



Consultation and Monitoring Guidance 2016

**Equalities
and
Welsh
Language**

**WORKING TOGETHER
FOR THE GOOD OF ALL**



Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.
This document is available in Welsh, and in other languages and formats on request.

EQUALITIES AND WELSH LANGUAGE CONSULTATION AND MONITORING GUIDANCE 2016

This updated guidance document has been produced to provide additional information and advice to staff on where Equalities and Welsh Language matters fit in with consultation and monitoring and the wider engagement work the Council is undertaking. It is supplementary guidance issued under the Council's **Strategic Equality Plan 2016-2020** and carries its full authority.

The guidance is in four sections:

- **Section 1** contains a brief explanation of context and the legal background of why the Council has a statutory duty to consult with and monitor the various groups.
- **Section 2** contains a brief explanation of why Equalities and Welsh Language monitoring is important and provides some advice on what can be done with the data once it has been gathered.
- **Section 3** covers what categories have to be used when consulting and monitoring. This can be done in four ways, the long form for major consultations, the short form for smaller projects, a new option whereby the full monitoring is not used at all but a specific question is asked in the body of the survey/questionnaire and a disclaimer for the occasions where no monitoring is done for a specific reason.
- **Section 4** contains a list of Equality organisations (though it is not exhaustive), many of whom work in partnership with the Council. The section also contains some practical advice for consulting with specific groups. Many organisations provide services free of charge, however you should be aware that others may provide some general advice for free but may raise a small charge for formal consultation work. Many are charities or groups in the Voluntary sector and so are reliant on grant money, fees and contributions to be able to continue providing their services.
- **Appendix A** is the Equalities mform used currently by the Council for monitoring its workforce and attendance on training courses for example.

Further information on the Council's Equalities and Welsh Language work can be found on the Council's intranet site, on the dedicated Equalities and Welsh Language Portal, and on the external web site at www.caerphilly.gov.uk/equalities.

Section 1 - Context and Legal Background

As a public body, the Council must comply with the Equality Act 2010 and within Wales, is also subject to the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, which came into force on 6 April 2011. One of the specific duties covers matters of Engagement. The Welsh Language (Wales) Measure 2011 and Human Rights legislation also cover the same areas and this means that the Council must ensure that any consultation on new and updated policies, financial or other decisions and use of surveys is inclusive of as many representative groups as possible. This guidance covers the protected characteristics and other strands as noted in the [Strategic Equality Plan 2016-2020](#).

Some consultation, survey and monitoring exercises will be wide-ranging (e.g. seeking the views of a large random sample of the population) while others may be aimed at a particular target group (e.g. those most obviously affected by a policy). Every issue however, will have to a greater or lesser extent, an Equalities dimension that needs to be identified and the necessary steps planned for, to ensure that it is reflected in practice.

Every effort should be made to ensure that consultation is inclusive and this may mean that you have to use a different approach not only in contacting less accessible individuals/groups, but also in actually conducting the consultation exercise.

Consultation that includes Equalities groups (whether as individuals in the community or actual representative voluntary groups or organisations) is in everyone's interests, as it ensures that the impact of policies or decisions on various groups is addressed properly at the planning and development stage and that the needs of all relevant groups are an integral part of the process from very early on.

Though not the only, or indeed main reason for doing so, consultation with these groups will also ensure that the Council has proper evidence of that inclusive approach and that proper consideration of the potential impact on different groups has been assessed. This further ensures that the Council is not in a position where decisions are challenged, or maybe even overturned, through legal action. Section 147 of the Equality Act 2010 is the provision that requires decision-makers to have 'due regard' to the equality implications of their decisions, and inclusive consultation is the best way to properly prepare for this.

There is a growing body of UK case law where local authorities have been in a situation where they have not properly undertaken either the consultation or the impact assessment or both; the costs of subsequent legal action against them far outweighs the simple steps that can be taken early on to include different groups and avoid this sort of situation.

In order to make your consultation or survey as accessible as possible and to ensure that it forms part of the way the Council makes its decisions and implements them fairly, you should consider the role Equalities Consultation and Monitoring plays in that process and also take the following Council guidance and support documents into account:

- The Council's [Public Engagement Strategy](#).
- The [Welsh Language Translation Guidance 2016](#).
- The [Equalities Implications in Committee Reports 2016](#) document.
- The [Guidance on Equalities in Designing and Printing 2016](#) document.
- Other help and support available on the Council's intranet Portal and external website.

Section 2 - Monitoring

Equalities monitoring of service users, whether as part of a consultation or survey or as part of direct service delivery is often regarded as an unnecessary burden and serves no useful purpose. Simply gathering the data for no reason would of course be a waste of resources but when used properly, the data can be vital for effective planning and analysis of the services the Council provides. Monitoring can identify which groups are using services and how satisfied they are with them. This data can then be used to:

- Highlight possible inequalities
- Investigate their underlying causes
- Remove any unfairness or disadvantage

As a simple example, if 100 people responded to a survey and 75 stated they were satisfied, traditionally that would be seen as a good result for whatever service area was being surveyed. Equalities monitoring, when analysed to back up this result, may show however that the 25 who were not satisfied were all women, or all had stated they had a disability. This would indicate that the service had some underlying problem that was restricting access to certain groups in the community.

As well as being an important issue on moral and ethical grounds of course, Equalities monitoring is important on business grounds. To exclude potential customers and service users because services are not being provided to meet their needs, or because awareness is restricted due to failure to promote it widely enough or in an accessible format, is far from good business sense and could also be open to legal challenges.

It is therefore important to consider ways of reaching under-represented groups and making sure that services are relevant to their needs and provided fairly, so the value of effective Equalities monitoring should be clear. [Appendix A](#) provides an example of the current monitoring form.

Analysis of the training data is done every year and during one particular academic year, the results showed that two groups of staff within the Council had never accessed any training at all. When this was investigated, it was found that they did not receive course information due to the nature and location of their work, limited or no access to email and some other related factors. One was a group exclusively of women and the other was exclusively of men.

In order to deal with this, the method of distributing course information was expanded to include other ways and in the short term, those staff were offered bespoke training at a time and location to suit them in order to have the same personal development opportunities as all other staff within the Council.

This is a very simple example but does show that Equalities monitoring can help re-shape services in order to improve access for specific groups.

Section 3 - Standard Equalities Monitoring Questions

These questions are asked to ensure that a representative sample is achieved and to identify any equality issues. Where possible, questions mirror those in the 2011 Census for ease of comparing national with local statistics. Completion of these questions is optional **for the individual**, however where there is a statutory requirement to ask the questions this is marked with an asterisk *.

Each category that follows will note whether a short form of the question is available or whether that question does not need not be asked in smaller consultation exercises.

The final part of this section contains an example question that can be used in surveys/questionnaires to gain qualitative evidence from different groups in the community and can replace the full monitoring, and also an example disclaimer for rare occasions where no monitoring should be done, together with an example of a situation where that may occur.

* Are you . . . (tick one)

Male ☐ Female ☐ Transgender ☐

* What is your date of birth?

The Census asks the question in this way but this level of detail is often unnecessary and can remove confidentiality so it may be more appropriate to ask:

In which year were you born? (write in)

The results can be aggregated into age groups for analysis needs but if you group by age before hand, you cannot then compare with other survey results if they have used different groups. It can be useful however to group according to wider national projects e.g. by having age ranges that can be aggregated into 0-25 year olds for comparison with data used by the Children and Young People's Partnership, or age ranges that can be aggregated into everyone over 50 for comparison with data used by the 50+ Positive Action Partnership.

How would you describe your national identity? (tick all that apply)

Welsh
English
Scottish
Northern Irish
Cornish
British
Other (write in)

Do not combine nationality and ethnicity into one category. Nationality questions are not a statutory requirement but if used, are based on political geography and individual choice, and not based on a physical protected characteristic such as ethnic origin.

✱ **What is your ethnic group? Choose ONE section, then tick one box to best describe your ethnic group or background.**

White

Welsh/English/Scottish/Northern Irish/Cornish/British
Irish
Gypsy, Roma or Irish Traveller
Any other White background (write in)

Mixed / Multiple ethnic groups

White and Black Caribbean
White and Black African
White and Asian
Any other Mixed/Multiple ethnic background (write in)

Asian / Asian British

Indian
Pakistani
Bangladeshi
Chinese
Any other Asian background (write in)

Black / African / Caribbean / Black British

African
Caribbean
Any other Black/African/Caribbean background (write in)

Other ethnic group

Arab
Any other ethnic group (write in)

✱ **Shortened version (for use in small scale surveys or staff consultations for example)**

White British
Mixed/Multiple ethnic groups
Asian, Asian British
Black/African/Caribbean/ Black British
Other ethnic group (write in)

✱ **What is your main language? (tick one)**

English
Welsh
Other (including British Sign Language) (write in)

*** Can you understand, speak, read or write Welsh? (tick all that apply)**

		A Little	Moderately	Quite Well	Fluently
WELSH LANGUAGE	Speak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Write	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(This mirrors the way data is collected on CCBC staff language ability for the iTRENT Payroll system)

*** What is your religion or belief? (tick one)**

- Christian (all denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Humanist
- No religion or belief
- Any other religion or belief (write in)

Do you have a long-term illness or health problem? (tick one)

- Yes
- No

*** Do you have a disability? (tick one)**

- Yes
- No

Optional alternative detailed question (tick all that apply) (this should be used particularly in surveys where there are clear access issues, or the project/service specifically involves health and well-being issues)

- I am not Disabled
- Learning Difficulties
- Hearing Impaired
- Speech Impaired
- Visually Impaired
- Mobility Impaired
- Other (write in)

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Include problems related to old age) (tick one)

- Yes, limited a lot
- Yes, limited a little
- No

*** What is your sexual orientation? (tick one)**

(not included in Census 2011 but monitoring is currently required under Equality Act 2010 and these categories are the recommended ones from Stonewall Cymru)

- Bisexual
 - Gay man
 - Gay woman/Lesbian
 - Heterosexual/straight
 - Prefer not to say
 - Other (write in)
-

*** What is your legal marital or same-sex civil partnership status? (tick one)**

- Never married and never registered in a same-sex civil partnership
 - Married
 - Separated, but still legally married
 - Divorced
 - Widowed
 - In a registered same-sex civil partnership
 - Separated but still legally in a same-sex civil partnership
 - Formerly in a same-sex civil partnership which is now legally dissolved
 - Surviving partner from a same-sex civil partnership
-

The alternative “Equalities-specific” question.

If your survey or questionnaire is fairly small and straightforward, it is recognised that asking a wide range of Equalities related information such as all that has been listed above can often be greater than the actual survey itself, and this is not the point of gathering that information in the first place.

As an alternative, within the survey questions, you can adapt the general example below. If worded correctly, what you may find is that rather than having data that tells you that 60% of respondents were women, or that 15% of replies were in Welsh, this type of question could give you much more useful qualitative data based on the experience of the individual.

Do you feel that your experience in dealing with the Council was different in any way (better or worse), because of who you are, or are perceived to be, as an individual (e.g. because of your age, your ethnic origin, your language requirements, your disabilities, your sexual orientation or gender, or anything else that makes you an individual)?

Please write in:

This obviously takes up far less room than the whole set of questions above and can be adapted to suit many types of customer feedback forms and most types of consultation exercises.

The Disclaimer

The disclaimer should only be used in rare cases where very small scale or anonymous surveys are being undertaken, as the use of identifying Equalities data could negate the privacy of individuals in certain circumstances.

For example, in a staff survey of a particular service area, or a small group, even by only using the gender and age questions you could narrow down a response to a likely individual.

By using other categories, you could narrow things down even further and not only identify from where a critical or negative comment came for instance, but maybe find out information such as medical or disability issues, or a person's sexual orientation that individual would have wanted to keep private.

An example wording could be as follows:

Due to the small scale nature of this survey, Equalities monitoring could compromise the privacy and anonymity of individual responses and therefore no such detailed monitoring is being undertaken.

Section 4 - Equalities Organisations

i) GENERAL

Caerphilly County Borough Council has a dedicated Equalities and Welsh Language Team - contact equalities@caerphilly.gov.uk - and also a dedicated Disability Access Officer based in Corporate Property - contact dixons@caerphilly.gov.uk.

The Equalities and Welsh Language Team are responsible for providing support to all Council service areas on matters such as:

- equality impact assessments
- equalities in service planning and self evaluation
- providing equalities training
- providing a Welsh translation service and advice on other language translation issues and BSL interpretation
- general advice and guidance on the implementation of the [Strategic Equality Plan 2016-2020](#).

Many related documents and plans such as the [Strategic Equality Plan 2016-2020](#), ward profiles by Equalities categories etc. can be found on the Equalities and Welsh Language portal on the intranet site and also on the Council's website at www.caerphilly.gov.uk/equalities.

Caerphilly Parent Network

Parents, grandparents, carers and guardians can either as individuals, or in terms of the children and young people they are responsible for, fall under one or many of the protected characteristics so they are listed here under the General section for ease of reference. The network holds forums in a range of venues across the borough as a way of meeting other parents and it offers training and workshops to parents. Sometimes parents are asked to come together to form focus groups to discuss a particular subject over 2 or 3 meetings. The information from these focus meetings is then used to shape a strategy or an organisation's action plan.

Caerphilly Parent Network

YMCA Bargoed
Aeron Place
Gilfach
Bargoed
CF81 8JA

Telephone: 01443 875444

e-mail: enquiries@parentcaer.org

Website: <http://www.parentcaer.org.uk>

Equality Advisory Support Service

Contact the EASS if you need expert information, advice and support on discrimination and human rights issues and the applicable law, especially if you need more help than advice agencies and other local organisations can provide.

EASS

FREEPOST
Equality Advisory Support Service
FPN4431

Telephone: 0808 800 0082

Textphone: 0808 800 0084

Fax: 02920 447712

Website: <http://www.equalityadvisoryservice.com/>

ii) AGE

Consulting with Older People

The Development Officer for Older People within the Council is Mandy Sprague - spragm@caerphilly.gov.uk or telephone 01443 864277.

She also liaises with the 50+ Positive Action Partnership who have many contacts with that age group in the community: http://www.caerphilly50plus.co.uk/default_site.asp.

Age Cymru have a number of specific networks that cover Age and other protected characteristics, namely the Older Minority Ethnic Network and the Older LGBT network. To contact them, please get in touch with Age Cymru.

Age Cymru

Tŷ John Pathy,
13/14 Neptune Court,
Vanguard Way,
Cardiff,
CF24 5PJ.

Telephone: 029 2043 1555 (Age Cymru Office)

Website: www.ageuk.org.uk/cymru

For information and advice:

Age UK Advice in Wales: 08000 223 444

Consulting with Younger People

Young people do not readily respond to general consultation, so their views are often not taken into account, however, children and young people of all ages do have views about the way that they are cared for or educated, the environment and their local communities and every effort should be taken to ensure they are properly engaged.

The Caerphilly County Borough Youth Forum has a strong structure and presence and can be contacted via the Youth Participation Manager on 01443 863033. For consultation with 0–10's please contact the Children's Participation Officer on 01443 866721 or at ewingc@caerphilly.gov.uk. The general email address is youth@caerphilly.gov.uk.

Yr Urdd are the Welsh youth movement who provide many activities and events in Welsh for pupils from both the Welsh and English medium sectors.

The local contact details are -

Yr Urdd

Swyddfa'r Urdd,
Ysgol Gyfun Cwm Rhymni,
Stryd Bryn Gwyn,
Gelli-haf,
Coed Duon,
NP12 3JQ.

Mared Jones - Urdd Youth Officer

01443 829714
maredjones@urdd.org

Helen Cotter - Development Officer Caerphilly

01443 829714
helenc@urdd.org

iii) **DISABILITY**

Consulting with people who have disabilities

People with disabilities may find it difficult to participate in consultation exercises, unless those exercises are planned with them in mind. Voluntary organisations representing the needs of people with disabilities may be able to provide support when consulting with these groups and individuals or at least help to identify people who are willing to become involved in consultation exercises. Key issues when consulting with people with disabilities (and older people, as often the physical issues are the same) include:

- Ensuring that the venue is fully accessible in terms of the building and surrounding built environment, meeting the needs of the participants (i.e. loop system) and the availability of public transport etc.
- Attendance is often dependent on appropriate timings of meetings and provision of sitting services for carers
- Written information should be in plain language and use font size 14 as a minimum, and a sans serif font such as Arial, Tahoma, Calibri etc.
- Offering alternative formats for those with visual impairments when conducting written consultations
- Making sure that face-to-face interviews are carried out in a way that for example enables people with hearing impairments, visual impairments or learning disabilities to participate

Caerphilly County Borough Access Group

Caerphilly County Borough Access Group is a registered charity that works closely with the Council on a range of issues, such as carrying out audits of workplaces, scrutinising planning applications and investigating complaints about pavement obstructions throughout the county borough.

Caerphilly County Borough Access Group

c/o The Secretary,
5 Pen-y-cae,
Mornington Meadows,
Caerphilly,
CF83 3BS.

Tel: 029 2086 5657

e-mail: CCBAGsecretary@hotmail.com

Disability Can Do

The Disability Can Do Organisation was set up to work with physically disabled and sensory impaired adults and their carers within Caerphilly County Borough. They deliver information services by way of a volunteer manned disability and carers information line, a website inclusive of live web-chat updated by volunteers and a fully maintained information library is available at their office base in Caerphilly. Further, another of the Organisation's core activities is campaigning for the rights of this client group as a community of interest, lobbying both the Local Authority and the Welsh Assembly Government for improved services and having the voices of people with disabilities heard.

Disability Can Do

1 Bryn Lane,
Pontllan-fraith,
Blackwood,
NP12 2PG.

Telephone: 01495 233555

e-mail: info@disabilitycando.org.uk

Website: www.disabilitycando.org.uk

Deaf Community Contacts

The link officer for the British Deaf Association is Jeff Brattan-Wilson - contact jeffbw@bda.org.uk and the tutor for the Deaf Awareness and BSL classes that are run for Council staff is Sarah Lawrence, who also runs a website that could contain useful information and contacts - www.deaf-friendly.co.uk. They also have Deaf contacts in the community such as in the Deaf Clubs in Caerphilly and Bargoed and would be an ideal initial point of contact for advice and signposting.

Some service areas have made presentations to the Deaf Clubs in order to ensure that the Deaf community's opinions are taken into account.

Other contacts for Deaf and Hard of Hearing matters are -

Action on Hearing Loss Cymru

Tudor House,
16 Cathedral Road,
Cardiff,
CF11 9LJ.

Textphone: 029 2033 3036

Telephone: 029 2033 3034

Fax: 029 2033 3034

(This is the former RNID)

e-mail: rnidcymru@hearingloss.org.uk

Website: www.actiononhearingloss.org.uk

British Deaf Association (BDA)

BDA Wales,
British Sign Language Cultural Centre,
47 Newport Road,
Cardiff,
CF24 0AD.

Textphone: 0845 1302853

Telephone: 0845 1302851

Fax: 0845 1302852

e-mail: bda@bda.org.uk

Website: www.bda.org.uk

Gwent Hearing Impairment Service

Brecon House,
William Brown Close,
Llantarnam Business Park,
Cwmbran,
NP44 3AB.

Telephone: 01633 645458

People with Visual Impairments

The Gwent Visual Impairment Service works across the five LEAs that make up Greater Gwent and supports children and young people who have a significant visual or multi-sensory difficulty. The Service is hosted by Caerphilly C.B.C. They may be able to provide you with advice if you consult with young people who fall under their remit.

Gwent Visual Impairment Service

Brecon House,
William Brown Close,
Llantarnam Business Park,
Cwmbrân,
NP44 3AB.

Telephone: 01495 841226

**Royal National Institute of Blind People
(RNIB) Cymru**

Trident Court,
East Moors Road,
Cardiff,
CF24 5TD.

Tel: 029 2045 0440

Fax: 029 2044 9550

e-mail: cymruevents@rnib.org.uk

Website: www.rnib.org.uk

People who are Deafblind

Deafblind UK is a national charity offering specialist services and human support to deafblind people and those who have progressive sight and hearing loss acquired throughout their lives.

Deafblind Cymru,

Jones Court,
Womanby Street,
Cardiff,
CF10 1BR.

Telephone/Textphone: 01733 358 100

Fax: 01733 358 356

Email: info@deafblind.org.uk,

Website: <http://deafblind.org.uk/>

Disfigurement

Changing Faces is the leading UK charity that supports and represents people who have disfigurements to the face, hand or body from any cause. The psychological effects of disfigurement, whether acquired from birth, an accident, disease, or the aftermath of surgery, can last a lifetime if not dealt with early on. Changing Faces helps people to face the challenges of living with a disfigurement and equips them with the appropriate tools to build self-confidence and self-esteem.

Changing Faces

The Squire Centre,
33-37 University Street,
London,
WC1E 6JN.

Tel: 0845 4500 240

Fax: 0845 4500 276

e-mail: cymru@changingfaces.org.uk

Contact: Simon Boex

Website: www.changingfaces.org.uk/

Stroke Patients

Every year there are approximately 152,000 strokes in the UK. Most people affected are over 65, but anyone can have a stroke, including children and even babies. The Stroke Association can provide high quality and up-to-date information and guidance.

The Stroke Association

Speak out for Stroke Coordinator,
c/o Greenmeadow Springs Business Park,
Unit 8,
Cae Gwyrdd,
Tongwynlais,
Cardiff,
CF15 7AB.

Direct Line: 02920 524400

Helpline: 0303 3033 100

Textphone: 18001 0303 3033 100

e-mail: info@stroke.org.uk

Website: www.stroke.org.uk

iv) GYPSIES AND TRAVELLERS

The Welsh Government's framework **Travelling to a Better Future** seeks to ensure the needs of Gypsies and Travellers are assessed, planned and implemented in a more strategic way. Through this Framework, access to services for Gypsies and Travellers in Wales should be developed and improved. Caerphilly county borough currently has no permanent or transit site for accommodating gypsy and traveller families, and the numbers identifying as being from that ethnic background according to the 2011 Census are very small, making consultation almost impossible by usual methods.

In practice what this means is that other ways have to be used to reach out and engage as far as possible with such groups. The contacts shown below are meant as suggestions for how you might go about reaching gypsy and traveller communities in the South Wales region and nationally, that might be relevant to your consultation or project being developed.

You may also want to contact neighbouring local authorities who do have permanent or transit sites for advice and also to work in partnership with them by adding Caerphilly questions to any surveys or assessments they may be doing. Each of Caerphilly CBC's 7 neighbouring authorities have authorised sites, whether socially rented or private (source - Welsh Government Gypsy and Traveller Caravan Count - January 2015).

Cardiff Gypsy and Traveller Project

114 Clifton Street,
Roath,
Cardiff,
CF24 1LW.

Telephone: 029 2021 4411

e-mail: admincgtp@btconnect.com

Travelling Ahead

(at Save the Children Cymru)

8 Cathedral Road,
Cardiff,
CF11 9LJ.

Telephone: 029 2039 6838

e-mail: travellingahead@savethechildren.org.uk

Website: www.travellingahead.org.uk

The Bridges Project

Merthyr Tydfil.

Telephone: 01685 353959

e-mail: Lillie@tricityplay.co.uk

The Showmen's Guild of Great Britain

(Travelling Showpeople only)

South Wales:

110 New Dock Road,
Llanelli,
SA15 2HH.

Telephone: 07949 289 075

e-mail: Sgwales@talktalk.co.uk

North Wales:

11 St. Mary's Place,
Bury,
Lancashire,
BL9 0DZ.

Telephone: 01617 629 502

e-mail: leesashowmensguild@yahoo.com

Website: www.showmensguild.co.uk

The Travellers School Charity
(New Travellers only)

Tŷ Loveden House,
26 Bridge Street,
Aberystwyth,
Ceredigion,
SY23 1QB.

Telephone: 07786 466 107

e-mail: info@travellersschool.org.uk

Website: www.travellersschool.org.uk

The Traveller Movement
(formerly Irish Travellers Movement in Britain)

The Resource Centre,
356 Holloway Road,
London,
N7 6PA.

Telephone: 020 7607 2002

e-mail: info@travellermovement.org.uk

Website: www.travellermovement.org.uk

The National Federation of Gypsy Liaison Groups

c/o Derbyshire Gypsy Liaison Group,
Unit 3,
Molyneux Business Park,
Whitworth Road,
Darley Dale,
Matlock,
DE4 2HJ.

Telephone: 01629 732744

e-mail: info@nationalgypsytravellerfederation.org

Website: www.nationalgypsytravellerfederation.org

The Gypsy Council
(for Education, Culture, Welfare and Civil Rights)

8 Hall Road,
Aveley,
Romford,
Essex,
RM15 4HD.

Telephone: 07963 565 952

e-mail: info@gypsy-association.com

Website: www.gypsy-association.com

Roma Support Group

PO Box 23610,
London,
E7 0XB.

Telephone: 020 7511 0800

e-mail: info@romasupportgroup.org.uk

Website: www.romasupportgroup.org.uk

v) RACE

Consulting with Black and Minority Ethnic People

Sometimes people from Black and Minority Ethnic communities are particularly difficult to identify given the small total population within Caerphilly County Borough. It is important however to ensure that the design of any consultation exercise is appropriate so that Black and Minority Ethnic people are enabled to participate as fully as possible.

For example, it could help to arrange consultation events together with the appropriate voluntary and community groups. Whilst consulting with representative groups should not be considered an adequate substitute for consulting with individuals, it can provide a good starting point. There may be other cultural issues that need to be taken into account for successful consultation, e.g. acknowledging an oral tradition when consulting and, that Muslim families may prefer to have separate sessions for the women be consulted without the presence of men.

Race Equality First will be able to provide advice on contacting individuals and groups from different ethnic minorities in the county borough and regionally. They may be able to distribute information on your behalf.

Race Equality First

1st Floor West,
113-116 Bute Street,
Cardiff,
CF10 5EQ.

Telephone: 02920 486207

e-mail: info@raceequalityfirst.org.uk

Website: www.refweb.org.uk

GEMS: Gwent Education Multi-Ethnic Service

GEMS provides support to those pupils in nursery, primary and secondary education in Gwent for whom neither English nor Welsh is their first language, by working closely with the schools, parents and Governors in order to help pupils to improve their English language skills.

In addition to supporting pupils, GEMS provides:

- Advice, support, guidance on race equality for schools and governing bodies;
- Bilingual assessments to establish language support requirements;
- Home visits to ensure that good communications between minority ethnic parents and the school are established.
- Essential school information is passed to the parents in their home language and their concerns and questions are passed back to the school.
- Help with the provision of interpretation and translation in the main community languages of Gwent.

GEMS

c/o Newport City Council,
Stow Hill,
Newport,
NP20 4UR.

Telephone: 01633 255473

e-mail: gemss@newport.gov.uk

vi) RELIGION AND BELIEF

People in the 21st century hold many different beliefs that are very personal to them and ensuring that as broad a mix of perspectives and viewpoints as possible is included in any consultation is very important.

The reason for this is

- to seek common ground rather than debate division
- to learn from each other
- to respect and understand each others' traditions and firmly held beliefs

The county borough is however predominantly Christian or No Religion according to the 2011 Census, however there are many Christian chapels and churches in the area, with both English and Welsh services being held.

Few physical locations for any other religion exist as often, those who do follow other faiths have to go to Cardiff or Newport to worship.

One useful contact may be the Siloh Christian Centre in Ystrad Mynach as they may have many chapel and other contacts in the area.

Siloh Christian Centre

Oakfield Street,
Ystrad Mynach,
Hengoed,
CF82 7AF.

Telephone: 01443 813617

Website: <http://siloh.co.uk>

There is one Faith School in the county borough, St Helen's Roman Catholic Primary School in Lansbury Park in Caerphilly. There is also a Buddhist temple located in Rhymney.

vii) SEXUAL ORIENTATION

There are no LGBT (Lesbian, Gay, Bisexual and Transgender) groups in the county borough that we are aware of, as many people would travel to Cardiff or Newport to socialise and possibly to seek advice.

Consideration should be given to non-traditional ways of reaching the LGBT community because of this e.g. advertising consultation exercises in locations outside the county borough, in specific publications.

Stonewall Cymru

Transport House,
1 Cathedral Road,
Cardiff,
CF11 9SB.

Telephone: 029 2023 7744

Fax: 029 2023 7749

e-mail: cymru@stonewallcymru.org.uk

Website <http://www.stonewallcymru.org.uk>

Bi CymruWales

c/o Diverse Cymru,
3rd Floor, Alexandra House,
307-315 Cowbridge Road East,
Cardiff,
CF5 1JD.

SMS: 07982 308812

Email: bicymru@yahoo.co.uk

LGBT Groups in the Region

Rainbow Group (for 16-25 year olds)

17 Clarence Street,
Pontypool,
NP4 6LG.

Telephone: 01495 752333

e-mail: rainbowtorfaengroup@yahoo.co.uk

Umbrella Gwent

Telephone: 07765 288713

e-mail: umbrellagwent@gmail.com

Website: <http://umbrellagwent.co.uk>

facebook.com/umbrellagwent

viii) WELSH LANGUAGE

Consulting with Welsh speakers

In general, Welsh speakers are not regarded as a "hard-to-reach" group given the relatively high number of Welsh speakers in the county borough compared with other groups, and because all documents aimed at the public must be produced bilingually. Remember to allow translation time in your timetable when producing the consultation documents. In order to comply with the Welsh Language Standards however, there are three different ways in which consulting with Welsh speakers can be achieved.

Firstly, where the language choice of those being asked to take part in the consultation is not known, in cases where you are using a random sample of the population, then the design of all written consultation exercises must be fully bilingual and the appropriate language and format statement used.

Secondly, where the language choice has been asked of the consultees and recorded on whichever system is being used, targeting Welsh copies to Welsh speakers is perfectly acceptable (as is the targeting of other formats). The Council's Viewpoint Panel operates in this way where English only, Welsh only or large print versions are distributed according to the individual's recorded choice.

Lastly, the Council and the Menter Iaith (the county borough's Welsh language voluntary organisation) share a database of names and addresses of Welsh speakers under an agreed data sharing protocol. This means that if any service area wishes to have a Welsh speaking focus group, or wishes to increase the numbers of responses to a consultation exercise, or wishes to undertake face-to-face consultation through the medium of Welsh, this can be arranged.

For example, one of the consultation events held on the Caerphilly County Borough Community Plan was conducted and facilitated entirely through the medium of Welsh and attracted a number of people who had previously not taken part in any form of consultation exercise - nearly 100 Welsh speakers and learners attended the event.

Menter Iaith Caerffili also use the database of contacts to distribute information quarterly and you could take out a one-page notice in their booklet for example.

They also have an email system called **e-chlysur** that they can use to send out an electronic flyer to about 600 Welsh speakers and learners.

Menter Iaith Caerffili

Parc St Margarets,
Aberbargod,
CF81 9FW.

Telephone: 01443 820913

e-mail: menter@caerffili.org

Website: www.mentercaerffili.org

The Menter Iaith also have distribution contacts for all the other Welsh language groups in the area such as **Merched y Wawr** (the Welsh language equivalent of the Women's Institute), **Mudiad Meithrin** (the Welsh nursery group association) and the **Urdd**. They also arrange a **Welsh Language Forum** of Welsh medium organisations in the county borough that meets quarterly.

APPENDIX A - EXAMPLE MONITORING FORM

CAERPHILLY COUNTY BOROUGH COUNCIL EQUALITIES MONITORING FORM

Please tick all boxes that apply to you or choose the “unwilling to declare” option if that is your choice. If you have completed this form in the last 2 years, you do not need to do so again now, unless your circumstances have changed.

CCBC EMPLOYEE NUMBER					
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DIRECTORATE:	Chief Executive	Corporate Services	Communities	Social Services
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ARE YOU ...	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
	Transgender	<input type="checkbox"/>	Unwilling to Declare	<input type="checkbox"/>

AGE	16-25	<input type="checkbox"/>	26-39	<input type="checkbox"/>
	40-49	<input type="checkbox"/>	50-65	<input type="checkbox"/>
	66+	<input type="checkbox"/>	Unwilling to Declare	<input type="checkbox"/>

SEXUAL ORIENTATION	Heterosexual (Straight)	<input type="checkbox"/>	Gay	<input type="checkbox"/>
	Bisexual	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>
	Other (Please state)			
	Unwilling to Declare	<input type="checkbox"/>		

MARITAL STATUS	Single	<input type="checkbox"/>	Married	<input type="checkbox"/>
	Separated	<input type="checkbox"/>	Divorced	<input type="checkbox"/>
	Civil Partnership	<input type="checkbox"/>	Widowed	<input type="checkbox"/>
	Living With Partner	<input type="checkbox"/>	Surviving Civil Partnership	<input type="checkbox"/>
	Dissolved Civil Partnership	<input type="checkbox"/>	Unwilling to Declare	<input type="checkbox"/>

DISABILITY	I am not Disabled	<input type="checkbox"/>	Physical / Mobility Impaired	<input type="checkbox"/>
	Hearing Impaired	<input type="checkbox"/>	Speech Impaired	<input type="checkbox"/>
	Learning Difficulties	<input type="checkbox"/>	Visually Impaired	<input type="checkbox"/>
	Other (Please state)			
	Unwilling to Declare	<input type="checkbox"/>		

WELSH LANGUAGE SKILLS		A Little	Moderately	Quite Well	Fluently
	Speak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Write	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	No Welsh Language Skills	<input type="checkbox"/>	Unwilling to Declare		<input type="checkbox"/>

BRITISH SIGN LANGUAGE SKILLS	Use <input type="checkbox"/>	Understand <input type="checkbox"/>
	No BSL Skills <input type="checkbox"/>	Unwilling to Declare <input type="checkbox"/>

OTHER LANGUAGE SKILLS	Please state, if willing to declare:
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NATIONAL IDENTITY	British <input type="checkbox"/>	Welsh <input type="checkbox"/>
	English <input type="checkbox"/>	Scottish <input type="checkbox"/>
	Northern Irish <input type="checkbox"/>	Cornish <input type="checkbox"/>
	Other (Please state)	
	Unwilling to Declare <input type="checkbox"/>	

RELIGION OR BELIEF	Christian (All Denominations) <input type="checkbox"/>	Jewish <input type="checkbox"/>
	Buddhist <input type="checkbox"/>	Muslim <input type="checkbox"/>
	Hindu <input type="checkbox"/>	Sikh <input type="checkbox"/>
	Humanist <input type="checkbox"/>	No Religion <input type="checkbox"/>
	Any other Religious Background (Please state)	
	Unwilling to Declare <input type="checkbox"/>	

ETHNIC ORIGIN:		
WHITE	British <input type="checkbox"/>	Irish <input type="checkbox"/>
	Gypsy or Irish Traveller <input type="checkbox"/>	
	Other White (Please state)	
MIXED / MULTIPLE	White & Black Caribbean <input type="checkbox"/>	White & Asian <input type="checkbox"/>
	White & Black African <input type="checkbox"/>	
	Other Mixed (Please state)	
ASIAN / ASIAN BRITISH	Indian <input type="checkbox"/>	Bangladeshi <input type="checkbox"/>
	Pakistani <input type="checkbox"/>	Chinese <input type="checkbox"/>
BLACK / AFRICAN / CARIBBEAN / BLACK BRITISH	Caribbean <input type="checkbox"/>	African <input type="checkbox"/>
	Other Black (Please state)	
OTHER ETHNIC GROUP	Arab <input type="checkbox"/>	
	Any other Ethnic Background (Please state)	
UNWILLING TO DECLARE	Please tick <input type="checkbox"/>	

This information will be held, along with your other personal data, on the Council's payroll system for monitoring purposes only.

The Council only publishes anonymised staff equalities data in reports and other documents, by full Council totals, directorate totals or service area totals. Data is not broken down into individual teams for analysis, in order to safeguard the privacy of individuals, who might otherwise be identified at such a level.