



# **Equalities and Welsh Language Objectives and Action Plan 2016 - 2020**

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FOR THE GOOD OF ALL**





# EQUALITIES AND WELSH LANGUAGE OBJECTIVES AND ACTION PLAN

## Introduction

As part of meeting its ongoing duties under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, Caerphilly County Borough Council must update and implement a set of Equalities Objectives by 1<sup>st</sup> April 2016, and also update its action plan that sets out how these objectives will be met.

This document sets out those Equalities Objectives and related actions that Caerphilly County Borough Council has chosen, following extensive consultation and engagement with the public and other stakeholders.

In addition, not only does the Council have to ensure that it has an updated **Strategic Equality Plan (SEP)** in place by the above deadline date, together with the objectives and actions, it also has to implement actions under the new **Welsh Language Standards (WLS)** by the same date. These are statutory duties around Welsh Language issues under the Welsh Language (Wales) Measure 2011, the regulations of which were agreed in March 2015. For Caerphilly County Borough Council this means that they begin to come into force from 30<sup>th</sup> March 2016.

The Council has also decided to include actions around the **Armed Forces Covenant (AFC)** under this scheme as so much of the work runs in parallel and are related.

The Council will continue with this single set of integrated objectives and actions in order to implement both sets of duties and also meet the requirements under 3 of the 7 aims under the Welsh Government's Well-being of Future Generations (Wales) Act 2015. The objectives and actions are therefore integrated so that the common aims are actioned together, thus removing any duplication, and cost-effectively streamlining future project developments.

## Consultation

The updated objectives underwent extensive consultation and discussions with various internal and external stakeholders between December 2015 and January 2016. The draft document was subsequently submitted to the Corporate Management Team, Policy and Resources Scrutiny Committee, Cabinet and full Council early in 2016.

The Council is committed to an ongoing process of consultation and engagement with stakeholders throughout the 4-year lifetime of this document and any changes needed can be done following the review and evidence gathering undertaken for the Annual Report.

This final version of the updated **SEP** and Objectives and Action Plan document are available on the Council's website at [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities) or as a hard copy on request.

## The Equalities Objectives

The approach that has been used to develop the objectives and actions has taken into account the requirements of the statutory duties in Wales (both Equalities and Welsh Language), the numerous requests for specific objectives that have come from various voluntary organisations, and the comments received during the consultation period.

It has also linked in with existing partnership working so as to take advantage of work already ongoing in the county borough and not create additional work where good practice is already being achieved. This has resulted in 11 “umbrella” themes under which the Council can show its commitment to as wide a range of issues as possible.

The objectives are listed below, the first 9 can be classed as outward-facing and involve a great deal of partnership working, whilst the final 2 are more inwardly focused and show how the council's own internal practices continue to develop.

Equality Objective 1	-	Tackling Identity-Based Violence and Abuse
Equality Objective 2	-	Addressing the Gender Pay Gap
Equality Objective 3	-	Improving Physical Access
Equality Objective 4	-	Improving Communication Access
Equality Objective 5	-	Inclusive Engagement and Participation
Equality Objective 6	-	Compliance with the Welsh Language Standards
Equality Objective 7	-	Supporting Age-friendly Communities
Equality Objective 8	-	Supporting the Armed Forces Covenant
Equality Objective 9	-	Working with Gypsy and Traveller Communities
Equality Objective 10	-	Diversity in the Workplace
Equality Objective 11	-	Corporate Compliance

Each objective comes with a related set of actions, many of these are not exclusive to this document but come from partner documents, for example much of the work around Objective 1 is not done only by Caerphilly County Borough Council but through partnership working that includes Gwent Police, Victim Support Wales and others.

This is why each objective shows not only the internal service areas that can contribute towards it, but also lists links to other plans and stakeholders to demonstrate the wider ownership of this work.

Individual Directorates, service areas and divisions within the Council are responsible for ensuring that their own service delivery plans cover the Equalities and Welsh Language issues, however advice and guidance can be sought from the Equalities and Welsh Language team by emailing [equalities@caerphilly.gov.uk](mailto:equalities@caerphilly.gov.uk).

## EQUALITY OBJECTIVE 1 - TACKLING IDENTITY-BASED VIOLENCE AND ABUSE

<b>Objective</b>	To reduce the levels of real or perceived instances of identity-based abuse, bullying, harassment and violence, hate crime and hate incidents in the county borough.
<b>Outcome</b>	Individuals, families and groups in the communities of Caerphilly county borough feel safe living their own lives at home, at work and in the community at large.
<b>Protected Characteristics / Other Equalities Issues covered</b>	Ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, Welsh language, BSL and other languages, nationality, responsibility for any dependants, pregnancy and maternity. Human Rights.
<b>Links to other Legislation, Strategies and Plans</b>	<i>Caerphilly Delivers</i> - the Local Service Board Single Integrated Plan, Community Cohesion Action Plan, School Anti-bullying policies, 50+ Positive Action Plan, Corporate Complaints Policy, the Crime and Disorder Act 1998, the Anti-terrorism, Crime and Security Act 2001, the Criminal Justice Act 2003, the Anti-social Behaviour, Crime and Policing Act 2014, United Nations Convention on the Rights of the Child, United Nations Convention on the Rights of Persons with Disabilities.
<b>Links to CCBC Service Areas</b>	Legal, ICT and Customer Services, Human Resources, Adult Services, Childrens Services, Public Protection, Education, Communities.
<b>Evidence Base</b>	Current hate crime and hate incident figures relating to race, disability and homophobia etc, domestic violence data, school bullying incidents, council complaints with an Equality aspect, all to be used as baseline.
<b>Success Measure / Performance Indicators</b>	<ul style="list-style-type: none"> <li>• Increase in reporting of incidents</li> <li>• Increase in satisfaction levels of how issues were handled</li> <li>• Reduction in levels of hate crime and hate incidents</li> <li>• Reduction in levels of domestic abuse and violence</li> <li>• Reduction in levels of fear of crime</li> <li>• Reduction in levels of reported bullying in schools</li> </ul>
<b>Stakeholders</b>	The public, CCBC Equalities and Welsh Language Team, CCBC elected members and staff members, Community Cohesion Forum, Safer CCB, Gwent Police, Hate Crime and Hate Incident reporting centres, Police and Crime Commissioner, Older People's Commissioner for Wales, Domestic Abuse Forum, Deafblind Cymru, Welsh Women's Aid, Stonewall Cymru, 50+ Positive Action, Caerphilly Youth Forum, Victim Support, Communities First, Community Partnerships, Caerphilly county borough schools and governing bodies.

	<b>ACTION</b>	<b>OUTCOME</b>	<b>TIMETABLE</b>
<b>1.1</b>	To work with the listed stakeholders to record and monitor instances of identity-based hate crime and hate incidents in the county borough.	The Council has access to regular, timely and accurate figures in order for it to be able to identify areas where specific issues need to be tackled.	Ongoing, but greater coordination and data-sharing is required across stakeholders
<b>1.2</b>	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.	Reduction in the number of identity-based school bullying incidents.	Pilot term held in Spring 2011, full implementation from September 2012 and ongoing.
<b>1.3</b>	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.	Service areas embed awareness and reporting of hate crime and hate incidents into their day-to-day and/or project work.	Ongoing since March 2011.
<b>1.4</b>	To work with local and regional partners on existing domestic abuse and violence issues to identify and tackle incidents with an equalities aspect.	The victims of domestic abuse and violence who come under the protected characteristics and other Equalities issues are identified to allow for appropriate targeting of services and support.	Initial mapping and data gathering exercise undertaken during June/July 2012. Review required during 2016-2017.
<b>1.5</b>	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.	A decrease in any negative perceptions held by professionals and practitioners in relation to those who seek their support.	Ongoing through the training programme.

## EQUALITY OBJECTIVE 2 - ADDRESSING THE GENDER PAY GAP

<b>Objective</b>	To reduce the gender pay gap by addressing the causes through making changes to pay policies and practices that are found to be a contributory factor to any inequality in pay.
<b>Outcome</b>	To have in place fair, open and transparent pay, grading, remuneration and recruitment strategies and plans so that the reduction in the pay gap is achieved.
<b>Protected Characteristics / Other Equalities Issues covered</b>	Sex (gender), responsibility for any dependants, pregnancy and maternity.
<b>Links to other Legislation, Strategies and Plans</b>	<i>Caerphilly Delivers</i> - the Local Service Board Single Integrated Plan, CCBC Anti-Poverty Strategy, CCBC Recruitment and Selection Policies, Equal Status, Equality Act 2010 section 159.
<b>Links to CCBC Service Areas</b>	Human Resources, ICT and Customer Services, Legal.
<b>Evidence Base</b>	Existing CCBC workforce profile, CCBC Ward profiles, national employment data
<b>Success Measure / Performance Indicators</b>	Reduction in the % gender pay gap for Caerphilly county borough over the 4-year period of the plan.
<b>Stakeholders</b>	CCBC HR staff, CCBC Equalities and Welsh Language Team and other staff members, CCBC elected members, Trade Unions, Careers Wales, Caerphilly Business Forum, Chwarae Teg, local, regional and national Voluntary Sector Equality Organisations.

	<b>ACTION</b>	<b>OUTCOME</b>	<b>TIMETABLE</b>
<b>2.1</b>	Implement the findings of the job evaluation exercise.	Pay and grading structures in the council are open and transparent.	Job evaluation process completed in 2010. New and updated posts undergo the same process.
<b>2.2</b>	Make changes to pay policies and practices that are found to be a contributory factor to any identified inequality in pay.	Pay and grading structures and recruitment practices in the council treat all staff and applicants equally, regardless of gender.	Ongoing and further work needed as part of the review of the policy framework (see also 11.2 and 11.3).
<b>2.3</b>	Raise awareness of job opportunities and business opportunities to non-traditional groups (i.e. not stereotyping jobs to gender).	Greater gender diversity across service areas.	Ongoing but needs targeted action.
<b>2.4</b>	Ensure that all HR policies are reviewed and updated regularly to include matters such as flexible, part-time or job-share options, shared parental leave etc.	Staff are able to access working patterns and job options that may have been otherwise denied them.	Ongoing on a rolling programme basis.



## EQUALITY OBJECTIVE 3 - IMPROVING PHYSICAL ACCESS

<b>Objective</b>	To improve physical accessibility in terms of living in, working in, learning in, travelling around and visiting the county borough.
<b>Outcome</b>	People from all sections of society are able to live in, work in, travel around and visit the various public buildings, historic monuments, town and retail centres, parks and countryside venues without any unfair or unreasonable restrictions on their movements.
<b>Protected Characteristics / Other Equalities Issues covered</b>	Ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, Welsh language, BSL and other languages, nationality, responsibility for any dependants, pregnancy and maternity.
<b>Links to other Legislation, Strategies and Plans</b>	<i>Caerphilly Delivers</i> - the Local Service Board Single Integrated Plan, Disability Access Strategy, Building Regulations (Part M) under the Building Act 1984, Safer Caerphilly Community Safety Partnership Plan, CCBC Licensing Policy, SEWTA Regional Transport Plan, Corporate Complaints Policy, United Nations Convention on the Rights of Persons with Disabilities.
<b>Links to CCBC Service Areas</b>	Public Protection, Housing, Legal, Performance, Property, ICT and Customer Services, Human Resources, Adult Services, Childrens Services, Regeneration and Planning, Engineering and Transport, Education, Communities.
<b>Evidence Base</b>	Feedback / satisfaction surveys / complaints from the public, tourists etc. Targets/actions in CCBC service area action plans. Targets/action in plans under the remit of strategic partnerships on which the Council sits.
<b>Success Measure / Performance Indicators</b>	<ul style="list-style-type: none"> <li>• Increase in numbers of visitors to the various locations according to age, disability etc.</li> <li>• Increased satisfaction levels in the accessibility of these locations in terms of transport.</li> <li>• Increased satisfaction levels in the accessibility of these locations once there.</li> <li>• No. of accessible buildings, road crossings, transport hubs etc.</li> <li>• Reduction in the number of complaints around inaccessibility of council owned venues and locations.</li> <li>• Increased consideration of age and disability related issues in planning communities such as in physical design (links to SEO 7 – Supporting Age-friendly Communities).</li> </ul>
<b>Stakeholders</b>	The public, CCBC Regeneration staff, CCBC Equalities and Welsh Language Team, Disability Access Officer, CCBC elected members and other staff members, SEWTA, Older People's Commissioner for Wales, Caerphilly Business Forum, Caerphilly CB Access Group, Caerphilly CB Disability Forum, Deafblind Cymru, local, regional and national Voluntary Sector Equality Organisations, 50+ Positive Action.

	<b>ACTION</b>	<b>OUTCOME</b>	<b>TIMETABLE</b>
<b>3.1</b>	To establish an accessibility baseline for all properties by completing access audits.	Baseline established.	Updates ongoing annually
<b>3.2</b>	Client Liaison Team to support council service areas with issues around physical access.	Service areas gain a greater understanding of physical access issues and mainstream these issues into their day-to-day work.	Ongoing since 2007.
<b>3.3</b>	To monitor satisfaction levels / number of complaints regarding physical accessibility issues.	Improved data on these issues for use by service areas in future project planning.	Updated complaints system provides greater level of detail from 2012 onwards.
<b>3.4</b>	To survey all building stock in terms of accessibility issues, including schools.	An updated list of Council building stock is available, which details levels of Disability compliance and any issues that need resolving.	Annually, with quarterly reports presented to the Disability Access Group.
<b>3.5</b>	To survey polling stations in terms of physical accessibility issues.	Polling stations that need reasonable adjustments are identified in time for voting to take place.	Ad hoc, when elections of any kind are due.

## EQUALITY OBJECTIVE 4 - IMPROVING COMMUNICATION ACCESS

<b>Objective</b>	To improve the way council services and activities are made accessible to those who need them, in terms of language and format.
<b>Outcome</b>	People in the community, whether local residents, visitors, job applicants or partner organisations, can access council services, activities and information in English and Welsh, and also on request in other spoken languages or different formats (Braille, BSL, Easy Read, large print etc).
<b>Protected Characteristics / Other Equalities Issues covered</b>	Race, disability, Welsh language, BSL and other languages, nationality, responsibility for any dependants.
<b>Links to other Legislation, Strategies and Plans</b>	<i>Caerphilly Delivers</i> - the Local Service Board Single Integrated Plan, Welsh Language Standards. (No.1) Regulations 2015, Disability Access Strategy, IT Strategy, Corporate Complaints Policy, Equalities Consultation and Monitoring Guidance, <i>More than just words</i> - Strategic Framework for Welsh Language Services in Health, Social Services and Social Care, United Nations Convention on the Rights of the Child, United Nations Convention on the Rights of Persons with Disabilities.
<b>Links to CCBC Service Areas</b>	Corporate Finance, Housing, Human Resources, ICT and Customer Services, Legal, Performance, WHQS Programme, Adult Services, Business Support, Children's Services, Engineering and Transport, Regeneration and Planning, Public Services, Public Protection, Education, Communities.
<b>Evidence Base</b>	Census 2011 ward profiles, current translation data, surveys feedback and complaints data. Targets/actions in CCBC service area action plans.
<b>Success Measure / Performance Indicators</b>	<ul style="list-style-type: none"> <li>• Number of translation / interpretation / format requests</li> <li>• Number of interpreted meetings arranged</li> <li>• Increase in take up of services</li> <li>• Increased levels of customer satisfaction</li> <li>• Decrease in numbers of complaints on accessible format issues</li> </ul>
<b>Stakeholders</b>	The public, CCBC Equalities and Welsh Language Team, CCBC Communications, ICT and Customer Services, Menter Iaith Caerffili, the Urdd, Welsh Language Commissioner, Older People's Commissioner for Wales, Bargoed Deaf Club, Caerphilly Deaf Club, Caerphilly CB Access Group, Caerphilly CB Disability Forum, Deafblind Cymru, 50+ Positive Action, Gwent Visual Impairment Service, Gwent Hearing Impairment Service, Caerphilly People First, local, regional and national Voluntary Sector Equality Organisations.

	<b>ACTION</b>	<b>OUTCOME</b>	<b>TIMETABLE</b>
<b>4.1</b>	To ensure that Welsh Language issues are an integral part of all e-Government projects.	Internal systems are upgraded to be able to record language choice of users, bilingual front-end interfaces are created etc.	Software and systems review in 2016. Social Media ongoing and improving.
<b>4.2</b>	To ensure a fully bilingual website is maintained and pages updated in both languages on a rolling programme basis.	A fully bilingual website.	April 2016 then monitored and reported annually. Social Media ongoing.
<b>4.3</b>	To create a series of BSL signed web pages in a new section of the website.	A BSL signed section of dedicated pages is available on the website for the Deaf community.	Not achieved under the previous SEP, updated business plan required in 2016-2017 to progress.
<b>4.4</b>	To develop an updated set of minimum standards for Council publications.	Council publications comply with the different requirements of the updated Equalities and Welsh Language legislation, as outlined on the Guidance on Equalities in Design and Printing document.	Guidance to be updated and re-circulated by April 2016.
<b>4.5</b>	Update the Welsh Language Scheme Editorial Policy.	Change the document to be a Welsh Language Translation Guidance to give greater awareness of bilingual requirements amongst new and existing staff.	Guidance to be updated and re-circulated by April 2016.

## EQUALITY OBJECTIVE 5 - INCLUSIVE ENGAGEMENT AND PARTICIPATION

<b>Objective</b>	To increase the levels of satisfaction that communities have with council services by encouraging more citizens from groups covered by the <b>SEP</b> to become involved in the development of those services.
<b>Outcome</b>	People from every part of the county borough and from every community feel that they are a part of the decision-making process.
<b>Protected Characteristics / Other Equalities Issues covered</b>	Ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, Welsh language, BSL and other languages, nationality, responsibility for any dependants.
<b>Links to other Legislation, Strategies and Plans</b>	<i>Caerphilly Delivers</i> - the Local Service Board Single Integrated Plan, Public Engagement Strategy, Equalities Consultation and Monitoring Guidance, Accessible Voting Guidance, Corporate Complaints Policy, Human Rights Act 1998, United Nations Convention on the Rights of the Child, United Nations Convention on the Rights of Persons with Disabilities.
<b>Links to CCBC Service Areas</b>	ICT and Customer Services, Legal, Regeneration and Planning, all service areas undertaking any form of engagement and consultation.
<b>Evidence Base</b>	Targets/actions in CCBC service area action plans. Targets/action in plans under the remit of strategic partnerships on which the Council sits.
<b>Success Measure / Performance Indicators</b>	<ul style="list-style-type: none"> <li>• Levels of attendance at council engagement events.</li> <li>• Increased levels of survey feedback</li> <li>• Increased complaints with increase in satisfactory outcomes</li> <li>• Increased county borough turnout at elections</li> </ul>
<b>Stakeholders</b>	The public, Viewpoint Panel, CCBC Equalities and Welsh Language Team, CCBC Communications, ICT and Customer Services, CCBC Electoral Services, Menter Iaith Caerffili, Older People's Commissioner for Wales, Welsh Language Commissioner, Bargoed Deaf Club, Caerphilly Deaf Club, Caerphilly Access Group, Deafblind Cymru, 50+ Positive Action, Communities First, Community Partnerships, other local, regional and national Voluntary Sector Organisations.

	<b>ACTION</b>	<b>OUTCOME</b>	<b>TIMETABLE</b>
<b>5.1</b>	Continue to implement the Public Engagement Strategy and update 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.	All public engagement/consultation exercises reflect the requirements of the Equalities duties.	Ongoing use of Public Engagement Strategy and Equalities Consultation and Monitoring Guidance 2016.
<b>5.2</b>	To identify appropriate methods of promoting Council services to different and specific groups in the community and to ensure that the Public Engagement Strategy reflects appropriate methods of communication.	Use of all forms of media, language and format that are appropriate for engaging with all sections of the community.	Ongoing and being developed as new methods emerge.
<b>5.3</b>	To identify service needs of specific groups and identify the barriers to accessing services and the actions required to remove those barriers.	Ensuring robust methods of data collection and analysis for all public engagement exercises including surveys, complaints and other available means, to identify specific actions necessary to ensure that individual service needs are considered and met.	Ongoing, with improved analysis since the original <b>SEP</b> in 2012.
<b>5.4</b>	To undertake Welsh Language projects in partnership with the Menter Iaith.	Projects undertaken by the Menter Iaith that would not be able to be achieved by the Council alone, in order to achieve the requirements of the Welsh Language Standards.	Annually, as per agreed SLA contract. New SLA to be drafted in 2016.

## EQUALITY OBJECTIVE 6 - COMPLIANCE WITH THE WELSH LANGUAGE STANDARDS

<b>Objective</b>	To comply with all agreed Welsh Language Standards in order to ensure that the Welsh-speaking public are able to access the services to which they are entitled and to ensure that all council services comply with the statutory requirements.
<b>Outcome</b>	People living in Caerphilly county borough, council staff and visitors to the area, whether fluent Welsh speakers or learners have their rights to use the Welsh Language supported by Council service areas and not prevented in any way.
<b>Protected Characteristics / Other Equalities Issues covered</b>	Welsh Language.
<b>Links to other Legislation, Strategies and Plans</b>	The Welsh Language Standards (No. 1) Regulations 2015. The implementation of the Welsh Language Standards affects every council policy and service delivery plan. Corporate Complaints Policy, <i>More than just words</i> - Strategic Framework for Welsh Language Services in Health, Social Services and Social Care, Welsh in Education Strategic Plan, European Charter for Regional or Minority Languages.
<b>Links to CCBC Service Areas</b>	All.
<b>Evidence Base</b>	Annual reports to date and from 2016 onwards, service area service delivery plans from 2016 onwards, complaints data.
<b>Success Measure / Performance Indicators</b>	Compliance with statutory duties, evidence gathered for the annual report e.g. levels of complaints and all relevant service provision data.
<b>Stakeholders</b>	The public, CCBC Equalities and Welsh Language Team, CCBC Service areas, Welsh Language Commissioner, Menter Iaith Caerffili, Urdd, Mudiad Meithrin, Cymdeithas yr Iaith, Welsh Government, Coleg Gwent, Grŵp Deddf, CCBC Welsh medium schools.

	<b>ACTION</b>	<b>OUTCOME</b>	<b>TIMETABLE</b>
<b>6.1</b>	To ensure compliance with the Welsh Language Standards overarching principle regarding procurement or commissioning of third party activities to be delivered on our behalf.	All contracts and commissions issued by the Council for activities carried out by, or provided by, a third party will ensure that those third parties comply with the same standards as the Council would have to in providing those services itself.	Already current practice. Contract and Commissioning wording and guidance to be updated by 30 <sup>th</sup> March 2016 for all new documentation. Monitoring systems will need updating.
<b>6.2</b>	To ensure compliance with the agreed Welsh Language Service Delivery Standards.	Compliance can be evidenced through our current practice, information in the Annual Report and complaints data.	Much is existing practice. Compliance is required within either 6 or 12 months - see the Compliance Notice for full details.
<b>6.3</b>	To ensure compliance with the agreed Welsh Language Policy Making Standards.	Compliance can be evidenced through our current practice, information in the Annual Report and complaints data.	Much is existing practice. Compliance is required within either 6 or 12 months - see the Compliance Notice for full details.
<b>6.4</b>	To ensure compliance with the agreed Welsh Language Operational Standards.	Compliance can be evidenced through our current practice, information in the Annual Report and complaints data.	Much is existing practice. Compliance is required within either 6 or 12 months - see the Compliance Notice for full details.
<b>6.5</b>	To ensure compliance with the agreed Welsh Language Promotional Standards.	Compliance can be evidenced through our current practice, information in the Annual Report and complaints data.	Much is existing practice. Compliance is required within either 6 or 12 months - see the Compliance Notice for full details.
<b>6.6</b>	To ensure compliance with the agreed Welsh Language Record Keeping Standards.	Compliance can be evidenced through our current practice, information in the Annual Report and complaints data.	Much is existing practice. Compliance is required within either 6 or 12 months - see the Compliance Notice for full details.
<b>6.7</b>	To ensure compliance with the agreed Welsh Language Supplementary Standards.	Compliance can be evidenced through our current practice, information in the Annual Report and complaints data.	Much is existing practice. Compliance is required within either 6 or 12 months - see the Compliance Notice for full details.
<b>6.8</b>	Increase awareness and understanding of the requirements of the Welsh Language Standards by providing training to Council staff (see also 10.2).	Training provision offered and staff have a better understanding of their responsibilities under the requirements of the Welsh Language Standards.	An awareness course has already been added to the list of courses in the Equalities Training Delivery package.



## EQUALITY OBJECTIVE 7 - SUPPORTING AGE-FRIENDLY COMMUNITIES

<b>Objective</b>	To ensure that the communities of Caerphilly county borough are set up in such a way that older people can live safely, as independently as possible, enjoy good health and stay actively involved regardless of their individual circumstances and characteristics.
<b>Outcome</b>	Older people feel respected, valued and an active part of the community.
<b>Protected Characteristics / Other Equalities Issues covered</b>	All, but specifically age, disability and Human Rights.
<b>Links to other Legislation, Strategies and Plans</b>	<i>Caerphilly Delivers</i> - the Local Service Board Single Integrated Plan, Public Engagement Strategy, Equalities Consultation and Monitoring Guidance, CCBC Anti-Poverty Strategy, 50+ Citizen Engagement Project, Corporate Complaints Policy, Human Rights Act 1998, Social Services and Well-being (Wales) Act 2014, Ageing Well in Wales and its five themes, Older People's Commissioner for Wales document "Protection of older people in Wales: A guide to the law", Dublin Declaration on Age-Friendly Cities and Communities, Public Health Wales' Transforming Health Improvement Programme, <i>More than just words</i> - Strategic Framework for Welsh Language Services in Health, Social Services and Social Care.
<b>Links to CCBC Service Areas</b>	Social Services Adult Services, Public Protection, ICT and Customer Services.
<b>Evidence Base</b>	Census 2011 data, data relating to poverty and age, take-up of age or disability related benefits, engagement project results based on age, customer satisfaction survey results based on age, complaints data.
<b>Success Measure / Performance Indicators</b>	Increased consideration of age and disability related issues in planning communities such as in physical design (links to SEO 3 – Improving Physical Access). Increase in number of older people taking part in activities/events and becoming involved in projects. Increased take-up of available services and benefits.
<b>Stakeholders</b>	Older people in Caerphilly county borough, Carers, Elected Member Champion, Social Services, 50+ Positive Action, Older People's Commissioner for Wales, Aneurin Bevan University Health Board, Public Health Wales.

	<b>ACTION</b>	<b>OUTCOME</b>	<b>TIMETABLE</b>
<b>7.1</b>	Supporting the “Age-Friendly Communities” theme by encouraging and enabling older people to engage with their surroundings and continue to engage socially within those communities, thereby maintaining their health, independence and wellbeing.	Local people have decided their priorities to better support people as they age. This can include physical design, promoting better access and mobility, promoting people’s social engagement and developing support and relationships between the generations.	Current practice and ongoing, with greater awareness raising of the issues being undertaken from 2016 onwards.
<b>7.2</b>	Supporting the “Falls Prevention” theme by helping older people to maintain their health and wellbeing, live longer in their own homes and remain active in their communities.	A reduction in falls amongst older people, reduction in the demand for support services, greater independence of older people in their communities.	Current practice and ongoing, with greater awareness raising of the issues being undertaken from 2016 onwards.
<b>7.3</b>	Supporting the “Dementia Supportive Communities” theme by helping Caerphilly county borough communities gain a greater level of public awareness and understanding of dementia.	People who receive an early diagnosis of dementia and their families/carers are given access to appropriate information, support and care, are able to live well with dementia.	Current practice and ongoing, with greater awareness raising of the issues being undertaken from 2016 onwards.
<b>7.4</b>	Supporting the “Opportunities for Learning and Employment” theme by tackling age discrimination and recognising the value and worth of older people in Caerphilly county borough.	Older people can access provision in terms of learning and skill development opportunities in order to improve or maintain their employment prospects.	Current practice and ongoing, with greater awareness raising of the issues being undertaken from 2016 onwards.
<b>7.5</b>	Supporting the “Loneliness and Isolation” theme by recognising these as public health issues that cross all boundaries and groups in Caerphilly county borough.	Reduced numbers of older people who feel lonely and isolated, which can result in damaging effects to their mental health.	Current practice and ongoing, with greater awareness raising of the issues being undertaken from 2016 onwards.

## EQUALITY OBJECTIVE 8 - SUPPORTING THE ARMED FORCES COVENANT

<b>Objective</b>	To encourage support for the Armed Forces community living and working in Caerphilly county borough and to recognise and remember the sacrifices made by those members of the Armed Forces community, particularly those who have given the most.
<b>Outcome</b>	The Armed Forces community, which includes in-Service and ex-Service personnel, their families and widow(er)s, are respected, valued and do not receive any lesser service than other members of the community in the county borough.
<b>Protected Characteristics / Other Equalities Issues covered</b>	The Armed Forces community is not a group classed as a protected characteristic, however ex-Service personnel may have suffered physical, emotional or mental trauma in action, which can also have knock-on effects on their families. In this way, there are clear links to disability, age and gender issues that are covered by Equalities legislation.
<b>Links to other Legislation, Strategies and Plans</b>	The Armed Forces Covenant, <i>Caerphilly Delivers</i> - the Local Service Board Single Integrated Plan, CCBC Anti-Poverty Strategy, Corporate Complaints Policy.
<b>Links to CCBC Service Areas</b>	Education, Communities, Adult Services, Housing, ICT and Customer Services, Policy.
<b>Evidence Base</b>	Regular contact with Armed Forces, Council support and participation in Armed Forces Events, website updated with relevant information, Council service areas recognise and monitor the needs of the Armed Forces community.
<b>Success Measure / Performance Indicators</b>	Number of events supported / attended, timeliness of website information, increase in data held by service areas of engagement and monitoring of Armed Forces Community service users.
<b>Stakeholders</b>	The Armed Forces community, the elected member Armed Forces Champion, Public Service Board / CCBC Armed Forces Lead Officer, the Royal British Legion, veterans and family groups (e.g. Gwent Veterans Association, SSAFA), reservists, cadet corps, Aneurin Bevan University Health Board, Gwent Police, Police and Crime Commissioner, GAVO, South Wales Fire and Rescue Service, Caerphilly Business Forum.

	<b>ACTION</b>	<b>OUTCOME</b>	<b>TIMETABLE</b>
<b>8.1</b>	Identify and support an elected member Armed Forces Champion.	Elected member Armed Forces Champion named and noted as CCBC point of contact.	Ongoing, the elected member Armed Forces Champion has been in place since 2013 after the Covenant was signed.
<b>8.2</b>	Identify and support a Public Service Board contact and CCBC Armed Forces Lead Officer.	Public Service Board contact and CCBC Armed Forces Lead Officer named and noted as CCBC points of contact.	Ongoing, a Public Service Board contact and CCBC Armed Forces Lead Officer have been in place since 2013 after the Covenant was signed.
<b>8.3</b>	Maintain the CCBC website pages dedicated to the Caerphilly Armed Forces Community Covenant scheme.	Dedicated web pages updated with timely and relevant information and support.	Ongoing.
<b>8.4</b>	Add "Armed Forces Community" as an option on monitoring forms etc.	Relevant service areas have this option on forms to ensure that members of the Armed Forces Community are identified at the appropriate stage.	Under discussion.
<b>8.5</b>	Provide awareness training as part of the overall Equalities Training Delivery (see 10.2) where there is a crossover aspect between Armed Forces issues and Equalities.	Training provision offered to staff who come into contact with this community will have a better understanding of their client base.	Post Traumatic Stress Disorder Awareness has already been added to the list of courses in the Equalities Training Delivery package. Others can be added as necessary.

## EQUALITY OBJECTIVE 9 - WORKING WITH GYPSY AND TRAVELLER COMMUNITIES

<b>Objective</b>	To provide a corporate overview and framework regarding the Gypsy and Traveller community (whether they are permanent or transient) in order to improve community cohesion by promoting good relations between Gypsies and Travellers and the settled communities of the county borough.
<b>Outcome</b>	Residents in settled communities and those from the Gypsy and Traveller communities have an increased understanding and awareness of each other's culture, rights and lifestyle.
<b>Protected Characteristics / Other Equalities Issues covered</b>	Race (specifically Gypsy and Travellers), Human Rights.
<b>Links to other Legislation, Strategies and Plans</b>	Gypsy and Traveller Housing Needs Assessment, Unauthorised Encampments Policy, Corporate Complaints Policy, Welsh Government's Travelling to a Better Future document, Human Rights Act 1998.
<b>Links to CCBC Service Areas</b>	Education, Communities, Adult Services, Childrens Services, Housing, Public Protection, Corporate Complaints, ICT and Customer Services.
<b>Evidence Base</b>	Census 2011, Gypsy and Traveller Housing Needs Assessment, data on unauthorised encampments, data on Gypsy and Traveller population in schools.
<b>Success Measure / Performance Indicators</b>	The Council's Gypsy and Traveller Housing Needs Assessment is approved by Welsh Government. Transient sites are dealt with sensitively and in accordance with Council procedures.
<b>Stakeholders</b>	Education, Social Services, Housing, Public Services, Welsh Government, Gypsy and Traveller communities, Aneurin Bevan University Health Board, Gwent Police.

	<b>ACTION</b>	<b>OUTCOME</b>	<b>TIMETABLE</b>
<b>9.1</b>	Increase awareness and understanding of Gypsy and Traveller needs, culture and lifestyle by providing training to Council staff (see also 10.2).	Gypsy and Traveller Awareness is part of the Training provision offered and staff who come into contact with this community have a better understanding of their client base.	Ongoing since 2012.
<b>9.2</b>	Work to reduce and eliminate harassment and discrimination towards Gypsy and Traveller communities.	Decrease in incidents, especially around transient sites, which are the majority of the types of contact in Caerphilly county borough.	Ongoing since 2012.
<b>9.3</b>	Improve knowledge and understanding of hate crime and incidents and encourage Gypsy and Traveller communities to report them.	Increase in reported incidents from this community.	Ongoing since 2011 but more focused work required from 2016 onwards.
<b>9.4</b>	Continue to manage unauthorised encampments in the county borough under the current Unauthorised Encampments policy and procedures.	Unauthorised encampments are dealt with fairly and quickly and any welfare issues are addressed.	Current practice and ongoing.

## EQUALITY OBJECTIVE 10 - DIVERSITY IN THE WORKFORCE

<b>Objective</b>	To have a workforce that reflects and respects the diversity of the communities within Caerphilly County Borough.
<b>Outcome</b>	Individuals from all parts of the community feel that CCBC is a fair and tolerant employer.
<b>Protected Characteristics / Other Equalities Issues covered</b>	Ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, Welsh language, BSL and other languages, nationality, responsibility for any dependants, pregnancy and maternity.
<b>Links to other Legislation, Strategies and Plans</b>	All CCBC Human Resources Policies, Equal Status, Equality Act 2010 section 159, The Public Sector Equality Duties in Wales, The Welsh Language Standards (No. 1) Regulations 2015, Human Rights Act 1998.
<b>Links to CCBC Service Areas</b>	Equalities and Welsh Language Team, Human Resources, all service areas.
<b>Evidence Base</b>	Existing CCBC workforce profiles, Census 2011 data on ward basis, county borough basis and national basis (thus covering travel to work areas).
<b>Success Measure / Performance Indicators</b>	<ul style="list-style-type: none"> <li>• CCBC employee profile data demonstrates diverse workforce across service areas and salary grades as workforce profiles will match as closely as possible with the County Borough population profiles.</li> <li>• Workforce profiles used to produce an annual comparison for the SEP Annual Report.</li> <li>• Annual Training Report published with types of courses offered and numbers of staff trained being recorded and analysed.</li> </ul>
<b>Stakeholders</b>	CCBC HR staff, CCBC Equalities and Welsh Language Team, CCBC elected members and other staff members, Careers Wales, Caerphilly Business Forum, Chwarae Teg, Stonewall Cymru, local, regional and national Voluntary Sector Equality Organisations, Caerphilly Youth Forum, CCBC secondary schools, Welsh Language Commissioner, Equalities and Human Rights Commission.

	<b>ACTION</b>	<b>OUTCOME</b>	<b>TIMETABLE</b>
<b>10.1</b>	To ensure consistent, accurate and robust collation and recording of employee information in terms of Equality data utilising the capacity of the iTRENT payroll database with ongoing data cleansing.	Production of anonymised Equalities and Welsh Language staffing reports based on ongoing data collection and cleansing exercises for publication and use in the Annual Equalities reports.	Annual information reports and a relevant section in the annual Equalities Report and Welsh Language Standards Report.
<b>10.2</b>	To offer staff, elected members and partner organisations a comprehensive Equalities training programme and continue to increase course provision and course take-up.	Council staff, elected members and staff from partner organisations are appropriately trained in Equalities issues and a quarterly list of Equalities courses produced and circulated.	Current practice since 2009.
<b>10.3</b>	To monitor the number and percentage of elected members and staff who have received training in Equalities and Welsh language.	Annual Report prepared at the conclusion of each academic year and after consultation with officers and training partners. Published on the website during the Autumn.	Current practice since 2009 - report published online Autumn each year and available as hard copy on request.
<b>10.4</b>	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.	Groups or networks are set up for those wishing to have them, both for mutual support and in order to provide suggestions and comments as a voice in CCBC policy and decision making.	Ongoing, but little progress made since 2012.
<b>10.5</b>	To issue supplementary guidance corporately or to service areas on specific areas of work.	Minimum of 3 sets of guidance to be produced per year.	Current practice since 2009.
<b>10.6</b>	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.	A number of agreed posts in every Service Area have a linguistic element as a basic part of the job description.	Corporate exercise in 2016.



## EQUALITY OBJECTIVE 11 - CORPORATE COMPLIANCE

<b>Objective</b>	To ensure that the Council complies with its statutory duties under current Equalities and Welsh Language legislation.
<b>Outcome</b>	The Council demonstrates compliance with its duties, and receives positive feedback from the relevant monitoring bodies on its annual reports, progress against the objectives and actions and develops a name for itself as an exemplar organisation.
<b>Protected Characteristics / Other Equalities Issues covered</b>	Ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, Welsh language, BSL and other languages, nationality, responsibility for any dependants, pregnancy and maternity.
<b>Links to other Legislation, Strategies and Plans</b>	Direct links to all CCBC policies in the Council's policy framework and 3rd party contracts, influential links with all partnership plans, Corporate Improvement Framework, Corporate Complaints Policy.
<b>Links to CCBC Service Areas</b>	Equalities and Welsh Language Team, Performance, Legal, all service areas.
<b>Evidence Base</b>	Committee reports contain Equalities-related information. Evidence of EIAs published. Information analysed and report on in the Annual Monitoring and Improvement Reports.
<b>Success Measure / Performance Indicators</b>	<ul style="list-style-type: none"> <li>• Annual reports published on time, after due internal consideration and scrutiny.</li> <li>• Number of EIAs completed and published per year.</li> <li>• Audit of Service Improvement Plans demonstrates service areas are mainstreaming Equalities and Welsh Language issues.</li> <li>• Number of complaints that contain an Equalities or Welsh Language element.</li> <li>• Levels of 3<sup>rd</sup> party contract compliance.</li> </ul>
<b>Stakeholders</b>	CMT, Cabinet, Legal, Performance, Procurement, all Heads of Service, Welsh Language Commissioner, Equalities and Human Rights Commission, Older Persons Commissioner for Wales, Wales Audit Office.

	<b>ACTION</b>	<b>OUTCOME</b>	<b>TIMETABLE</b>
<b>11.1</b>	To ensure that arrangements are in place to strategically monitor the progress of the Strategic Equality Plan (SEP) and Welsh Language Standards (WLS) and to produce annual monitoring and improvement reports on the progress achieved and any areas of concern, and overall compliance with statutory duties.	Annual reports submitted for approval to Corporate Management Team, Policy and Resources Scrutiny Committee and Cabinet internally and then submitted to the relevant bodies. Ad hoc information reports to be produced where relevant or where specifically requested.	Ongoing since 2008. All related annual reports are published bilingually on the website and are available in other languages and formats on request.
<b>11.2</b>	To continue to implement a standing directive that reports presenting new or updated policies and initiatives carry an assessment of the likely impact on Equalities and Welsh Language issues.	Reports demonstrate clear links to the Equalities and Welsh Language agenda.	September 2009 and ongoing. Updated report template in place from January 2012.
<b>11.3</b>	To produce a corporate list of policies, strategies and plans and update the list regularly.	Updated list produced and made available quarterly.	To be undertaken in 2016-2017.
<b>11.4</b>	Each service to ensure that it has Equalities and Welsh Language information in its Service Delivery Plan.	Services will mainstream Equalities and Welsh Language issues in their own Service Delivery Plans.	Annually.
<b>11.5</b>	Undertake annual Equalities and Welsh Language audit of all Service Delivery Plans to establish progress each service has made.	Report produced showing good practice and areas for improvement for following year.	Annually.
<b>11.6</b>	Each service area to undertake Equality Impact Assessments (EIAs) on all policies.	EIAs undertaken and published on CCBC website.	Ongoing. New EIA template developed as part of the 2016-2020 SEP.
<b>11.7</b>	To monitor the number and type of complaints received that contain an Equalities or Welsh Language aspect and whether they are dealt with in accordance with corporate standards, and provide appropriate training if required.	Complaints reporting will remain part of the annual Equalities report and published in relation to the Welsh Language Standards.	Updated Complaints system provides greater level of detail - links to corporate system since 2014-2015.
<b>11.8</b>	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.	All contractors are aware of their Equalities and Welsh Language responsibilities when discharging functions on behalf of the Council.	Updated Procurement and Commissioning Guidance in place by April 2016.