

Caerphilly County Borough Council Strategic Equality Plan

Annual Monitoring and Improvement Report 2012 - 2013

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

Following on from last year's detailed and comprehensive annual report on Caerphilly County Borough Council's progress on Equalities issues, the annual report for the financial year 2012 - 2013 is focused on the 7 Strategic Equality Objectives and the wide range of work being done against the actions that sit under each one.

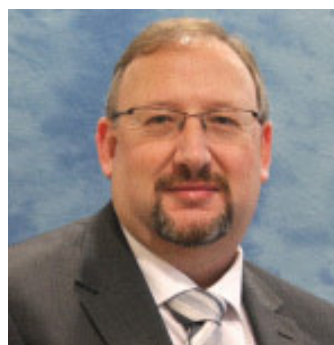
Despite the difficult financial environment that the public sector must operate within during these times of austerity, the Council has made real progress in many areas of implementing the Equalities and Welsh Language Objectives and Action Plan, often through partnership working, adapting existing work to be a better fit with current requirements, and often by coming up with creative and innovative ways of delivering against our statutory duties.

The report lists progress against each of the targets under the 7 Objectives, and some more detailed examples are shown in the Appendices. A great deal of the information contained in this report is therefore simply signposting 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 us or our partners.



Harry Andrews
Leader
Caerphilly County Borough Council



Nigel Barnett
Acting 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

	ACTION	PROGRESS
1.1	To work with the listed stakeholders to record and monitor instances of identity-based hate crime and hate incidents in the county borough.	<p>Caerphilly County Borough Council has undertaken a pilot project on mapping hate crime and hate incidents within the borough.</p> <p>The mapping project ran from January 2012 to January 2013. The intention of the project was to establish a better picture of such cases occurring, to inform the development of appropriate interventions and support for victims.</p> <p>The Valleys Regional Equality Council (VALREC) was commissioned to undertake the pilot project on behalf of the Council.</p> <p>The report reveals evidence that between January 2012 and January 2013 there were at 144 victims of hate crime and hate incidents in the borough, and provides an insight into the nature of these cases.</p> <p>These figures come from a variety of sources such as Council data, Gwent Police figures and schools information.</p> <p>The report concludes with recommendations for further action.</p> <p>The report will appear on the Council website's Equalities pages in a new section specifically aimed at Hate Crime and Incidents over the summer of 2013.</p>

1.2	<p>To work with schools to develop better understanding of links between Equalities issues and identity based school bullying, and improve recording and monitoring of incidents.</p>	<p>Following on from the work undertaken with the Directorate of Education and schools in the county borough during the academic year 2011 - 2012, full reporting of discriminatory incidents became mandatory from September 2012.</p> <p>In the two school terms that have been reported on, the following information has been identified:-</p> <p>There were 17 recorded discriminatory incidents between September and December 2012 (mostly race/cultural but 1 homophobic incident was recorded) and a further 8 between January and March 2013 (6 race/cultural, 1 pregnancy related and 1 homophobic incident)</p> <p>Across both terms, the remainder of the data recorded notes Nil Returns for most schools across all categories of incident, but around a third of the education establishments expected to report have failed to provide any response at all.</p> <p>Further work is planned to raise awareness of the importance of this data and why it is being captured, and a report will be presented to the Education for Life Scrutiny Committee later in 2013 on these issues.</p> <p>In addition, Gwent Police's Schools Liaison Team have been to 10 of the 14 comprehensive schools delivering their "Save Me" discriminatory awareness training to pupils, with 3 of the remaining comprehensive schools already having visits planned.</p> <p>The regional Community Cohesion Officer has also arranged for a series of Show Racism The Red Card sessions to be delivered in schools in the Upper Rhymney Valley area.</p>
1.3	<p>To work with all service areas within the Council to use different methods in order to (where relevant) raise awareness of, and tackle under-reporting of, hate crime and hate incidents.</p>	<p>The Equalities Training and Promotion Officer in conjunction with the regional Community Cohesion Officer arranges training for staff, as is reported in the Annual Training Report available on the Council website's Equalities pages on the Training page.</p> <p>Hate Crime and Incidents and what work service areas do in relation to that was added as a new section to the Service improvement Plan template for the 2013 - 2014 financial year.</p>

1.4	To work with local and regional partners on existing domestic abuse and violence issues to identify and tackle incidents with an equalities aspect.	<p>Staff from the Equalities and Welsh language Team work with service areas every year on completing impact assessments, giving guidance on updating policies and linking the day-to-day work being done with the wider issues of identifying Equalities related aspects of domestic abuse and violence.</p> <p>Guidance on making these links is being drafted at the moment and will be sent to relevant teams for consultation before being published on a new intranet site for staff.</p> <p>Relevant teams include POVA, Safeguarding Children, Inclusion Services, Health and Safety and HR within the Council, and with the voluntary sector, Aneurin Bevan Health Board, Gwent Police and neighbouring councils regionally.</p>
1.5	To work with CCBC elected members, staff members and partner organisations to decrease the stigma associated with some aspects of the protected characteristics e.g. stereotyping and negative assumptions.	<p>Staff from the Equalities and Welsh language Team are scheduled to deliver awareness training to elected members during 2013 -2014 and also deliver awareness training to staff (see 6.2 later).</p> <p>The staff are also now making links with the local Business Forum to explain the links between the Equalities work being done in the public sector and 3rd party contracts, licensing matters, planning applications and building regulations that affect the private sector indirectly.</p> <p>These sessions lead to the more targeted training courses on specific issues.</p> <p>Further, simply by ensuring that all protected characteristics are included in monitoring of staff data, surveys, questionnaires and training forms, the awareness that these are matters to be considered and dealt with by the Council becomes an everyday part of working life as opposed to something more unusual that may be stigmatised.</p>

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


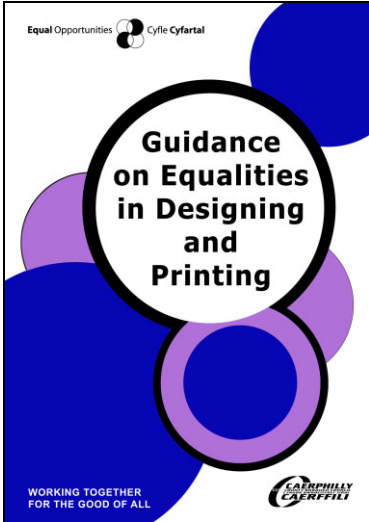
	ACTION	PROGRESS
2.1	Implement the findings of the job evaluation exercise.	This is ongoing however projects such as the Caerphilly Passport scheme and the living Wage report have an affect on women as a group in the county borough in a distinct way.
2.2	Make changes to pay policies and practices that are found to be a contributory factor to any identified inequality in pay.	<p>The Passport Scheme is specifically targeted at younger people who may have trouble accessing employment opportunities, but indirectly this improves the chances of women as it helps remove a barrier to employment that is greater for women than for men.</p> <p>The Living Wage scheme also 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.</p> <p>With a greater degree of staff data available now that there are new protected characteristics being recorded in the iTrent payroll system, further work can be done on this area of pay policies and practices backed up by more robust information.</p> <p>(See also 6.1)</p>
2.3	Raise awareness of job opportunities and business opportunities to non-traditional groups (i.e. not stereotyping jobs to gender).	Current practice - the council takes positive action where possible to ensure that job advertisements encourage people from under-represented groups to apply for posts but specific guidance is being prepared for the summer of 2013 (see also 6.5).

3. Strategic Equality Objective 2 - Physical Access

	ACTION	PROGRESS
3.1	To establish an accessibility baseline for all properties by completing access audits.	<p>Corporate Property Division maintain a list of buildings that have been audited, along with an annual report that covers what work has been done / is planned to do using the DDA budget and covers properties related to:-</p> <ul style="list-style-type: none"> • Corporate Buildings • Libraries • Leisure Centres • Tourism • Parks • Social Services • Education (inc. schools)
3.2	Client Liaison Team to support council service areas with issues around physical access.	<p>Corporate Property Division have strong links to the voluntary sector and a number of Disability Groups have undertaken audits on council buildings to provide expertise and insight on problems that may occur, or to agree good practice. The Head of Performance and Property chairs the Council's Disability Group to help facilitate this working relationship on physical access as well as covering other Disability issues.</p>
3.3	To monitor satisfaction levels / number of complaints regarding physical accessibility issues.	<p>Monitored along with all Equalities related issues as part of the corporate complaints system.</p> <p>The Council makes sure that it exercises a common-sense approach to accessibility issues to prevent complaints that can be easily avoided.</p> <p>For example the Council's procedure on allocating RADAR keys has on two occasions excluded people who are clearly eligible yet fall outside the criteria as written. For this reason, a small stock of keys is kept that can be sent out at the Council's discretion to people in these situations, so that there are no additional or unnecessary requirements made on people who would benefit from having a key.</p>
3.4	To survey all building stock in terms of accessibility issues.	<p>Following on from 3.1 above, the property list changes each year as work is completed, or new requirements or requests come to light.</p>

4. Strategic Equality Objective 2 - Communication Access

	ACTION	PROGRESS
4.1	WL Indicator 3 To ensure that Welsh Language issues are an integral part of all e-Government projects.	Standard practice as noted below in terms of social media, the website, payroll data, surveys and wider in terms of Public Engagement as noted in the data for Strategic Equalities Objective 5.
4.2	To make 40% of website available in Welsh during the first year, minimum of 10% increase per year afterwards on a rolling programme basis (HTML web pages - this % target does not include pages in downloadable documents).	<p>As noted in the Welsh Language Scheme Annual Monitoring and Improvement Report, Facebook and Twitter have both seen significant increases in the level of Welsh content and the delivery of bilingual messages is mostly immediate. There remains scope for improvement, however the last 12 months has demonstrated that the Council kept to the agreement made following the complaints.</p> <p>The website remains a bigger issue however during the summer of 2012, the current English content was analysed and prioritised for translation and by the end of the financial year, the following sections have been translated:-</p> <ul style="list-style-type: none"> • Social Services (in full) • Joint Caerphilly and Blaenau Gwent Social Services Portal (in full) • Education (approximately 50% including Schools and Colleges, Pre-School, the Education Financial Support, Libraries, Flying Start, Adult Education) <p>Given the Equalities and Welsh Language team's increased translation capacity from April 2013 onwards, pages will be able to go live much faster than at present, whilst a longer term solution is found to this on-going issue.</p>
4.3	To create a series of BSL signed web pages in a new section of the website.	Still under consideration but no progress during 2012 - 2013. Awaiting timetable on updating the Council's website in general.

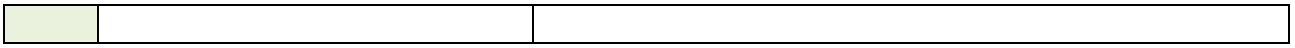
4.4	Update of Welsh Language Scheme Editorial Policy.	<p>Completed during 2012 - along with the guidance noted in 6.5 later, this guidance will be available on the new intranet portal being developed and is already online on the Guidance pages of the Council's Equalities web pages.</p>  <p>Before being uploaded to the new portal, the Editorial Policy and all other guidance documents will be reviewed in order to reflect any relevant changes that may affect the content.</p>
4.5	To develop an updated set of minimum standards for Council publications.	<p>Completed during 2012 , see 6.5 - specifically the Designing and Printing Guide - also available on the Guidance pages of the Council's Equalities web pages.</p> 

5. Strategic Equality Objective 5 - Engagement and Participation

	ACTION	PROGRESS
5.1	<p>Development of a new Public Engagement Strategy and updating of related guidance to ensure that public engagement/consultation exercises properly take into account equality issues and include all groups in the community to obtain a broad range of opinion.</p>	<p>Cabinet approved the Council's new Public Engagement Strategy on 9th April 2013.</p> <p>One of the targets for 2012 - 2013 was to ensure that the Strategy took into account the needs and requirements of everyone in the communities of Caerphilly county borough.</p> <p>The Leader of the Council, in the Introduction, notes that</p> <p><i>“ . . . the Strategy aims to ensure that all citizens of Caerphilly are able to effectively participate in all aspects of their community, whether this is taking an active interest in what is going on around them or actively benefiting the lives of others. We are committed to providing an equal opportunity for all our citizens to be involved and will ensure that we meet the duties of the Council Strategic Equality Plan . . . ”</i></p> <p>Further, the Public Engagement Strategy notes a number of national frameworks that cover engagement with the public across the board, challenging discrimination and ensuring that everyone has the chance to have their voice heard.</p> <p>It also makes a link in the Appendices to Objective 5 of the Equalities and Welsh Language Objectives and Action Plan and all surveys and questionnaire will be bilingual in line with the Council's Welsh Language Scheme Editorial Policy.</p> <p>The current versions of theses and the Equalities Consultation and Monitoring Guidance are available as pdf copies on the Equalities Guidance pages of the Council website's Equalities pages at www.caerphilly.gov.uk/equalities</p> <p>Part of the new intranet portal being developed will contain all the staff guidance as pdf files also.</p>

<p>5.2</p>	<p>To identify appropriate methods of promoting Council services to different and specific groups in the community and to ensure that the new Public Engagement Strategy reflects appropriate methods of communication.</p>	<p>The Public Engagement Strategy links to the Equalities Consultation and Monitoring Guidance, which is due to be updated in 2013 so that the staff portal has accurate and up-to-date information.</p> <div data-bbox="847 371 1251 931" data-label="Image"> </div> <p>The Guidance on Designing and Printing (see 4.5) covers issues around format and style, but in terms of the Council's commitment under the Linguistic Skills section of the Strategic Equality Plan to respond to requests in any language, see Appendix C for information around costs and what languages have been translated over the last 5 financial years.</p>
<p>5.3</p>	<p>To identify service needs of specific groups and identify the barriers to accessing services and the actions required to remove those barriers.</p>	<p>This is ongoing work and forms part of developing or updating services.</p> <p>With the new Public Engagement Strategy in place and the above guidance to be updated in 2013, these will be useful tools in helping the Council's service areas identify the specific needs of different groups and future monitoring reports will include information on how this has been achieved.</p>


5.4	To undertake 4 Welsh Language projects in partnership with the Menter Iaith.	<p>Together with the more formal aspects of the implementation of the Welsh Language Scheme within the Council, the Council and Menter Iaith have worked together successfully to run a number of projects each year.</p> <p>The projects were delivered during April 2012 - March 31st 2013 and were co-ordinated by Menter Iaith's Principal Officer and supported by other Menter Iaith staff in addition to local volunteers. All projects have been completed successfully for the financial year.</p> <p>a) Welsh medium Careers Advice Sessions at Ysgol Gyfun Cwm Rhymni b) Equality Discussion Sessions c) Welsh medium workshops for children and families (a double-project)</p> <p>The Welsh Language Scheme Annual Monitoring and Improvement Report covers the projects in detail however the Equality Discussion project is relevant to this report also.</p> <p>Equality Discussion Sessions</p> <p>During the year the Menter Iaith held four sessions with both adult learners and Welsh speakers during which staff held discussions on a range of equalities issues in addition to a number of current affairs topics, using the Welsh version of the Older Persons Development Officer's Dignity Games.</p> <p>This provided a valuable opportunity to gain opinions from local residents and also to ensure that those attending received current and accurate information in terms of equalities issues and legislation.</p> <p>The sessions also provided a focus for discussion for adults who are learning Welsh and benefit from a structured discussion session in order to increase their vocabulary and confidence when using the language. The four sessions were held in Hafodyrynys, New Tredegar, Ystrad Mynach and Bedwas.</p> <p>An average of 15 people attended each session and feedback from those attending was extremely positive and all noted they would wish to see more sessions of this kind in the future.</p>
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6. Strategic Equality Objective 6 - Diversity in the Workplace

	ACTION	PROGRESS
6.1	<p>To ensure consistent, accurate and robust collation and recording of employee information in terms of Equality data utilising the capacity of the <i>iTrent</i> payroll database with ongoing data cleansing. Also WL Indicator 5.</p>	<p>The <i>iTrent</i> Payroll system was upgraded during 2012 in order to add in the extra Equalities related categories required by the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.</p> <p>This provided an opportunity to discuss with HR a number of other issues including two significant areas of progress in terms of recording data.</p> <ul style="list-style-type: none"> Recording of protected characteristics and language ability of staff has now been agreed to be part of the self-reporting process, as part of on-going work to tackle under-reporting across the categories. This is currently programmed to begin during 2013 - 2014. The self-reporting will be accessible from staff members desktops, and whilst this will only be relevant for around a 3rd of the staff, approximately 3,000 individuals, it still represents a significant step forwards in gathering accurate and relevant data on the workforce. Monitoring of all the Equalities and Welsh Language courses has been done in full for many years, however the data has been kept securely as hard copy. This is now to be transferred to the <i>iTrent</i> system also, and two staff from the Equalities and Welsh Language team have been given limited access to the payroll system in order to enter those details and produce reports. <p>With these agreed steps put in place, the quality and quantity of data held is expected to greatly improve in 2013 - 2014.</p> <p>See Appendix A for a summary of current payroll data information.</p>

6.2	To offer staff, elected members and partner organisations a comprehensive Equalities training programme and continue to increase course provision and course take-up. Also WL Indicator 4.	<p>The following course list is the basis of a termly programme of training arranged by the Equalities Training and Promotion Officer and advertised to all staff and partners:-</p> <ul style="list-style-type: none"> • Age Awareness • Autism Awareness • Basic Skills Awareness • British Sign Language (BSL) Taster • BSL Introduction and Foundation level classes • Deaf Awareness • Deafblind Awareness • Dementia Awareness • Disability Awareness • Disfigurement Awareness • Dyslexia Awareness • Easy-Read Awareness • Equality Act 2010 - Employment Law • Equality in Policy Development (Consultation, Engagement and Impact Assessments) • Financial Capability - Helping your clients • Gender Awareness • General Equalities Awareness • Gypsy, Roma and Traveller Awareness • Hard of Hearing Awareness • Hate Crime Awareness • Intergenerational Working • Involving Older People • Learning Disability Awareness • Lesbian, Gay, Bisexual and Transgender (LGBT) Awareness • PREVENT Awareness (Understanding of the Prevent Counter-terrorism agenda and recognising vulnerable people/groups open to radicalisation) • Race Equality Awareness • Religious Awareness • Sensory Loss Awareness • Visual Impairment Awareness • Welsh Language - Taster Courses • Welsh Language - 30 week courses (Mynediad 1 and 2, Sylfaen 1 and 2) • Welsh Language - One-day and Weekend Schools • Welsh Language - Magu Hyder (<i>Improving Welsh Language Skills and Confidence</i>)
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<p>6.3</p>	<p>To monitor the number and percentage of elected members and staff who have received training in Equalities and Welsh language. Also WL Indicator 4.</p>	<p>The Equalities Training and Promotion Officer prepares a full annual training report based on academic years, the most recent report is therefore for the academic year 2011 - 2012.</p>  <p>The report is published in September / October each year and is presented to Policy and Resources Scrutiny Committee as an information item, prior to being uploaded to the Council website's Equalities pages in the Training section - www.caerphilly.gov.uk/equalities.</p>
<p>6.4</p>	<p>To offer staff the opportunity to form their own workplace support networks for specific groups - initial meeting organised centrally with future meetings being the responsibility of the group.</p>	<p>Despite a number of attempts to start various networks (wider in fact than Equalities or Welsh language related ones) only one group that could be described as falling under this target is operating at present as a self-sustaining group.</p> <p>The Christian Fellowship meets in Penallta House at lunchtimes, weekly for a prayer meeting, and once a month for a longer discussion and Bible Study. They arrange their own meetings rooms and resources.</p> <p>At one monthly meeting, the Senior Policy Officer (Equalities and Welsh Language) attended to discuss the place of Religion and Belief in the equalities agenda and to cover issues such as perceived discrimination in the workplace against religious groups. Reassurances were given that this was not something that would happen in Caerphilly CBC.</p>

6.5	To issue supplementary guidance corporately or to service areas on specific areas of work.	<p>For 2012 - 2013 the sets of guidance distributed were as follows, and covered 3 related areas. All are available as pdf copies on the Council's website at www.caerphilly.gov.uk/equalities on the Equalities Guidance pages.</p> <p>a) <i>Designing and Printing Guide</i> A comprehensive guidance document was developed, aimed at graphic designers and any staff who created signage, leaflets etc. covering some common-sense approaches to font size, use of colour, paragraph justification and bilingual layout. The latter point ensures that bilingual design is treated as the norm when designing publications.</p> <p>b) <i>Signage - Improving Access</i> The Council's Access Officer developed a guidance document specifically around accessible signage to Council buildings and again, bilingual design was included in order to mainstream Welsh Language considerations.</p> <p>c) <i>How to get Accents on Letters</i> This was developed in order to help staff understand the importance of accented characters in personal and place names, but also gives instructions on how they can be typed on PC keyboards.</p> <p>The <i>Welsh Language Scheme Editorial Policy</i> was also updated during 2012.</p> <p>For 2012 - 2013, currently the intended guidance being developed or updated covers the following:-</p> <p>a) <i>Guidance on linking Equalities with Hate Crime, POVA, Safeguarding and Domestic Abuse</i></p> <p>b) <i>Targeting Under-represented Groups when Advertising Posts</i></p> <p>c) <i>Completing Equalities Implications in Council Reports</i></p>
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6.6	To distribute quarterly Equalities and language skills statistics to assist with service planning in relation to Service Improvement Plans.	<p>The Workforce Profiles are produced quarterly and published as part of the committee report process and are therefore on-line each quarter.</p> <p>A summary, similar to the one in Appendix A will be published in a new page on the Council website's Equalities pages as a quick-reference guide.</p>
6.7	<p>WL Indicator 2</p> <p>To undertake a corporate exercise with HR and Service Managers to identify posts where Welsh skills would be essential. Also other language skills e.g. BSL where relevant.</p>	No progress since last year's Welsh Language Annual Monitoring and Improvement Report, but still planned and tied in to the <i>iTrent</i> data cleansing work.
6.8	To develop full proposals for a Language Services Directory.	As with the above, no progress has been made over the last financial year.

7. Strategic Equality Objective 7 - Corporate Compliance

	ACTION	PROGRESS
7.1	<p>To ensure that arrangements are in place to strategically monitor the progress of the Strategic Equality Plan (SEP) and Welsh Language Scheme (WLS) and to produce annual monitoring and improvement reports on the progress achieved and any areas of concern, and overall compliance with statutory duties.</p>	<p>Completed each year on target.</p> <ul style="list-style-type: none"> • The Welsh Language Commissioner’s Office requires that the Welsh Language report is submitted to them by the last day of June each year. • The Public Sector Equality Duty in Wales requires that an annual Equalities report is published each year before the end of march of the financial year following that which is being reported upon. <p>As Caerphilly CBC operates an integrated Equalities and Welsh Language team, for the 2012 - 2013 reporting cycle, both reports are being presented in line with the Welsh Language report timescales in order to avoid unnecessary doubling up of reports in the system.</p> <p>This also ensures that both reports are published in a timely fashion, allowing the staff to tackle operational issues once the reports are published.</p> <p>The internal reporting process and publication schedule is as follows:-</p> <ul style="list-style-type: none"> • Legal and Governance Senior Management Team - 15th May 2013; • Corporate Management Team - 23rd May 2013; • Policy and Resources Scrutiny Committee - 4th June 2013; • Cabinet - 18th June 2013. <p>The translation will be done during this cycle and any amendments required will be made in both, prior to being published on the Council website’s Equalities pages on the 28th June 2013 and submitted to the relevant Commission.</p>

7.2	To adopt and implement a standing directive that reports presenting new or updated policies and initiatives carry an assessment of the likely impact of the SEP and WLS.	<p>Introduced in February 2012. All committee report templates now contain an Equalities Implications section alongside Personnel and Financial implications.</p> <p>The screening tool used was introduced at the same time but after over a year of operating and having received comments back from managers, the tool is to be updated over the summer of 2013 and re-launched, using examples of existing report wording and made more “user-friendly”, as new supplementary guidance as noted in 6.5.</p>
7.3	To produce a corporate list of policies, strategies and plans and update the list regularly.	Due to the ongoing changes across so many service areas, based on new regulations and legislation, this has proved difficult to co-ordinate however during 2013 - 2014, more service areas have included this work as part of their Service Improvement Plans in order to produce a list of policies and strategies that need to be impact assessed.
7.4	Each service to ensure that it has equality targets in its Service Improvement Plan (SIP).	<p>Working with the Performance Management Unit, the Senior Policy Officer (Equalities and Welsh Language) meets with service area teams to go through their Service Improvement Plans as it is often found that services do a great deal of equalities-related work without realising the links their work has to this agenda.</p> <p>Appendix D shows some examples of from the current financial year’s draft SIPs from each of the 4 Directorates, to give an overview of how this has improved the quality of reporting and the levels of understanding of where those links exist.</p>
7.5	Undertake an annual Equalities and Welsh Language audit of all Service Improvement Plans to establish progress each service has made.	Due to time constraints and other priorities this was not done during 2012 - 2013 but the process has already begun for 2013 - 2014 with the new financial year’s Service Improvement Plans.
7.6	Each service area to undertake Equality Impact Assessments (EIAs) on all policies.	The Assessing the Services page on the Council's website at www.caerphilly.gov.uk/equalities shows a list of policies that have had either an impact assessment on them or been sent to the Senior Policy Officer (Equalities and Welsh Language) for consultation comments since the new reporting templates have been in place.

7.7	<p>To monitor the number and type of complaints received that contain an Equalities aspect and whether they are dealt with in accordance with corporate standards and provide appropriate training if required. Also WL Indicator 6.</p>	<p>The Corporate Complaints process and systems are being updated at present and the issue of full Equalities monitoring of complaints has been raised.</p> <p>Though a part of the process for many years, current evidence shows that complaints that have an alleged Equalities or Welsh Language aspect are recorded and dealt with as such, but that other complaints do not have the relevant data gathered to be able to identify any patterns or trends.</p> <p>A working group is being brought together that will include the various complaints officers and the Equalities and Welsh Language staff to ensure that all these issues are dealt with as standard across all service areas.</p>
7.8	<p>To ensure that Council contract specifications include an Equalities and Welsh Language pre-tender questionnaire and include the Equality in Procurement Policy as standard information. Also WL Indicator 1, specifically :-</p> <ul style="list-style-type: none"> (i) care services (ii) youth and leisure services (iii) pre-school provision 	<p>Records for 2012 - 2013 indicate that 81 contracts have been offered for tender by the Council's Procurement section, and 820 companies invited to tender for them.</p> <p>Procurement monitor the submitted tenders for compliance with the questions asked in Equality in Procurement documents and if any indicate they do not or cannot comply, Procurement signpost them to support and guidance on adopting or developing Welsh Language Schemes of their own.</p> <p>In addition to the standard Procurement processes, the Directorate of Social Services has adapted the forms for use as part of their commissioning procedures for services for adults and children - the document can be found at - http://www.caerphilly.gov.uk/supportingpeople/pdf/LCP_Equality_Statement.pdf</p> <p>Building Consultancy have adapted the forms for use in their contracts for new or adapted public buildings, thus linking their own design work, the structural work being tendered for and the Equalities and Welsh Language requirements into one step-by-step process appropriate for their service area - see Appendix B.</p>

Appendix A - Payroll Data Summary

The following information is high-level data of what the *iTrent* payroll system holds as at 31st March 2013 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 is limited but the work noted in 6.1 earlier will evidence progress on a quarterly basis from now on.
- Language Ability is available by Service Area and will be published on the Linguistic Skills page of the Council website's Equalities pages 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.

Directorate	Male	Female	Undisclosed
Corporate Services	555.00	525.00	0
Directorate of Education & Lifelong Learning	869.00	3,915.00	0
Directorate of Social Services	200.00	1,318.00	0
Directorate of the Environment	1,041.00	1,590.00	0
Authority Total	2,598.00	6,973.00	0

Directorate	White	BME	Undisclosed
Corporate Services	1,049.00	10.00	21.00
Directorate of Education & Lifelong Learning	4,406.00	51.00	327.00
Directorate of Social Services	1,462.00	29.00	27.00
Directorate of the Environment	2,437.00	24.00	170.00
Authority Total	8,941.00	113.00	517.00

Directorate	Recorded as Disabled
Corporate Services	13.00
Directorate of Education & Lifelong Learning	49.00
Directorate of Social Services	17.00
Directorate of the Environment	40.00
Authority Total	114.00

Religion or Belief	Numbers
Buddhist	1
Christian (All Denominations)	75
No Religion	81
Not Specified	8
Other	3
Undisclosed	9,403
Authority Total	9,571

Sexual Orientation	Numbers
Declined to specify	87
Gay	2
Heterosexual	167
Lesbian	1
Other	2
Undisclosed	9,312
Authority Total	9,571

Language Ability (Other than English)	Numbers
Arabic	1
Braille	18
Breton	1
BSL (British Sign Language)	50
Croatian	1
Dutch	1
French	60
German	27
Greek	1
Hebrew	1
Hindi	1
Hungarian	1
Italian	9
Kurdish	1
Malayalam	1
Nepali	1
Portuguese	1
Romanian	4
Russian	3
Serbian	1
Spanish	17
Turkish	3
Welsh	416
(No staff total is recorded as some staff speak more than two languages)	

Appendix B -

Tender Document Extract - Building Consultancy (Section C2)

4.0 EQUALITIES AND WELSH LANGUAGE COMMITMENT

Caerphilly County Borough Council considers it essential that all organisations wishing to provide a product or service on its behalf are able to demonstrate that all reasonably practicable steps are taken to allow equal access and equal treatment in employment, service delivery and training for all. The Council's Equalities statement makes this clear by noting that - "We will also work to create equal access for everyone to our services, irrespective of ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL and other languages, nationality, responsibility for any dependents or any other reason which cannot be shown to be justified."

The Supplier shall ensure that it complies with all relevant requirements of current Equalities legislation, regulations and duties in force and by signing below, agrees to provide those goods or services in a manner consistent with the Council's Strategic Equality Scheme and Welsh Language Scheme. These can be found at www.caerphilly.gov.uk/equalities. Further the Supplier agrees to provide any relevant Equalities monitoring information as may be required by the Council to ensure compliance.

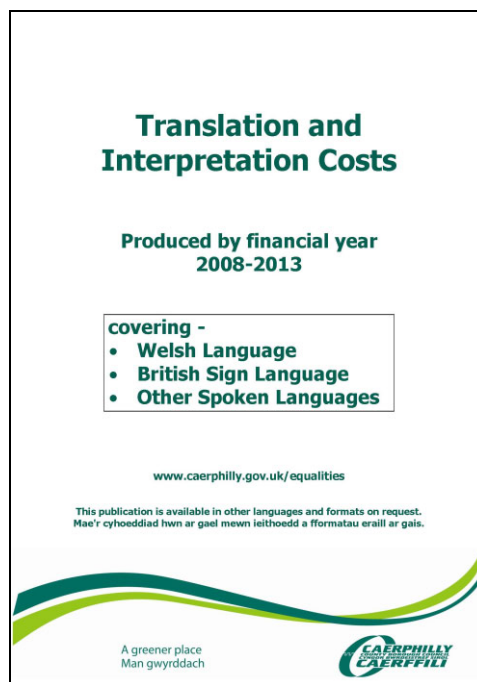
If you require further guidance, information or support on Procurement, or Equalities and Welsh Language issues, please contact either procurement@caerphilly.gov.uk or equalities@caerphilly.gov.uk

Appendix C - Translation Costs Factsheet

The majority of Freedom of Information requests received by the Equalities and Welsh Language team centre on the costs of translating written material into Welsh and other spoken languages, and the interpretation/simultaneous translation costs associated with those languages and British Sign Language.

In order to cut down on the number of repeat requests for this information, a new section has been added to the Linguistic Skills page of the Council's website, together with a pdf document giving 5 financial years' worth of information on these costs, split into three sections covering Welsh, BSL and other spoken languages. There is also some narrative there to give context.

If this approach is successful, other similar "factsheets" may be created and published in future on specific topics.



This information can be found at www.caerphilly.gov.uk/equalities on the Linguistic Skills page.

Appendix D - Service Improvement Plan Examples

The Equalities section in Service improvement Plans covers 7 general areas that every service area should be able to complete to varying degrees, followed by 7 strand-specific sections where service areas can demonstrate how they have worked for the benefit of a target group. The information shown in this Appendix is based on that template with a number of examples from each of the 4 Directorates shown throughout (Corporate Services = Blue; Social Services = Green; Education = Purple; Environment = Red).

It is not an exhaustive list but is meant as evidence of how each of the four Directorates contributes to the delivery of the Public Sector Equality Duty and Welsh Language Measure in practical ways.

<p>Policy Development (i.e. in terms of Equalities Implications in council reports)</p>	<ul style="list-style-type: none"> • The Equalities and Welsh Language Team have been supporting Service Areas to complete the Equalities Implications sections since February 2012 and a new set of guidance is being issued over the summer of 2013 to help services undertake this with on their own with greater confidence. • HR reviewed all its Personnel Policies during 2012 as part of the Corporate health Standard to ensure that the full range of Equalities issues were considered. The Senior Policy Officer (Equalities and Welsh Language) was part of this review. • Key strategies are submitted to DMTs prior to going to SMT and Health Social Care and Well being Scrutiny Committee. • Questionnaires to people who use social services and carers who use social services, results are used to evaluate current performance to inform future service delivery. • Older Peoples Accommodation strategy completed. Consultation with specific groups and available on CCBC Website under the consultation portal. • Learning Disability, Physical Disability, Visual Impairment and Mental Health Commissioning Strategies completed Consultation with specific groups and available on CCBC Website. • All consultations completed by the customer service team, ask for equalities information. • Involvement of stakeholders from many groups on Caerphilly Town Centre Air Quality Action Plan.
<p>Equality Impact Assessments (i.e. have service-specific policies, procedures and functions been impact assessed in line with the corporate list?)</p>	<ul style="list-style-type: none"> • The Equalities and Welsh Language Team publish a list of reports and policies that have been Equality Impact Assessed to whatever relevant degree on the Council’s website. • ‘Tell us Once’ will ensure that when a death is registered, the information is used to update the social services database. This will allow for collections of equipment to be arranged and reduce the burden on the bereaved. EIA complete.

<p>Equalities related Hate Crime and Incidents (involving Community Cohesion, school bullying, POVA, Safeguarding Children, Domestic abuse etc.)</p>	<ul style="list-style-type: none"> • Caerphilly County Borough Council has undertaken a pilot project on mapping hate crime and hate incidents within the borough. The mapping project ran from January 2012 to January 2013. The intention of the project was to establish a better picture of such cases occurring, to inform the development of appropriate interventions and support for victims. VALREC was commissioned to undertake the pilot project on behalf of the Council. • Learning Education and Inclusion is responsible for collecting and monitoring the discriminatory reporting forms from schools. There were 17 incidents recorded in schools between September and December 2012, and a further 8 between January and March 2013.
<p>Staff / Member Awareness and Training (i.e. how many staff been offered/taken up places on the Equalities or Welsh Language training?)</p>	<ul style="list-style-type: none"> • Registration Services in CCBC (leading on a wider pan-Gwent basis) attended a Forced Marriages and Domestic Violence course • The Equalities and Welsh Language Team coordinate and monitor the entire range of corporate courses and an annual report is published each year showing a full breakdown and analysis of the training offered. • During 2012 - 2013, 81 courses have run so far with 688 people attending.
<p>Recruitment and Selection (i.e. what use have you made of the quarterly HR Equalities statistics?)</p>	<ul style="list-style-type: none"> • Staff are encouraged to complete the Equalities and language Skills forms so that a better profile of staff is obtained. A targeted language drive during 2012 resulted in 150 more Social Services staff recording language ability other than English.
<p>Consultation and Monitoring (i.e. have policies been sent for consultation with relevant individuals or groups and have you analysed the results by Equality category?)</p>	<ul style="list-style-type: none"> • Our Schools Our Future undertook a wide consultation on the expansion of secondary Welsh medium provision in the county borough, evidenced at each stage by Scrutiny Committee and Cabinet reports. • Social Services maintains close ties with Community groups to promote partnership working and inform service planning. These groups include the Lesbian Gay Bisexual and Transgender Council, local Deaf Clubs, Visual Impairment Community Groups, Valleys Regional Equalities Council (VALREC), Caerphilly Access Group, 50+ forum, Inter-faith Groups and Mental Health. • The Youth Forum undertakes a great deal of consultation and monitoring with young people across the board, including specific work to include Welsh medium school pupils in partnership with the Menter Iait. • On town centre regeneration schemes, the Caerphilly Access Group are involved in the detailed design process. They are asked to sign off projects before they are built. • In addition, on public realm schemes Social Services and Guide Dogs for the Blind are key consultees over design.

<p>Complaints / Feedback (i.e. are your systems able to record such information by Equality category and what actions have resulted?)</p>	<ul style="list-style-type: none"> • Equalities information is captured for each service user on the Social Services database. This can be cross-referenced to the complaints that are received, subsequent actions and reports produced. The Social Services Customer Services Team also verifies whether the complainant has any special needs that need to be considered when dealing with the complaint. • The complaints database matrix currently used to track ethnicity, gender and age.
<ul style="list-style-type: none"> • People with different forms of disabilities covering physical, mental, learning disability etc (Disability Issues) 	<ul style="list-style-type: none"> • Learning Education and Inclusion maintain close links with the Gwent Visual Impairment Service and the Gwent Hearing Impairment Service to provide specialist Support in schools. • Major planning applications are forwarded to Caerphilly Access Group and representatives from that group are on the Steering Group for any consultations. • The Training & Education Forum includes representatives from organisations with the remit to provide support for people with disabilities and partners work together to ensure that this work is joined up to maximise the benefits. • Any new build projects must incorporate and adhere to relevant elements of the Disability Discrimination Act. • Public Protection have worked with Deaf Clubs and also the Deaf and Blind Club to develop consumer information events. • Electoral Services worked with the Equalities and Welsh language Team during 2012 to produce an Accessible Voting Guide covering both physical and communication access to the democratic process.
<ul style="list-style-type: none"> • Different Ethnic Groups (Race Issues, Gypsy and Traveller Issues, Nationality Issues) 	<ul style="list-style-type: none"> • Learning Education and Inclusion hold a Service Level Agreement with the Gwent Ethnic Minority Service to provide specialist Support and Training. • Social Services offers specialist training for staff, partner agencies and carers to promote good practice in relation to meeting specific needs of service users arising from their ethnic identity, nationality or religion.
<ul style="list-style-type: none"> • Men, Women and Transgendered people (Gender Issues, Pregnancy and Maternity Issues, Gender Reassignment issues) 	<ul style="list-style-type: none"> • Facilities Management have procedures in place to allow pregnant women to access the disabled staff car parking spaces so that they are close to the offices during the latter months of pregnancy. • Pattern changing (Domestic Abuse) programmes for men and women are delivered within Adults Services • HR regularly review all Personnel Policies to ensure that for example, all Maternity, Paternity, Pregnancy and Adoption issues take into account the full range of issues.

<ul style="list-style-type: none"> Welsh speakers, BSL users and speakers of other languages (Language Issues) 	<ul style="list-style-type: none"> A request for an interpreter for an Indian Service User with a cultural issue, was easily resolved as an Indian Social Worker from another team was able to support this request. The Equalities and Welsh Language Team are responsible for the Council's Welsh language translation service, dealing with 1434 items (or 767,753 words) during 2012-2013. They work with service areas to ensure that Council publications, correspondence etc are available bilingually. The factsheet now online covering language requirements demonstrates how the Council has responded to a multi-lingual population. Registration Services are able to offer English, Welsh and BSL services to the public. Learning Education and Inclusion is responsible for the Welsh in Education Strategic Plan (WESP), which is due to become a statutory document under a WG measure soon. A working group monitors progress and working with Our Schools Our Future ensures that parental demand for places and development of the Welsh medium sector in Caerphilly county borough is dealt with effectively.
<ul style="list-style-type: none"> Young People 0-25 or People aged 50+ (Age Issues) 	<ul style="list-style-type: none"> The 50+ positive action partnership has reviewed its aims and objectives and is taking a more results based approach which has resulted in it targeting: Maximising Income, Information and engagement, Dignity, Respect and Age Equality as key areas of work Community Regeneration and Business Enterprise Support Teams actively support the Council's new Passport Programme, which helps young people with opportunities to improve their skills and find employment. Community Regeneration also provides local Work Clubs to offer employment support for local residents, which has benefited a significant number of older people (although catering for all ages). Catering Services provides a range of services including School Meals (children and young people) and Welfare Catering that has specific positive impacts on older people. Youth Forum members have attended Cabinet meetings to give presentations on what they would like to see being prioritised by the Council. The Passport Scheme is specifically targeted at younger people who may have trouble accessing employment opportunities.

<ul style="list-style-type: none"> Members of the LGB community (Sexual Orientation issues) 	<ul style="list-style-type: none"> Learning Education and Inclusion’s schools discriminatory reporting has for the first time during the academic year 2012 - 2013 recorded 2 homophobic incidents. This is the first time any such information has been available. HR now have added Sexual Orientation categories to the payroll system and though current recorded levels are very low, some data is beginning to be recorded on the workforce profile of Caerphilly CBC.
<ul style="list-style-type: none"> People and groups from different or no Faith backgrounds (Religion and Belief Issues) 	<ul style="list-style-type: none"> Emergency Planning team have a “Faith Communities in Care Centres” document covering faith and culture issues to consider by the emergency services during incidents. Bereavement services consider the needs of different groups in respect of special requirements for burials i.e. Muslims require burial within 24 hours of death, graves to face Mecca etc. HR now have added Religion or Belief categories to the payroll system and though current recorded levels are very low, some data is beginning to be recorded on the workforce profile of Caerphilly CBC.