

Caerphilly County Borough Council Strategic Equality Plan

Annual Monitoring and Improvement Report 2014 - 2015

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.

Published 30th June 2015

A greener place
Man gwyrddach



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Introduction

Mainstreaming of Equalities work continued during 2014-2015 and this latest annual report not only contains the usual statistical data on staffing issues and complaints, but has an increased focus on case study examples where this mainstreaming and integration work can be seen to be put into practice.

The Council has also continued to work in partnership with organisations from the public, health, voluntary and private sectors and continues to be creative and innovative in delivering against its statutory duties. Caerphilly CBC now undertakes Equalities and Welsh language training, and Welsh language translation services, for 4 partner organisations under formal service level agreements.

A great deal of the Council's Equalities related information is 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.

In order for both this Equalities Annual Report and the equivalent Welsh Language Annual Report to be properly scrutinised and considered, they were taken together through the internal endorsement process via the Corporate Management Team on 21st May 2015, Policy and Resources Scrutiny Committee on 2nd June 2015 and then Cabinet on the 17th June 2015.

The annual reports were then submitted to the Equality and Human Rights Commission and Welsh Language Commissioner's Office on 30th June 2015. This ensures that both reports are published within their statutory deadlines.

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

Councillor Keith Reynolds
Council Leader
Caerphilly County Borough Council

Chris Burns
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.

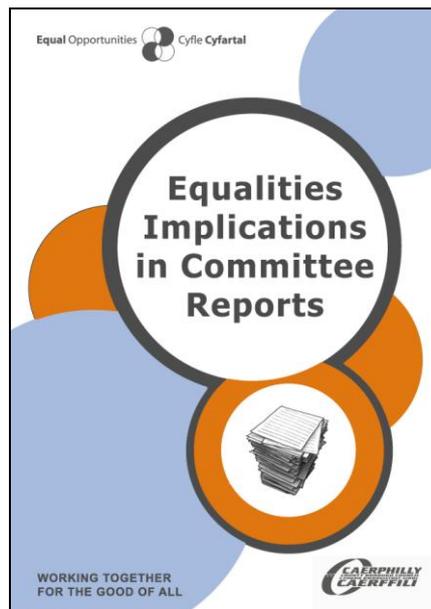
1. Equality Impact Assessments

Overview of the increased effectiveness of the EIA process within the Council during 2014-2015

Equality Impact Assessments (EIAs) covering Equalities and Welsh Language issues 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.

As EIAs are a requirement of both the **Strategic Equality Plan 2012** and the **Welsh Language Scheme 2012**, the Council has an integrated assessment form to ensure a consistent approach.

General guidance for staff is available on the Equalities and Welsh Language intranet Portal, in the following document:



2014-2015 Data

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.

231 reports, policies and savings proposals 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.

This is a significant increase on the **157** reports and policies undertaken in 2013-2014 and more importantly, **43** individual assessments were undertaken on savings proposals for the Council's 2015-2016 budget and these are also published on the above web page link.

As part of this work around the budget setting process, the Council's Impact Assessment Form was updated in December 2014, and is shown in this report as **Appendix A**.

An evaluation of the older form that had been in use since 2012 identified that users needed some general notes on usage in addition to the Guidance document, which was not always referred to or known about by some staff who were tasked with completing the EIA form.

The Guidance document was re-circulated during 2014 to raise awareness of the help available but in December 2014, the EIA form was updated to include an introductory page covering the basics and a new question added, based on work undertaken by Rhondda Cynon Taf CBC - around mitigating factors that would help explain the context of some decisions and offset any potential negative impacts.

Impact assessments are part of a sequence of events that have to happen in order to fully embed Equalities and Welsh Language issues and so the Equalities Consultation and Monitoring Guidance document was also updated in order to reinforce the practice that proper and full consultation with groups and individuals representing the various protected characteristics helps make the EIA process that much more robust and straightforward.

See also this report's **Section 7** for information on the Equalities Consultation and Monitoring Guidance document update.

2. Discriminatory Bullying in Schools

The Education, Schools and Equalities Report 2015

As reported to Education for Life Scrutiny in January 2015, school bullying in all its forms has a deeply negative effect on the pupils who are its victims, but discriminatory bullying can add an even more personal and hurtful element to the bullying that goes on.

But where discriminatory bullying incidents are not properly recorded, the true nature of that bullying can get overlooked, and any support offered may never tackle the root cause.

Since the Spring Term in the 2011-2012 academic year, termly reporting of discriminatory bullying incidents to the Directorate of Education has been a mandatory requirement, as part of wider bullying and equalities monitoring.

The positive work being undertaken by this Council is receiving publicity across the country, with a short article in Fyne Times reflecting the last few years' work. Fyne Times is a national publication covering LGBT issues but an edition in 2014 was specifically around homophobic bullying in Education. The article on Caerphilly's work is attached as [Appendix C](#) for information.

One area of concern that needs to be raised however is that discriminatory monitoring forms are not the only source of data available to the Directorate of Education, as hate incidents and hate crimes are also recorded by Gwent Police for example. Gwent Police have been called to schools in the county borough on a number of occasions due to the severity of the discriminatory incident, yet the schools concerned in those cases have submitted a Nil Return to the Directorate of Education for that term.

There have also been Freedom of Information requests made to schools on these issues, the results of which have been advertised in the media, that again show more incidents recorded by schools in this period than have been reported to the Directorate of Education.

Under the Council's Bullying Prevention Strategy (May 2012), there is a requirement to complete the Bullying Incident Recording Sheet to record individual critical incidents of bullying and forward them to the local authority within 24 hours. At the time of preparing the Education for Life Scrutiny report, there were none on record that noted any police involvement with schools.

The Directorate of Education, working with the council's Equalities and Welsh Language Team and the Regional Community Cohesion Officer, have provided schools with support and training around these issues. In October 2014, all schools in the county borough were sent a letter covering these issues to remind them of the importance of proper recording and monitoring of these incidents.

During the academic year 2013-2014, 16 primary schools, 8 comprehensive schools and 22 youth clubs were provided with Show Racism the Red Card training. Show Racism the Red Card is an anti-racism charity which aims to raise awareness amongst young people about racism in society. They make use of the powerful position of professional footballers and other sports stars as role models to deliver an anti-racism message. 2629 pupils in total received this training across the county borough.

The full evaluation report provided by Show Racism the Red Card can be found online at www.caerphilly.gov.uk/equalities in the Equalities in Schools section, which is specifically devoted to providing schools with equalities related information and support.

Another charity that the Council worked with during the year for the first time was the Sophie Lancaster Foundation. It was established and became a registered charity in 2009 with the aim of providing workshops that would challenge the prejudice and intolerance towards people from alternative subcultures. It was set up by Sylvia Lancaster, a youth worker herself, and was named after her daughter who was attacked and murdered due to her appearance and mode of dress.

A session was arranged for members of staff from the Youth Service, with a view of up skilling existing staff with the knowledge to be able to deliver further sessions within youth clubs and schools across the county borough. 12 people attended the session, 10 were staff members and 2 from Barnardo's Cymru - Young Carers Project. Their feedback was unanimously positive and they are actively using the resources at sessions being held within the county borough with young people.

The council's Equalities and Welsh Language Team also worked with the Directorate of Education in 3 schools (including their governing bodies) to provide dedicated Equalities awareness sessions in response to situations that have arisen within their establishments.

Also during the academic year, Gwent Police through the 5 School Community Police Officers within Caerphilly CBC, have delivered a very high number of lessons on respect, bullying and diversity issues:-

- 86 Right or Wrong Lessons
- 88 Sticks and Stones Lessons at Primary Level
- 84 Save Me lessons at Secondary Level.

Support materials for all these lessons for both teachers and pupils can be found on www.schoolbeat.org.

The numbers of incidents being recorded each terms varies as a number of factors can influence the results, however it should be noted that *increasing* the number of reported incidents is a target in the Strategic Equality Plan 2012 to reflect better monitoring and identification of the incidents, and so when higher figures are recorded it does not necessarily mean that the situation is worsening.

Data collection and publishing of reports is always done using anonymised totals, with only examples of good practice by individual schools, or those that have had bespoke training being specifically named at any time.

Data is collected and reported in various ways to help identify trends, to target support and show that the Council and schools are complying with legal duties around these issues.

Discriminatory bullying is a matter of concern for every local authority, however this report helps demonstrate that Caerphilly county borough council and its partners are actively monitoring the situation and tackling the issues by working with partners to make positive progress each year.

3. Physical Access

The DDA Work Programme

The Council's Corporate Property Services Division continues to deliver improvements to make public buildings accessible for all via the DDA Work Programme. Each year a programme of work is arranged to update and improve the physical access capacity of a range of Council-owned buildings.

During 2014-2015, £42,000 of capital funding and £200,000 of revenue funding was used to upgrade properties across the county borough.

These included:

- 2 Caerphilly CBC corporate buildings
- 2 Countryside locations
- 2 community centres
- 2 community education centres
- 6 libraries
- 2 Social Services centres
- 5 leisure centres
- 22 schools
- 3 tourism sites

During the same financial year, **110** disability access audits were undertaken.

The Council's Disability Group continues to meet regularly to discuss the wide range of issues faced by people with disabilities, including housing, highways, access issues and any complaints that have been made.

Chaired by the Head of Service for Performance and Property, it includes representatives from a number of Council service areas, partner organisations and the voluntary sector to ensure that there is a cross-sector forum to take forwards the issues faced by so many residents of Caerphilly county borough.

4. Tailoring the Services

The examples below show how Council service areas have tailored their day-to-day work to suit the requirements and needs of individual service users - both excellent examples of putting Equalities related principles to practical use for the benefit of people in the county borough.

a) **WHQS case study example - Meeting the specific physical requirements of households**

The Caerphilly WHQS (Wales Housing Quality Standards) team worked with the visually impaired tenant of a property in Bedwas, Caerphilly to design improvements to meet her specific needs.

The tenant previously experienced difficulties using her kitchen and bathroom, as a result of her visual impairment. She also rarely used the lights in her home as the glare from them made her unwell.

The use of matt tiles and worktops, contrast switches, improved and diffused lighting, along with the general use of contrast to identify critical areas has helped increase the tenant's safety and independence in her home.

The bath was also replaced with a walk in shower to enable easier access for the tenant.

b) **Supported Living case study example - Meeting the specific personal requirements of individuals**

Staff based in a CCBC supported living scheme had raised an issue that a client who has learning disabilities was displaying same sex attraction but hadn't come out.

An LGBT awareness course was arranged for those staff as they wanted to raise their own awareness of LGBT issues to be able to provide advice and support to the client if the need arose, which would improve the way the client was being supported as an individual.

10 members of staff attended this session along with the client's social worker.

5. The Training Programme

Overview of the academic year 2013-2014 and the partnership working through Service Level Agreements

Providing Equalities and Welsh Language courses are statutory duties under relevant legislation and the Council publishes a full Equalities and Welsh Language Training Report annually (based on academic year information) to demonstrate our commitment and progress.

The 2013-2014 report is therefore the most recent and is online on the dedicated Training page at www.caerphilly.gov.uk/equalities.



In total, **3517** course places were taken up across the range of Equalities and Welsh Language courses provided, making the year the most successful yet in delivering against the statutory duties.

Since April 2013, Caerphilly CBC has been providing Blaenau Gwent county borough council with Equalities and Welsh language training. This was set-up under a Service Level Agreement and in 2015, Newport has joined the partnership agreement.

The 2014-2015 annual report will be available by Autumn 2015 and this year will include a full Training Needs Analysis, being undertaken over the summer, to help the three partner-councils focus shrinking resources in partnership on what the priorities are in the region.

6. Diversity in the Workplace

Improvements to the CCBC Payroll Data

As shown in greater detail in [Appendix B](#), further efforts were made to increase the numbers of those recorded on the *iTrent* payroll system and this has again delivered improved results for 2014-2015. Below are examples in two categories where clear improvements in the data recorded have been made over the last three years.

i) Religion and Belief

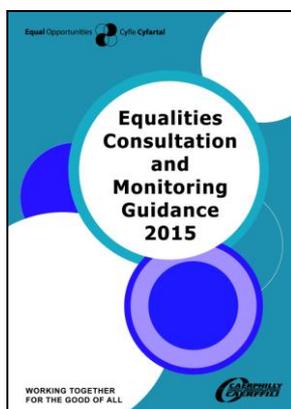
Religion or Belief (Corporate Totals)	31/03/13	31/03/14	31/03/15
Buddhist	1	2	2
Christian (All Denominations)	75	470	736
Hindu	0	2	3
Jewish	0	1	2
Muslim	0	1	2
Humanist	0	0	1
Sikh	0	1	1
No Religion	81	454	742
Undisclosed / Not Specified	9,411	8,603	7,705
Unwilling to Declare	N/A	N/A	96
Other	3	9	15
Authority Total	9,571	9,543	9,305

ii) Sexual Orientation

Sexual Orientation (Corporate Totals)	31/03/13	31/03/14	31/03/15
Bisexual	0	5	8
Gay	2	10	19
Heterosexual	167	961	1,523
Lesbian	1	8	10
Other	2	2	12
Undisclosed	9,312	8,411	7,587
Unwilling to Declare	87	142	146
Authority Total	9,571	9,543	9,305

7. Engagement and Participation

Updating the CCBC Guidance Document



The Equalities Consultation and Monitoring Guidance document has been in place since 2011 but needed to be updated for several reasons.

As part of the increasing pressure on local authorities to reduce and restructure services and the increasing scrutiny on any decisions being made, the guidance was updated and recirculated in order to reinforce the practice that proper and full consultation with groups and individuals representing the various protected characteristics helps make the EIA process that much more robust and straightforward.

It also had to be updated as the section containing information on voluntary sector groups was in need of editing as a few had ceased to operate for a number of reasons.

The section on consultation questions was also expanded to roll out the new consultation question that was trialled last year. Instead of asking a series of statistical questions on the person being consulted with, a more open question is offered as an option asking how the specific project, proposal or policy would affect them as an individual. This allows people to express concerns or issues that affect them as individuals and can be a far more effective consultation tool than simply knowing that 55% of respondents were female for example.

The updated guidance can be found on the Council's external website at www.caerphilly.gov.uk/equalities and on the intranet Portal for Council staff members and elected members.

8. The Landlords Project

A successful collaboration between the Council's Housing team, the Equalities and Welsh Language team and the TDS Charitable Foundation

In the spring of 2014, Caerphilly CBC's Council's Housing team contacted the Equalities and Welsh Language team for advice following a number of recent examples of case law around tenancy issues that had equalities/discriminatory aspects to them.

The planned Common Housing Register in the county borough, together with the growing case law led to the two teams within the Council to work together to develop guidance to help all those who have landlord responsibilities (whether council, social or private) to understand the issues involved and to provide training opportunities to Housing staff, social and private landlords, and letting agencies.

As the work began to develop, it became clear that it brought together a much wider range of local and Welsh national strategies than had first been realised.

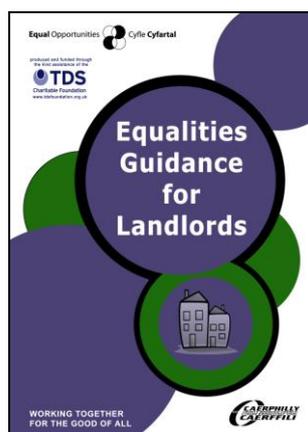
- The development of the Common Housing Register and common allocation policy,
- The Council's current Housing Allocations Policy,
- Caerphilly Delivers - the LSB single integrated plan
- The Council's Strategic Equality Plan and Objectives
- Community Cohesion and Hate Crime issues
- "Part 1 : Regulation of Private Rented Housing" of the Housing (Wales) Act 2014, which introduces a mandatory training element for all private sector landlords, operated by the licensing authority.

Landlords, whether council, social or private are provided with support and information on legal matters relating to building regulations, health and safety issues and a range of other practical matters that have an impact on their role. Little has been offered in the past however around Equalities-related guidance and the relationship between landlords, tenants and even neighbours.

The guidance document was therefore been developed to help landlords understand that the greater the level of understanding and information they and their tenants share in terms of Equalities issues, the better the business relationship will be.

Further, any potential problems or issues, if known about from the very beginning of the business relationship, could be used to the advantage of all parties and thus avoid simple things developing into costly legal action.

The guidance provides landlords with greater access to Equalities information and support when dealing with tenants from different backgrounds, or if issues arise between their tenants and neighbours for example. It also supports the relationship between different landlords, tenants and neighbours by potentially improving or avoiding dispute resolution between people of different backgrounds.



As producing Equalities guidance is a target for the Equalities and Welsh Language Team each year, initially the costs of producing and publishing the guidance document was part of core costs for the Council, met from the existing corporate budget.

The team are always looking for ways of securing additional funding and resources however, and thanks to the use of a system known as Grantfinder, a member of the team found a source of potential grant funding to support this project.

The Tenancy Dispute Service, known as the TDS Charitable Foundation, is the UK's leading provider of insurance based tenancy deposit protection, and works to advance education amongst landlords and tenants about private rented housing rights and obligations.

The TDS had £35,000 available in each quarter to fund projects which support this aim, and its first round of funding was made available in 2014/2015, where the Foundation invited bids of up to £20,000 for projects.

In its own press release the TDS noted that it was “*overwhelmed by applications from charities, tenant and landlord groups, local councils, and other organisations*” in the first round.

The Council’s Equalities and Welsh Language Team submitted a bid to the Foundation for £5,000 to both expand the print run for the guidance document and allow landlords in the county borough to access the Council’s Equalities and Welsh language training for free until March 2015.

£35,000 was available in the first round, however the Foundation received bid applications worth over £500,000. Caerphilly County Borough Council was one of only five bodies from around the UK (and the only one in Wales) to be successful and share in grants from the first round of national funding.

The guidance and the training provision were reported to the Caerphilly Homes Task Group (CHTG) on 30th October, with hard copies of the guidance and a press release from the TDS Charitable Foundation about the 1st round of funding included with the report as appendices. The CHTG were very positive about the guidance document and the shared training element.

These were also reported to the local homelessness forum and the Council’s Communications team issued a press release about the project. The pdf copies were placed on the Council’s updated website - under www.caerphilly.gov.uk/equalities in the Information and guidance section during November 2014.

A series of training sessions were booked in across the county borough for Housing staff, social and private landlords, and letting agencies and an experienced Equalities trainer, Helen Stephens, was brought in to deliver the sessions after being briefed on the target audience.

The training courses were delivered as follows:

- Moriah Church Hall, Risca - 25/11/14
- Rhymney Room, Penallta House, CCBC HQ, Ystrad Mynach - 02/12/14
- Tredomen Business Centre, Ystrad Mynach - 09/03/15
- ICE Centre, Britannia House, Van Road, Caerphilly - 18/03/15

Across the 4 sessions, 39 people attended:

- 25 private Landlords
- 6 Lettings Agents
- 6 Caerphilly CBC Housing staff
- 2 Rhondda Cynon Taf CBC employees

One member of the Council's Equalities and Welsh Language team attended an Equalities and Human Rights Commission (Wales) event on Monday 2nd Feb and took some of the booklets along to share out.

On the 6th March 2015, two member of the Council's Equalities and Welsh Language team and one from Housing attended a Tai Pawb conference at Cardiff International White Water Centre to give a presentation on the Council's Housing work and upcoming legislative changes, and the Landlords project as a specific section.

The link to their news page where they refer to the conference and the presentation is - <http://www.taipawb.org/article.aspx?nref=167>

9. Service Area Self-Evaluation

An update on changes in how the Council's service areas look at their own performance in terms of Equalities and Welsh Language

During 2014, the service improvement plan process within the Council was updated to focus more on service delivery and self-evaluation, to include a range of data and intelligence to evaluate a service area's work and to draw a conclusion as to how effective that service is.

The Improvement legislation (2009) advises that each authority must 'assess' itself and then publish to the public how it has performed. The legislation recommends certain aspects to take into account when undertaking this work (e.g. analysing performance indicators) before publishing to the public, however, the legislation does not prescribe any specific model for doing so. This means it is up to the Council to decide how self-evaluation will be undertaken by its services within the Council.

The Auditor General for Wales has stated that he wishes to see public services developing their own abilities to constructively evaluate their services placing less reliance on the Regulatory bodies. This move can only be successful within an environment where self-evaluation is honest, consistent, robust and subject to challenge.

How well a service is performing can be subjective, for example a service could be financially sound however its customers may be dissatisfied with the service they are receiving, therefore, drawing on a range of data and intelligence is important in reaching a more accurate and overall judgement of performance. The self-evaluation should be based on evidence that should be readily available in the event of challenges.

The Self-Evaluation Template consists of 7 sections – Performance & Service Development Activity Assessment, Customer Assessment (what our customers say), Financial Assessment, Workforce Assessment, Auditors/Regulators assessment, Equalities and Welsh Language Assessment and 'Changes in the Landscape'.

The Equalities and Welsh Language Assessment is shown in **Appendix D** for this report, and a full report will be published on the Council's website in the Autumn of 2015 once all service area self-evaluation reports have been collated and analysed.

10. Complaints Data

An analysis of the complaints received during 2014 - 2015 and an overview of the improved reporting and recording systems

Section 4 v) of the **Strategic Equality Plan 2012** defines what is considered a complaint in terms of Equalities issues and is equivalent to the definition in section 3.2 of the **Welsh Language Scheme 2012**.

This is in order to maintain consistency of approach when dealing with any complaint of this nature as the Council operates an integrated Equalities and Welsh Language service.

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.**

Equalities and Welsh language complaints data now forms part of the quarterly reporting to the Audit Committee as part of the Corporate Complaints process where appropriate, 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.

Corporate complaints are those that are due to failure of process or failure to operate Council policy correctly. These are complaints that could ultimately be forwarded to the Public Services Ombudsman or Welsh Language Commissioner for example. Code of conduct issues around staff behaviour or attitude are dealt with via internal HR processes.

Equalities and Welsh Language complaints are however something of a hybrid, in that a failure of process may be as a result of the attitudes or opinions of a staff member towards a particular group for example.

During 2014 - 2015, there have been **40** instances that can be therefore classed as complaints under both schemes - **26** Welsh Language complaints and **14** Equalities related complaints.

The following tables are summaries of the complaints, though the full detail of each has been removed for this report to maintain the anonymity of those making the complaint.

**Table 10.1 - Complaints by Equalities Strand
(following the categories listed in the CCBC Strategic Equality Plan)**

Strand	Number
General / Unspecified	4
Age	1
Disability	6
Gypsy and Traveller	0
Human Rights	0
Linguistic Skills	1
Marital Status	0
Nationality	0
Pregnancy and Maternity	0
Race	1
Religion or Belief	0
Sex (Gender)	0
Sexual Orientation	1
Gender Reassignment / Transgender	0
Welsh Language	26
Totals	40

Table 10.2 - Complaints by Directorate

DIRECTORATE	EQUALITIES	WELSH LANGUAGE	TOTALS
Corporate Services	1	10	11
Education	4	5	9
Social Services	1	0	1
Environment	8	11	19
TOTALS	14	26	40

Table 10.3 - Complaints by Outcome

DIRECTORATE	UPHELD	NOT UPHELD	PARTIALLY UPHELD	ONGOING
Corporate Services - Equalities	0	1	1	0
Corporate Services - Welsh Language	6	2	0	1
Education - Equalities	1	2	0	1
Education - Welsh Language	1	0	3	1
Social Services - Equalities	0	1	0	0
Social Services - Welsh Language	0	0	0	0
Environment - Equalities	3	3	0	2
Environment - Welsh Language	6	3	3	0
TOTALS	17	12	7	5

(NB - one Environment Welsh language complaint was in two related parts, one upheld, one partially upheld so the totals here show 1 outcome more than the actual totals in the other breakdowns)

- Upheld** = On investigation, the complaint was valid and therefore upheld.
- Not Upheld** = On investigation, the complaint was not valid and therefore not upheld.
- Partially Upheld** = If the allegation of process failure or conduct contained an element of discrimination, or the complaint was in more than one part, aspects may have been a valid complaint but other parts may not have been upheld.
- Ongoing** = At the time of preparing the report, no final date to close the complaint has been reached.

Table 10.4 - Complaints by Timescales

TIMESCALES (IN WORKING DAYS)	EQUALITIES	WELSH LANGUAGE	TOTALS
0-10	6	19	25
11-20	3	2	5
21-50	1	2	3
51-70	0	0	0
71+	1	1	2
Ongoing (no final calculation yet)	3	2	5
TOTALS	14	26	40

(NB - these timescales cover the Equalities and Welsh language response elements to complaints and so in some cases may differ from the overall Council response time, where other departments also had contributions to make to the full and final response to the complainant.)

The corporate target for responding in full to a complaint is 20 working days, therefore the overall performance shown here is very good, with 25 of the 35 completed issues dealt with in less than half that target time.

The two complaints of over 70 days involved a number of issues and were particularly complicated, so it should be noted that despite the length of time shown, the parties in both cases were kept in constant touch in order to update them on progress.

Appendix A - Updated Equality Impact Assessment Form 2014

EQUALITY IMPACT ASSESSMENT FORM

December 2014

THE COUNCIL'S EQUALITIES STATEMENT

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, irrespective of ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL or other languages, nationality, responsibility for any dependents or any other reason which cannot be shown to be justified.

NAME OF NEW OR REVISED PROPOSAL*	
DIRECTORATE	
SERVICE AREA	
CONTACT OFFICER	
DATE FOR NEXT REVIEW OR REVISION	

***Throughout this Equalities Impact Assessment Form, 'proposal' is used to refer to what is being assessed, and therefore includes policies, strategies, functions, procedures, practices, initiatives, projects and savings proposals.**

INTRODUCTION

The aim of an Equality Impact Assessment (EIA) is to ensure that Equalities issues have been consciously considered throughout the decision making processes of the work undertaken by every service area in the Council and work done at a corporate level.

The form should be used if you have identified a need for a full EIA following the screening process covered in the Equalities Implications in Committee Reports Guidance document (available on the Equalities and Welsh Language Portal on the intranet).

The EIA should highlight any areas of risk and maximise the benefits of proposals in terms of Equalities. It therefore helps to ensure that the Council has considered everyone who might be affected by the proposal.

It also helps the Council to meet its legal responsibilities under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and the Welsh Language Measure 2011. There is also a requirement under Human Rights legislation for Local Authorities to consider Human Rights in developing proposals.

The Council's work across Equalities, Welsh Language and Human Rights is covered in more detail through the Strategic Equalities Objectives and Action Plan 2012.

This approach strengthens work to promote Equalities by helping to identify and address any potential discriminatory effects before introducing something new or changing working practices, and reduces the risk of potential legal challenges.

When carrying out an EIA you should consider both the positive and negative consequences of your proposals. If a project is designed for a specific group e.g. disabled people, you also need to think about what potential effects it could have on other areas e.g. young people with a disability, BME people with a disability.

There are a number of supporting guidance documents available on the Equalities and Welsh Language Portal (the Committee report guidance mentioned above, the Consultation and Monitoring guidance) and the Council's Equalities and Welsh Language team can offer support as the EIA is being developed - the contact email is equalities@caerphilly.gov.uk.

PURPOSE OF THE PROPOSAL

1	<p>What is the proposal intended to achieve? <i>(Please give a brief description of the purpose of the new or updated proposal by way of introduction.)</i></p>
2	<p>Who are the service users affected by the proposal? <i>(Who will be affected by the delivery of this proposal? e.g. staff members, the public generally, or specific sections of the public i.e. youth groups, carers, road users, people using country parks, people on benefits etc.)</i></p>

IMPACT ON THE PUBLIC AND STAFF

3	<p>Does the proposal ensure that everyone has an equal access to all the services available or proposed, or benefits equally from the proposed changes, or does not lose out in greater or more severe ways due to the proposals? <i>(What has been done to examine whether or not these groups have equal access to the service, or whether they need to receive the service in a different way from other people?)</i></p>
	<p><u>Actions required</u></p>

4	<p>What are the consequences of the above for specific groups? <i>(Has the service delivery been examined to assess if there is any indirect affect on any groups? Could the consequences of the policy or savings proposal differ dependent upon people’s disability, race, gender, sexuality, age, language, religion/belief?)</i></p>
	<p><u>Actions required</u></p>

INFORMATION COLLECTION

5	<p>Is full information and analysis of users of the service available? <i>(Is this service effectively engaging with all its potential users or is there higher or lower participation of uptake by one or more groups? If so, what has been done to address any difference in take up of the service? Does any savings proposal include an analysis of those affected?)</i></p>
	<p><u>Actions required</u></p>

CONSULTATION

6	<p>What consultation has taken place? <i>(What steps have been taken to ensure that people from various groups have been consulted during the development of this proposal? Have the Council’s Equalities staff been consulted? Have you referred to the Equalities Consultation and Monitoring Guidance?)</i></p>
	<p><u>Actions required</u></p>

MONITORING AND REVIEW

7	<p>How will the proposal be monitored? <i>(What monitoring process has been set up to assess the extent that the service is being used by all sections of the community, or that the savings proposals are achieving the intended outcomes with no adverse impact? Are comments or complaints systems set up to record issues by Equalities category to be able analyse responses from particular groups?)</i></p>
	<p><u>Actions required</u></p>

8	<p>How will the above be evaluated? <i>(What methods will be used to ensure that the needs of all sections of the community are being met?)</i></p>
	<p><u>Actions required</u></p>
9	<p>Have any support / guidance / training requirements been identified? <i>(Has the EIA or consultation process shown a need for awareness raising amongst staff, or identified the need for Equality training of some sort?)</i></p>
	<p><u>Actions required</u></p>

10	<p>Where you have identified mitigating factors in previous answers that lessen the impact on any particular group in the community, or have identified any elsewhere, please summarise them here.</p>
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11	<p>What wider use will you make of this Equality Impact Assessment? <i>(What use will you make of this document i.e. as a consultation response, appendix to approval reports, publicity etc. in addition to the mandatory action shown below?)</i></p>
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	<p><u>Actions required</u></p> <ul style="list-style-type: none"> EIA, when completed, to be returned to equalities@caerphilly.gov.uk for publishing on the Council's website.
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Completed By:	
Date:	
Position:	
Name of Head of Service:	

Appendix B - CCBC Payroll Data Summary

The following information is high-level data of what the *iTrent* payroll system holds as at 31st March 2015 regarding the Caerphilly CBC workforce profile, in terms of protected characteristics and language ability of staff.

Both the Strategic Equality Plan and Welsh Language Scheme require recording of this information and by comparing those figures available at 31st March 2013 and 2014 with those at 31st March 2015 (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.

The **Unwilling to Declare** option was added to the payroll data across each category as an option during this financial year, as it had not been an option for every protected characteristic previously.

- Gender, Ethnicity and Disability data is shown by Directorate.
- Religion or Belief and Sexual Orientation data is currently shown by Corporate totals only. Data has again improved during the last financial year.
- Nationality has been included for the first time, by Corporate totals.
- Language Ability is available by Service Area but the data is provided here as Corporate totals for information.
- The numbers in all categories now also show Undisclosed and Unwilling To Declare, reducing the number of empty fields in the system and providing a more accurate staff overview.
- Other information categories within *iTrent* (i.e. certain ethnicities, languages, religions etc.) have not been presented as they are currently showing zero records.

Gender by Directorate	Male	Female	Undisclosed
Corporate Services	580	506	0
Directorate of Education & Lifelong Learning	867	3,895	0
Directorate of Social Services	196	1,308	0
Directorate of the Environment	957	1,462	0
Authority Total	2,532	6,773	0

Disability by Directorate	Disability Recorded	Unwilling to declare
Corporate Services	25	5
Directorate of Education & Lifelong Learning	71	2
Directorate of Social Services	31	0
Directorate of the Environment	64	1
Authority Total	182	8

Ethnicity by Directorate	White	BME	Undisclosed	Unwilling to declare
Corporate Services	1,051	12	21	2
Directorate of Education & Lifelong Learning	4,365	33	362	2
Directorate of Social Services	1,451	24	29	0
Directorate of the Environment	2,268	11	139	1
Authority Total	8,697	79	524	5

Religion or Belief (Corporate Totals)	Numbers
Buddhist	2
Christian (All Denominations)	736
Hindu	3
Jewish	2
Muslim	2
Humanist	1
Sikh	1
No Religion	742
Undisclosed	7,705
Unwilling to Declare	96
Other	15
Authority Total	9,305

Sexual Orientation (Corporate Totals)	Numbers
Bisexual	8
Gay	19
Heterosexual	1,523
Lesbian	10
Other	12
Undisclosed	7,587
Unwilling to Declare	146
Authority Total	9,305

Nationality (Corporate Totals)	Numbers
British (Not Channel Islands or IOM)	487
English	44
Irish	3
Northern Island	2
Scottish	6
Welsh	1,164
Other	19
Undisclosed	7,576
Unwilling to Declare	4
Total	9,305

Language Ability (Other than English) (Corporate Totals)	Numbers
Arabic	1
Braille	16
Breton	1
BSL (British Sign Language)	70
Croatian	1
Dutch	1
French	67
German	26
Greek	1
Hebrew	1
Hindi	2
Hungarian	1
Italian	8
Kurdish	1
Makaton Sign Language	2
Malayalam	2
Nepali	1
Rumanian	3
Russian	2
Serbian	1
Spanish	19
Tamil	1
Turkish	2
Welsh	511
(No staff total is recorded as some staff speak more than two languages)	

APPENDIX C

FYNE TIMES ARTICLE ON CAERPHILLY COUNTY BOROUGH COUNCIL'S DISCRIMINATORY BULLYING WORK

Tackling Homophobic Bullying in Schools - improve the information being held about it and you improve the opportunities to tackle it effectively.



Since 2012, Caerphilly county borough council has worked with schools to develop better monitoring and better support for pupils and teachers in dealing with homophobic bullying. The full report on what we had done around all forms of discriminatory bullying up until December 2013 can be found online.

School bullying in all its forms has a deeply negative effect on the pupils who are its victims, but discriminatory bullying

can add an even more personal and hurtful element to the bullying that goes on. But where homophobic, or other forms of discriminatory bullying, are not recorded as such with in the general school bullying figures, the true nature of that bullying can get overlooked, and any support offered may never tackle the root cause.

Developing discriminatory bullying monitoring to cover 10 areas of pupil identity has meant that the Council now has

recorded data on homophobic incidents in schools. Since the trial term in 2012, there is now two full academic years' worth of data to be able to identify patterns, trends and target support at any schools where there seems to be ongoing problems.

There are 97 education establishments that provide monitoring data and the summary of the reported homophobic data across the 7 school terms is shown in the table below.

Summer Term 2012 (pilot term)	Autumn Term 2012	Spring Term 2013	Summer Term 2013	Autumn Term 2013	Spring Term 2014	Summer Term 2014
7	2	1	2	3	5	1

Bullying of this kind is too big an issue for one school, or one governing body, or one council department to tackle alone, it's something that needs all the partners to work on together.

Since the last report, we have begun providing training sessions in schools using the

"Homophobia: Let's Tackle It" educational resource, delivered by Show Racism the Red Card. Update reports on discriminatory bullying are also presented to elected members through the Education for Life Scrutiny Committee, and to the Community Cohesion Forum

as part of the reporting on all hate crime and incidents in the county borough.

We are delighted that in Caerphilly county borough, though there's still so much more to do, we're taking the right steps to tackle homophobia in schools.

APPENDIX D

EXTRACT FROM CAERPHILLY COUNTY BOROUGH COUNCIL'S SERVICE AREA SELF-EVALUATION TEMPLATE 2015

6. Equalities and Welsh Language Assessment

This aim of this section is to provide an assessment of how Equalities and Welsh Language considerations impact on your service area's plans, or how your work impacts on different groups in the community.

Think about the previous self-evaluation sections you have completed and consider whether your current performance has Equalities and Welsh Language requirements embedded in them, has service development or financial planning issues been properly Equality Impact Assessed, do you consult with a wide range of different groups where necessary, has your service area had any complaints that contain Equalities or Welsh Language aspects to them, how accurate is your Workforce profile in terms of the staff's Equalities and language data and have you had any feedback on these issues from any Auditing or Regulatory body you provide reports to as part of your function?

(Support in completing this section is available from the Equalities and Welsh Language team - equalities@caerphilly.gov.uk).

Section Evaluation

What does the Equalities and Welsh Language evidence say about our service?

Section Analysis

After consideration of the data, what:

- Are the main challenges facing the service and its delivery?
- Are the key service contractions/improvements/enhancements that are needed?
- Actions will deliver those key service contractions/improvements/enhancements?
- Are the main risks and challenges to the organisation and services in securing those changes?
Do any of the identified risks require to be escalated to a Directorate or whole authority level?
If yes, please ensure these are discussed with your Director and transferred to the Corporate and Directorate Risk Register via the Corporate Performance Management Unit.
- Can be concluded about the performance of the service?