and Conditions document.
 - The Equalities section currently has 33 subsections and gives a brief summary of each of the courses the Equalities and Welsh Language team have offered staff and partners.
 - The Welsh Language courses section covers information on 2 day tasters and 30 weeks courses, the Say Something in Welsh online learning, residential courses, and learner resources available.

- **Translating and Interpreting**
 - This is sub-divided into information sections containing details on how to get written, face to face or simultaneous translations for Braille, Audio, British Sign Language, Other Spoken Languages and Welsh.
 - In the Welsh Language section, there are details of how to book simultaneous translators, how to arrange written Welsh/English translation and proof-reading, the Welsh Language Editorial Policy and a growing number of Glossaries to help learners, such as Days and Dates, the Welsh Alphabet and Working in The Council.

7. Strategic Equality Objective 7 - Corporate Compliance

a) Annual Reporting

In order for both the Equalities Annual Report and the Welsh Language Annual Report to be properly scrutinised and considered, they are taken through the internal endorsement process via the Corporate Management Team on 22nd May 2014, Policy and Resources Scrutiny Committee on 3rd June 2014 and then Cabinet on the 4th June 2014.

The annual reports were then submitted to the Equality and Human Rights Commission and Welsh Language Commissioner's Office on 18th June 2014.

This ensures that both reports are published before their statutory deadlines.

They are also available to download in pdf format on the Council's website at www.caerphilly.gov.uk/equalities.

b) Equality Impact Assessments

Equality Impact Assessments covering Equalities and Welsh Language are undertaken on corporate policies and this progress began full implementation in February 2012, from when all council reports were required to contain an Equalities Implications heading.

2013-2014 Data

157 reports were impact assessed or had consultation comments provided for them during the financial year, though many did not have any significant or direct implications due to the subject matter and so did not require a full impact assessment.

The list of reports and projects can be found on the Assessing the Services page on the Council's website at www.caerphilly.gov.uk/equalities - these have had either a full impact assessment on them or were sent to the Equalities and Welsh Language team for consultation comments.

One example has been included in **Appendix B** as a Youth Services case study to show where this process, together with good communication links between service areas and the Equalities and Welsh Language team, has ensured that mainstreaming occurs and proper consideration is given to proportionate local requirements.

This work also links to the various Service Improvement Plans, covered in more detail in **Section 7 c)** overleaf.

c) **Service Improvement Plans and the Self Evaluation Report**

For 2013-2014, a full report was prepared and published on the Equalities and Welsh Language work included and undertaken by all service areas within the council. The report is the most detailed that has ever been undertaken on Service Improvement Plans and this work was positively noted by the Wales Audit Office in their analysis of Council Performance for 2013-2014:-

In our Improvement Assessment Letter to the Council in October 2012, we made a proposal for improvement about the need for equality impact assessments to be undertaken robustly and consistently for all Service Improvement Plans. It is positive to note that the Council has taken steps to address this. The Council's Equalities Officer has run a series of workshops this year with services to improve their equalities planning. The Service Improvement Plans are reviewed by the Council's Equalities and Sustainable Development Officers as well as the Council's Performance Management Unit and feedback is provided to the service. Any areas for improvement are then addressed by the services before being finalised. The Council's Equalities Officer also provides a whole authority Service Improvement Plan report to Corporate Management Team which outlines the alignment between the Service Improvement Plans and the equality objectives.

Section 102 - Wales Audit Office Annual Improvement Report 2014 for Caerphilly CBC

The evidence recorded in the SIPS shows that implementation across all service areas can be inconsistent, however actual practice across service areas is generally very good. This point has been made in the report, as often what is found when meeting with service areas is that so much is done as a matter of course, that the direct links between that service area's day-to-day work and Equalities and Welsh Language issues are overlooked or taken for granted.

The information provided here also fulfils the requirement to evidence the support provided for service areas by the Equalities and Welsh Language Team. The full report can be found on the Assessing the Services page of the Council's Equalities web pages at www.caerphilly.gov.uk/equalities.



d) Complaints

Section 4 v) of the **Strategic Equality Plan 2012** defines what is considered a complaint in terms of the equalities issues :-

v) Complaints

- 4.12 A complaint can be defined as a situation where a member of the public, or a group, is not satisfied with the standard of a service, or the action or lack of action by the Council or a member of staff.
- 4.13 All complaints will be dealt with in accordance with the corporate Complaints policy, but with the added need for translation of all incoming and outgoing correspondence on the matter, in line with the Welsh Language Scheme Editorial Policy and any other relevant translation or format issue.
- 4.14 Complaints will be fully monitored by Equalities category and in which language or format they were initially made.
- 4.15 Complaints can be made in writing, by telephone or via email to the Council's dedicated email address complaints@caerphilly.gov.uk.

During 2013 - 2014, there have been **9** instances that can be therefore classed as complaints.

i) Complaints Details:

<ul style="list-style-type: none"> • Disability discrimination alleged regarding a farm shop's lack of accessible entrance - member of the public blamed Licensing and compared it to them licensing a retail unit with no fire safety in place. 	Telephone
<ul style="list-style-type: none"> • Disability discrimination alleged by a gentleman trying to access Housing. 	Telephone / In writing / email
<ul style="list-style-type: none"> • One complaint of race discrimination by a tenant against Housing staff. 	In writing
<ul style="list-style-type: none"> • One complaint of race discrimination between staff members. 	In writing
<ul style="list-style-type: none"> • Two complaints re: use of Equalities monitoring questionnaires from residents - extreme views expressed against a number of categories, outrage from one that "they are even recognised as people". 	Verbal
<ul style="list-style-type: none"> • Disability discrimination alleged over lack of gritting by the Council outside surgeries etc where the most vulnerable would be more likely to have to go. 	In writing
<ul style="list-style-type: none"> • One complaint re: discrimination by an elected member against people with mental illness and disabilities in his ward. 	In writing
<ul style="list-style-type: none"> • One complaint by a member of the public via another organisation of alleged disability discrimination by a staff member in Education. 	Verbal

ii) **Complaints Resolutions:**

- Regarding the farm shop's lack of accessible entrance - Responses made within timescales and the gentleman was phoned back the same day and the situation explained. No further correspondence has been received.
- Disability discrimination re Housing - ongoing but it is hoped that recent correspondence has resolved a number of issues and that a positive outcome will happen.
- Race discrimination by Housing staff - covered by Housing after complaint referred to Ombudsman.
- Alleged race discrimination between staff members - resolved internally, no further information since the issue was dealt with.
- Regarding the use of Equalities monitoring questionnaires - explanations given in both instances that monitoring is required to ensure services are non-discriminatory, completion is not compulsory in any case, and that the Council does not condone discriminatory behaviour or language by staff or residents.
- The gritting issue outside surgeries was not found not to be discrimination or a complaint but initially a request for service during icy weather and was resolved.
- Regarding the mental illness and disabilities issues - these were comments made in a letter and used old-fashioned terminology to describe a very small group of residents in one ward, and advice was given around using more appropriate language in future.
- Alleged disability discrimination concerning a student's University application, but the original suggestion of discrimination was made by the University to the student about the Council's actions. The allegation was rejected based on the strength of evidence gathered by the Council about the incident, and no further correspondence has been received on the subject at the time of writing this report.

In summary therefore, there were 5 disability related complaints, two race discrimination complaints and 2 general discrimination complaints.

iii) **Corporate Complaints Information:**

In addition to the above, during 2013, the Equalities and Welsh language complaints data now forms part of the quarterly reporting to the Audit Committee as part of the Corporate Complaints process, and the Senior Policy Officer (Equalities and Welsh Language) is also now part of the corporate Learning From Complaints Group that meets quarterly to discuss specific and cross-cutting complaints.

e) Procurement

Previous Annual Monitoring and Improvement Reports have noted how corporately, Equalities and Welsh Language issues have been included in all Pre-Tender Questionnaires from the Procurement team, included in Social Services Commissioning guidance and in the specific contract requirements in Building Consultancy.

Tenders submitted are monitored for compliance with the questions asked in Equality in Procurement documents, and if any indicate they do not or cannot comply, they are signposted to support and guidance on adopting or developing policies of their own.

Records for 2012 - 2013 indicate that **104** contracts have been offered for tender by the Council's Procurement section, and **1170** companies invited to tender for them.

f) Publishing Information on Performance

i) General Performance

The Council publishes information on its performance every year in the form of a public summary as hard copy and electronically, and also in Newline, the Council's own newspaper.

ii) Newspaper Articles and Press Releases

During 2013-2014 the Council published a number of newspaper articles on its Equalities work - on topics such as Hate Crime, discriminatory school bullying, Disability and LGBT issues, making this financial year the best yet in terms of such press releases.

iii) Other Information

All policies, reports and guidance documents can be found online at www.caerphilly.gov.uk/equalities

Appendix A - CCBC Payroll Data Summary

The following information is high-level data of what the *iTrent* payroll system holds as at 31st March 2014 regarding the Caerphilly CBC workforce profile, in terms of protected characteristics and language ability of staff.

- Gender, Ethnicity and Disability data is currently shown by Directorate.
- Religion or Belief and Sexual Orientation data is currently shown by Corporate totals only. Data has improved during the last financial year.
- Language Ability is available by Service Area but the data is provided here as Corporate totals for information.
- Other information has not been presented as the categories are currently showing zero records.

Gender by Directorate	Male	Female	Undisclosed
Corporate Services	572	542	0
Directorate of Education & Lifelong Learning	889	3,940	0
Directorate of Social Services	205	1,354	0
Directorate of the Environment	988	1,486	0
Authority Total	2,588	6,955	0

Ethnicity by Directorate	White	BME	Undisclosed
Corporate Services	1082	13	19
Directorate of Education & Lifelong Learning	4451	34	344
Directorate of Social Services	1505	26	28
Directorate of the Environment	2304	13	157
Authority Total	8936	85	522

Disability by Directorate	Recorded as Disabled
Corporate Services	19
Directorate of Education & Lifelong Learning	54
Directorate of Social Services	17
Directorate of the Environment	47
Authority Total	131

Religion or Belief (totals)	Numbers
Buddhist	2
Christian (All Denominations)	470
Hindu	2
Jewish	1
Muslim	1
No Religion	454
Not Specified	91
Other	9
Sikh	1
Undisclosed	8,512
Authority Total	9,543

Sexual Orientation (totals)	Numbers
Bisexual	5
Declined to specify	142
Gay	10
Heterosexual	961
Lesbian	8
Other	2
Undisclosed	8,411
Authority Total	9,543

Language Ability (Other than English)	Numbers
Arabic	1
Braille	17
Breton	1
BSL (British Sign Language)	61
Croatian	1
Dutch	1
French	68
German	28
Greek	1
Hebrew	1
Hindi	1
Hungarian	1
Italian	8
Kurdish	1
Makaton Sign Language	1
Malayalam	1
Nepali	1
Rumanian	4
Russian	2
Serbian	2
Spanish	18
Turkish	2
Welsh	406
(No staff total is recorded as some staff speak more than two languages)	

Appendix B -

Extract from the CCBC Youth Services Strategy 2014- 2019 Action Plan

The section below is taken from the both the main body of the Strategy and the relevant section of the Strategy's Action Plan.

CAERPHILLY YOUTH SERVICE STRATEGY 2014-2019

- 9) EQUALITY OF OPPORTUNITY – Ensure equal access and support for all young people and the workforce.

Conduct an audit of the needs of young people (including the use of existing data and surveys) and deliver an integration policy in line with the Council's Strategic Equalities Plan and Welsh Language Scheme.

Objective 9 Diversity	To ensure that the Youth Service Strategy reflects and promotes the diversity of young people, in line with the Council's Strategic Equality Objectives.	Paul O'Neill David A. Thomas	From April 2014
9.1	To undertake an Equality Impact Assessment of all youth work project plans.	Paul O'Neill	By March 2015
9.2	To undertake and respond to a diversity audit of young people accessing the Youth Service irrespective of ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh, BSL or any other language, nationality, responsibility for any dependents or any other reason which cannot be shown to be justified.	Paul O'Neill	By March 2015
9.3	To develop diversity guidance regarding work with young people from across all equality strands.	Paul O'Neill	By March 2015
9.4	To develop a range of diversity training for youth workers to ensure parity of opportunity for all young people.	Paul O'Neill Anwen Rees	Use existing CCBC provision
9.5	To embed community cohesion within local Youth Service Action Plans and delivery and promote good relations and positive attitudes among young people.	Paul O'Neill Chris Hunt	By March 2015