

# Caerphilly County Borough Council Strategic Equality Plan Annual Monitoring and Improvement Report 2018 – 2019

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

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

Published 23 October 2020

A greener place  
Man gwyrddach



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Mae'r cyhoeddiad hwn ar gael yn Gymraeg. Mae ar gael mewn ieithoedd a fformatau eraill ar gais.  
This publication is available in Welsh. It is available in other languages and formats on request.

## Introduction

The council is required under the Equality Act 2010 (Statutory Duties)(Wales) Regulations 2011 to produce an annual monitoring report on the steps it has taken to meet the public sector equality duty and its own Equality Objectives. Welsh Government was the first government to impose specific duties on public services over and above those required by the Act. The Act places a duty on public bodies to consider how to positively contribute to a fairer society through the delivery of services having due regard to eliminating discrimination. The specific duties cover:

- annual reporting
- equality impact assessments
- pay differences
- publishing Strategic Equality Plans
- workforce information
- engagement
- equality information
- procurement
- staff training

Each section of this report looks at the council's progress during 2018-2019, with a number of case studies included to demonstrate the work that service areas have undertaken to ensure compliance and improving service delivery year on year.

The Council continues to work in partnership with other organisations, some of which are members of the Caerphilly Public Services Board. The Public Services Board brings public bodies together to work to improve the economic, social, environmental and cultural well-being of Caerphilly County Borough, part of this is ensuring that the goal of a 'More Equal Wales' is met. Members, who come from the public, health, voluntary and private sectors, strive to be creative and innovative in delivering against their statutory duties.

A great deal of the Council's Equalities related information is already published in greater detail on the Equalities pages of the Council's website, where you can also download a pdf version of this report:- [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities).

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

In order for this Equalities Annual Report to be properly considered, it was taken through an internal endorsement process via Cabinet on the 14 October 2020. The annual report will then be submitted to the Equality and Human Rights Commission's Office by 23 October 2020.

**Christina Harrhy, Chief Executive**  
**Cllr Philippa Marsden, Leader**

# Tackling Identity-Based Violence and Abuse

## The Reporting and Monitoring of Discriminatory Bullying in Schools 2018-2019

The Strategic Equality Plan 2016-2020 contains a specific Equality Objective in relation to 'Tackling Identity-based Violence and Abuse'. The objective aims 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.

To measure this objective in accordance with the Strategic Equality Plan 2016-2020, we need to ensure that improved monitoring and reporting measures are in place. This will lead to more accurate recording and *may* result in an increase in the number of recorded incidents.

Data is collected and reported in various ways to identify trends, target support and demonstrate that the Council and schools are complying with legal duties around these issues. For any data collected and reports published, anonymised totals are used, with only examples of good practice by individual schools, or those that have had bespoke training being specifically named at any time.

Discriminatory bullying is a matter of concern for every local authority, this report highlights that Caerphilly County Borough Council and its partners are actively monitoring the situation and tackling the issues by working with organisations to make positive progress each year.

There are 88 education establishments that provide monitoring data to the Directorate of Education, a summary of the reported incidents are detailed in Table 1:

**Table 1 – Table of Reported Incidents**

	Autumn Term			Spring Term			Summer Term		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
Caring	1	-	-	-	-	-	-	2	-
Cultural	4	-	2	9	4	-	5	-	1
Disability	1	2	1	-	1	3	1	-	2
Gender	2	4	1	3	-	2	2	1	2
Homophobic	20	8	9	18	2	10	4	12	9
Language	9	-	-	-	2	1	-	-	1
Nationality	1	-	4	8	-	1	-	-	-
Race	18	25	21	21	8	44	22	24	16
Religion or Belief	2	1	1	3	-	12	2	4	2

## Bullying Survey 2018-2019

Data was obtained from 804 pupils across Caerphilly County Borough from years 4, 5 and 6 between the summer term 2018 and autumn 2019. There were less than 10 responses from secondary schools. Secondary heads felt the Schools Health Research Network (SHRN) survey provided them with sufficient bullying data alongside other well-being measures and this was a higher priority for completion given the logistical difficulties in ensuring large numbers of pupils could access an online survey. Whilst the SHRN survey provides information on bullying (i.e. percentage of pupils who have experienced bullying in the last year) it does not disaggregate this information on the basis of identity based bullying or bullying because of a protected characteristic. SHRN data has not been included in this report.

Data for 34 pupils were removed from the survey as they were unable to identify the behaviour that constitutes bullying (from a choice).

Of those pupils who understood what bullying is

- 523 pupils (68%) indicated that they **had not been bullied** in the last year.
- 247 pupils (32%) indicated that they had been bullied in the last year.

Of those that had experienced bullying

- 31% felt they were bullied because they were good/not good at something
- 31% felt they had been bullied due to the way they look
- 28% indicated the bullying was due to their friendship groups
- 17% due to the clothes they wear
- 13% due to family or origin
- 8% religion
- 10% my disability

Children were able to tick more than one to box in order to reflect different reasons for being bullied.

An analysis of the data highlighted that that the questionnaire needs to be amended to capture clearer data in relation to protected characteristics (for example the phrase “the way I look” could refer to a number of different characteristics). Our survey for 2019-2020 will be amended accordingly.

The results suggest developing a better approach to helping young people accept diversity in schools and the need for bullying prevention strategies. Individual schools who took part in the survey were provided with school based data and recommendations to tackle bullying.

The total number of reported discriminatory incidents in [Table 1](#), is low and does not suggest discriminatory incidents are widespread, however this does not seem to be consistent with the number of reports from pupils themselves (as gathered in the Bullying Survey).

Further work needs to be undertaken to ensure reporting is consistent and in line with guidance provided to schools. Analysis shows that there has been an increase in discriminatory incidents relating to cultural identity and language and this might reflect a changing population or national trends. The LA is working with partners such as the regional Community Cohesion Team to support children to value diversity in their schools (for example through a school twinning project). The Additional Learning Needs service is also working with schools to address the needs of refugee pupils and consider how to tackle discriminatory views.

Other trends within individual schools are being addressed by the authority and action plans have been devised.

### Training for Schools and Young People settings

Schools in Caerphilly county borough receive training through the All Wales School Liaison Core Programme (AWSLCP) delivered by Gwent Police. These sessions cover subjects such as respect, bullying and diversity issues across primary and secondary schools in the county borough to the students.

The AWSLCP is an example of Partnership Working between the Welsh Government and the four Welsh Police Forces and consists of a series of Crime Prevention inputs / lesson deliveries and Supportive School Policing initiatives that aim to:

- educate children and young people about the harm substance misuse can cause to their health, their families and the wider community
- promote the principles of positive citizenship through the medium of education
- achieve a reduction in the levels of crime and disorder within our young communities

All sessions will continue to be delivered by pre-booked appointment with a School Community Police Officer (SCPO). SCPOs provide a variety of Supportive School Policing (SSP) and safeguarding activities including the resolution of incidents using the School Crime Beat Policy and restorative approaches. SCPOs have also delivered a variety of age appropriate school assemblies.

It is anticipated that an enhanced safeguarding role will further develop links between the local and school communities as well as partner agencies e.g. Youth Offending Service, Safeguarding Services etc. This is particularly relevant to identity-based and discriminatory bullying where crimes may also have been committed.

The AWSLCP is fully supported by a dedicated website – [School Beat Website link](#) which contains further information and guidance for teachers, pupils and parents.

During 2018-2019, 1,050 lessons were delivered generating 28,045 pupil contacts. 372 lessons that addressed bullying, diversity, coercion and respect or lack of respect were delivered generating 10,148 pupil contacts.

In addition to the AWSLCP training delivered by Gwent Police, the council also provided specific equalities training and guidance for school staff. Equalities has been a regular item at Termly Pastoral Leads meeting. Topics covered have included:

- Respect and Resilience
- Violence Against Women
- Mental Health
- Supporting Vulnerable Groups
- recognising and reporting Discriminatory Incidents and,
- Supporting LGBTQ+ Young people.

To support this work, the council has issued written guidance to schools that explicitly promotes mutual respect, access to all services and clearly outlines the legal duty on schools to produce their own equality plans and report discriminatory incidents. The council has provided a model Equality Plan to schools and equalities guidance is included within other guidance documentation e.g. Model Behaviour Policy, Bullying Prevention Strategy.

The council's Equalities, Welsh Language and Consultation Team has provided training for school staff and governors and has actively promoted events which raise awareness such as LGBT History Month, Black History Month etc.

Council staff are aware of partner agencies and are able to signpost and support schools and youth workers to access resources such as workshops and curriculum materials from agencies such as Umbrella Cymru, Stonewall Cymru, Show Racism the Red Card, Gwent Ethnic Minority Service (GEMS) etc.

The Council works with stakeholders (schools, youth service, young people, neighbouring authorities, partnership agencies etc.) to develop guidance reflecting changes to legal requirements or the needs of young people within the authority e.g. developing plans and policies in relation to changes in the Personal, Social,

Health and Education (PSHE) curriculum to address sexuality, health and relationships education and which explicitly refers to sexuality and gender, in age appropriate ways.



The Council's Youth Service runs an LGBTQ+ Youth Group called "Guys, Gals and Non-binary Pals" (GGNP). The group is a unique initiative which supports young people aged between 11 and 25 years who identify as LGBTQ+. This full-time project provides access to support, information and advocacy for those across the county borough and surrounding areas. Young people are provided with a safe and confidential environment to express themselves whilst having the opportunity to engage and socialise with other young people that share the same experiences and challenges.

### **Education Equality Index – Stonewall Cymru**

Stonewall's Education Equality Index ensures that measures are in place and positive steps are being taken to support Lesbian, Gay, Bisexual and Trans young people living in the local community. Measures relate to how well local authorities

- help and support schools to be inclusive,
- celebrate difference and
- prevent and tackle homophobic, biphobic and transphobic bullying. .

Stonewall's Education Equality Index is the only nationwide tool used to benchmark progress being made in this area. It is an effective way to demonstrate good practice but also to realise and understand the gaps where improvement is needed.

Caerphilly is ranked first in Wales in terms of inclusive practice, and was 21<sup>st</sup> across the UK in 2016 and 2017. In 2018 we maintained our place as 1<sup>st</sup> in Wales and improved our ranking within the UK, being ranked 19<sup>th</sup>.

In 2017, Caerphilly gained "full marks" in relation to its written guidance that was rated as "green" (i.e. good) in relation to community engagement and youth service. The feedback received on the 2017 submission identified that the council needs more robust monitoring of young people's experiences. As a result the council has developed the Bullying Survey of children's experiences of bullying including that relating to gender, race and identity (see [Page 4 – Bullying Survey](#)). Our improvements in monitoring young people's experiences were noted by Stonewall Cymru and are in line with the most recent version of Welsh Government's Bullying Prevention Guidance.

### **Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)**

Caerphilly county borough council has made significant progress towards fulfilling its requirements within the National Training Framework. Please see [Section 10.](#)

[Diversity in the Workforce](#) for training details.



## Addressing the Gender Pay Gap

The Council published its second Gender Pay Gap Statement for 2018. This is a requirement under the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 that all organisations listed at Schedule 2 that employ over 250 employees report annually on their gender pay gap. The data is published on the Council's website and a government website by the 30<sup>th</sup> March each year.

The regulations also require employers to calculate and publish a gender bonus pay gap report but the Council does not have a bonus in place.

**Total Number of Employees included in this data: 6848**

**Number of Females: 4820 (70.4%)**

**Number of Males: 2028 (29.6%)**

**Table 2 – Gender Pay Gap Summary**

	%
1. Mean gender pay gap - Ordinary pay	7.4%
2. Mean hourly Rate - Ordinary pay (Male/Female)	(£12.29 / £11.38)
3. Median gender pay gap - Ordinary pay	11.7%
4. Median hourly rate - Ordinary Pay (Male/Female)	(£11.38 / £10.05)
1. Mean gender pay gap - Bonus pay in the 12 months ending 31 March	0%
4. Median gender pay gap - Bonus pay in the 12 months ending 31 March	0%
5. The proportion of male and female employees paid a bonus in the 12 months ending 31 March:	Male 0 Female 0

**Note:** In Table 2 ,Ordinary Pay' means basic pay; allowances; pay for leave; and shift premium pay. It does not include overtime pay; redundancy pay; pay in lieu; or non-monetary remuneration. The Council does not offer precework or bonus incentive schemes.

**Table 3 - Proportion of male and female employees in each quartile**

Quartile	Female % (People)	Male % (People)
<b>First (lower) quartile (£7.83 - £8.75)</b>	82% (1403)	18% (309)
<b>Second quartile (£8.75 - £10.43)</b>	72.1% (1235)	27.9% (477)
<b>Third quartile (£10.44 - £12.71)</b>	62.8% (1075)	37.2% (637)
<b>Fourth (upper) quartile (£12.72 - £74.61)</b>	64.7% (1107)	35.3% (605)

As shown in **Table 3** the data identifies that significantly more women than men occupy posts in every quartile due to a predominantly female Council workforce.

Proportionately, the data shows that of the male workforce (2028):

- 15.23% occupy posts in the lower quartile,
- 23.52% in the 2nd quartile,
- 31.41% in the 3rd quartile and
- 29.83% in the 4th quartile.

Comparatively, amongst the female workforce (4820):

- 29.1% occupy posts in the lower quartile,
- 25.62% in the 2nd quartile,
- 22.3% in the 3rd quartile and
- 23% in the 4th quartile.

The Council is confident that its gender pay gap does not stem from paying male and female employees differently for the same or equivalent work. The gender pay gap is the result of roles in which male and females currently work and the salaries that these roles attract.

Our gender pay gap is reflective of the causes of gender pay gap at a societal level. For example research has identified that, although parents are increasingly flexible, the responsibility of childcare still falls disproportionately upon women. It is a fact within this data that the vast majority of part time posts are held by females and that these are the posts that attract salaries in the lower quartiles.

The Council's services are diverse and include cleaning, catering, refuse and recycling, housing, social services/care services, leisure, youth, libraries, education services including adult education, technical services, planning and highways.

To view the full statement - [CCBC Gender Pay Gap Statement 2018](#)

## Improving Physical Access

### The Disability Access Work Programme

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

During 2018-2019, £90,000 of funding was available to support disability access improvement works.

The works included:

- Schools –the provision of automatic doors, ramps, handrails and lift – £66,000
- Social Services –improved internal and external access - £19,000
- Leisure Centres – improvements to reception facilities – £2,000
- Youth Centres – improvements to the accessibility of main entrances - £3,000

### Improvements to Corporate Buildings

A number of changes have been made to improve the accessibility of corporate buildings:

- Lighting has been changed to improve the working environment for members of staff, in particular those with disabilities or sight impairments.
- Signage throughout corporate offices has been reviewed and improved to comply with the requirements of Welsh Language standards and consider the needs of those with dementia and visual impairments.
- Accessible toilets: taking the needs of those with non-visible disabilities/those who do not identify as a gender into account, signage on toilet facilities has been replaced.

# Improving Communication Access

## Council Website

The website is 100% bilingual in terms of webpage content; however, there are some pages whereby the English has been updated and not the Welsh. We have conducted a full audit of the website and are in the process of correcting these anomalies to ensure the Council's website is fully bilingual.

The current website was checked by the Digital Accessibility Centre ([Link to Digital Accessibility Centre website](#)) in order to achieve Website Content Accessibility Guidelines (WCAG) 2.0 Level AA Compliance.

On the website, under the 'Accessibility' option, links are provided to guides on the following areas:

- making your mouse easier to use
- using your keyboard to control your mouse
- alternatives to a keyboard and mouse
- increasing the size of the text in your web browser
- changing text and background colours
- how to magnify your screen
- screen readers and talking browsers

## Partnership Working

Work is ongoing in relation to the Public Services Board (PSB) Communications and Engagement Strategy that CCBC has signed up to. The PSB Communications and Engagement group now has representation from a number of organisations including Menter Iaith Caerffili and the 50+ Forum.

## Sensory Loss Communication Guide

Last year the Sensory Loss Guide was developed by the Council's Caerphilly Homes team in conjunction with the Sensory Loss group. The guidance helps staff improve the way they communicate with people experiencing sensory loss.

Following the launch of the guide, the Caerphilly Homes team organised and ran two focus groups. Tenants, specifically people with hearing and sight loss, were invited to attend in order to capture their views on the services provided.



It was an opportunity for tenants with hearing and sight loss to offer suggestions on how our services could be improved to ensure they are accessible to people living with these impairments.

The focus groups identified a number of areas that needed to be explored further, so the Caerphilly Homes Team are planning to 'pop up' in the community to undertake a survey to obtain more views before identifying key themes.

## Email News Bulletin Subscription Service

Work is continuing to improve the service and ensuring subscribers to Gov Delivery email bulletins receive the information in their language of choice to ensure compliance with the requirements of the Welsh Language Standards. Residents can subscribe to and select the subjects they would like to hear about. When there is an update, subscribers to the system will receive an email update automatically in their preferred language. There are currently 284 subscribers to the Welsh language version of the bulletin.

## Inclusive Engagement and Participation

In order to strengthen the links between equalities and consultation and engagement within the Council, the role of Consultation and Public Engagement Officer moved from the Communications Unit to the Equalities and Welsh Language team in September 2019.

Live consultation and engagement activities are promoted on the front page of the Council's website. Further details of current engagement activities (including links to live surveys where appropriate) and the outcomes of recent engagement activities are also recorded on the Caerphilly CBC website [Link to Caerphilly Council's Consultations Webpage](#)

A key corporate consultation/engagement activity undertaken during the last year, the "Caerphilly Conversation – Budget Consultation 2019-2020" exemplifies how the Council uses a variety of approaches to encourage participation, promote consultations and ensure that all sectors of the community are enabled to have their say.

All promotional and consultation correspondence was made available bilingually. Face to face activities including town centre/supermarket engagement; drop in sessions at libraries across the borough and a Viewpoint Panel meeting were supported by digital media (including Facebook, Twitter and NewsOnline), video and web content, Newslines, targeted e-mails to stakeholders and paper and online surveys.

Menter Iaith Caerffili facilitated a Welsh discussion group at the Viewpoint Panel face to face meeting. Members of the Caerphilly Parent Network and Youth Forum Members also attended. There was written correspondence to all key groups as listed in the council's "Consultation and Monitoring Guidance". For drop in sessions, residents who had any specific requirements such as access, hearing loop, required translation facilities or wishing to use the Welsh language at the drop in sessions were asked to contact us in advance of attending.

A full summary report can be found here: [The Caerphilly Conversation - Full Report](#)

## Pride Cymru 2018 – Proud Councils



Caerphilly County Borough Council was pleased to be represented at Pride Cymru's Big Weekend in Cardiff under the banner 'Proud Councils'.

Pride Cymru's Big Weekend is the biggest celebration of diversity, inclusion and the LGBT+ community in Wales, and is an opportunity for everyone, no matter their age, gender, sexuality or race to come together and celebrate all that makes Wales such a welcoming place.

Pride Cymru 2018 marked the 5<sup>th</sup> year of the 'Proud Councils' network, which brings together a number of councils across South Wales, highlighting the partnership work that councils across the region undertake to advance equality within South Wales and to celebrate the diversity across our communities.

Representatives from Caerphilly County Borough Council, had a 'Proud Councils' stall at Pride Cymru's Big Weekend. Staff engaged with visitors to discuss how councils can further improve upon the work they undertake to ensure equality for LGBT+ residents and employees, as well as signposting to services offered by councils and partners.

Caerphilly County Borough Council, as part of Proud Councils, took part in the Pride Cymru Parade for the first time, marching and celebrating through the streets of the city centre.

Proud Councils are committed to promote equalities in public services and remove the barriers faced by LGBT people. Plans are already underway for Pride Cymru 2019 where the 'Proud Councils' will be even bigger.

Press release: [CCBC Press Release - Proud Council August 2018](#)

Facebook Post: [CCBC Facebook Post - Proud Councils August 2018](#)

Twitter Post: [CCBC Twitter Post - Proud Councils 2018](#)



# Compliance with the Welsh Language Standards

## Welsh Language Standards

The Welsh Language (Wales) Measure 2011 replaced the Welsh Language Act 1993 and as part of the new legislation, in Wales the Welsh language has equal legal status with English and must not be treated less favourably. Public bodies must comply with a set of national Welsh Language Standards.

The Welsh Language Commissioner has issued a Compliance Notice which sets out which of the 176 standards in the legislation apply to the local authority, along with any relevant exemptions.

Our progress is recorded each year in the Welsh Language Standards Annual Report 2018-2019, and is published on our website on the [Welsh Language Standards](#) page.

## Compliance with the Welsh Language Standards

An annual monitoring report is published on the Council's website every summer to report on its compliance with the Welsh Language Standards.

The annual report covers four areas required of it under the regulatory framework and demonstrates the Council's ongoing commitment to providing bilingual services to the public and staff members.

The four areas to report on are as follows:

- Complaints from the Public
- Staff Language Skills
- Welsh Medium Training Provision
- Recruiting to Empty Posts

Four of the Strategic Equality Objectives explicitly include Welsh language issues, namely:

Equality Objective 4	Improving Communication Access
Equality Objective 6	Compliance with the Welsh Language Standards
Equality Objective 10	Diversity in the Workplace
Equality Objective 11	Corporate Compliance

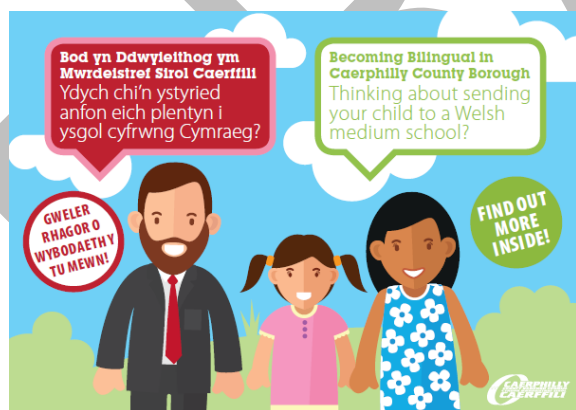
## Welsh Language Strategy 2017-2022

A requirement of the Welsh Language Standards is to publish a 5 Year Welsh Language Strategy 2017-2022. The strategy sets out how the local authority, in collaboration with its partners, proposes to promote the Welsh language and facilitate its use across the county borough. More information on the strategy can also be found on our website [Welsh Language Strategy 2017-2022](#).

To monitor development of the Welsh Language Strategy 2017-2022, a progress report was published as an appendix to the Welsh Language Standards Annual Report 2017-2018. The progress report highlights the proactive partnership working that is taking place between the Council and third party organisations. Click here to view the full report: [Welsh Language Standards Annual Report 2018-2019](#)

A key piece of work developed as an action under the Welsh Language Strategy is a booklet for parents and prospective parents to consider Welsh medium education for their children. The booklet contains answers to common questions, addresses parents' concerns and highlights the advantages of being bilingual. It maps a clear path that children will follow from nursery, primary, secondary and beyond.

The booklet has been distributed widely via libraries, the Family Information Service, Flying Start, Cymraeg i Blant, Menter Iaith Cearffili and a number of other partner organisations. The booklet is currently being developed as an online resource to improve accessibility.



## Diwrnod Shwmae / Su'mae



Caerphilly council staff joined thousands of people and organisations across Wales to mark Diwrnod Shwmae / Su'mae (Monday 15<sup>th</sup> October).

Caerphilly County Borough Council took great strides to become a bilingual authority as part of the Welsh Language (Wales) Measure 2011. As part of this work, the promotion of Diwrnod Shwmae/ Su'ame with staff, the community and schools has provided an opportunity for everyone across the borough to celebrate the Welsh language.

Libraries across the county borough celebrated 'Diwrnod Shwmae/Su'mae' using a selfie frame to prompt and encourage staff and visitors to say "#ShwmaeSumaeCaerffili"!

Council, staff were encouraged to start every conversation with Shwmae, and information was displayed which included a time line for the Welsh language explaining how the language has evolved.

Staff were provided with information regarding new corporate software called Cysill. The software is available on all computers to support staff with their Welsh language skills and encourage learners to put their written skills to use in the workplace. Cysill, the spell checker, and Cysgeir, the dictionary, are useful resources to be utilised as required.

Provision of this software for staff is a requirement of Welsh Language Standard 120:

*You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists)*

## Welsh Language Commissioner Audit and Menter Iaith Caerffili Mystery Shopper Exercise

During 2018-2019, the Welsh Language Commissioner's office conducted verification work to identify areas of good practice and improvement across all organisations that are covered by the Welsh Language Standards. Findings were analysed and used to inform the Commissioner's annual assurance report.

An area of good practice identified in the Welsh Language Commissioner's assurance report (2018-19) relates to the independent assessment the local authority commissioned from undertaken by Menter Iaith Caerffili to establish how inclusive council services are to those who wish to access those services through the medium of Welsh.

The independent assessment showed that, overall, the response to enquiries and requests for Welsh medium services were positive, effective and pro-active. The majority of staff also demonstrated a clear awareness regarding the process of providing a Welsh medium service when Welsh speakers or learners were not available within a particular team.

Telephone services through the medium of Welsh were extremely effective overall with services clearly demonstrating their understanding of the required process in terms of transferring calls to a Welsh speaker.

Email correspondence was dealt with quite effectively on the whole with service areas arranging for emails to be translated as required, although some service areas did not follow the correct process.

However, it was identified that staff in some service areas were unable to communicate face to face through the medium of Welsh.

During the exercise, many committed Welsh learners were observed and were extremely happy and eager to use their language skills who and are to be commended. The exercise also observed some fluent speakers within service areas who are the only Welsh speakers within that service and who have not had many opportunities to use their language skills. Developing support for these members of staff and championing their efforts would be beneficial.

The challenge of recruiting a bilingual workforce is clear; however the impact of developing such a workforce would be significant and transform the council's ability to provide a fully bilingual service.

The findings of both exercises, the Commissioners assessment and the Menter Iaith assessment, will be fed back to service areas and good practice will be shared across the organisation with the aim of improving the provision of the Welsh Language service. Suggestions for improvement include:

1. Displaying more bilingual signage
2. Displaying more signage encouraging and welcoming communication through the medium of Welsh,
3. Ensuring that all staff are aware of the process to get correspondence translated,
4. The need to build a bilingual workforce to ensure that we can deliver Welsh language services in the future,
5. Supporting Welsh speakers and learners who work for the Council to use and develop their skills.

# Supporting Age-friendly Communities

## Older People's Commissioner

In January 2019, the Caerphilly 50+ Forum received a visit from the newly appointed Older People's Commissioner, Heléna Herklots CBE, to meet and speak with members about her priorities as Commissioner; the development of her work programme; and to hear from members about how we can make Wales the best place in the world to grow older.

Discussions during the meeting were very helpful and it was clear that members are committed to using their wealth of knowledge and experience to ensure that older people have a strong voice and are able to influence policy and practice, both locally and nationally, to improve older people's lives.

## Working with other community groups

In October 2018, members of the Forum visited Blackwood Stroke Association, continuing their programme of meeting older people's groups throughout the County. Their first visit was to give a presentation about the Forum, explaining their purpose.

It transpired that the groups were interested in learning about using digital devices and the Forum arranged a follow-up session, delivered in January 2019, regarding the internet and how to stay safe online.

## Responding to Consultations

The Forum responded to Welsh Government's consultation on loneliness and isolation. There is a wealth of evidence that demonstrates that loneliness and social isolation are significant issues affecting our older population. Over 50,000 older people in Wales are lonely. Projections show that there will be a 50% increase in the number of people over 50 experiencing loneliness can be twice as unhealthy as obesity. For further information on the main points raised in the Forum's response, or to see what other activities the Forum have been involved in, please view the [Spring 2019 Newsletter](#).

## Chatty Café

In early 2019, members of Caerphilly 50 + Forum met with Martin Cook the 'Visit Caerphilly' Centre Manager. Martin has been responsible for transforming the Centre into the vibrant and profitable entity that it now is. The Forum wanted to introduce Martin to the concept of the "Chatty Café" as they felt the Visitor Centre had all the right attributes to make Chatty Café a success. Martin was most enthusiastic about the concept and plans were put in place to introduce it in late March 2019.

Picture of Heléna Herklots CBE What is a Chatter & Natter table? Somewhere that you know anybody sitting there is prepared to interact and have a chat; just a good old human interaction. The Visitor Centre Coffee lounge was considered to be an ideal venue to introduce this concept.

## Dementia Friendly Libraries

Caerphilly Libraries are committed to help support those living with dementia across the county borough. Working in partnership with The Alzheimer's Society, Caerphilly Library Service has trained library staff to become 'Dementia Friends'.

Staff were given an insight into the condition and gain a better understanding of people affected by dementia in order to improve the customer experience. In addition to creating a welcoming and supportive environment, the service is ensuring it provides the best range of resources for those living with dementia, as well as tools to support those who care for them. This includes expanding the already popular range of 'Pictures to Share' books, which are available at libraries, or can be delivered to an individual's home or care home.

All 18 libraries participate in the 'Reading Well for Dementia in Wales' project, making information and advice available for people living with dementia, as well as fiction, memoir and photographic books used in reminiscence therapy.

The library service has developed 20 Dementia Memory Bags for loan to customers. These resources are available to library customers, to create a better understanding of dementia and change community perceptions by transforming the way residents in the borough think and talk about the condition.



# Supporting the Armed Forces Covenant

## Armed Forces in Caerphilly



In Wales there are estimated to be 385,000 members of the Armed Forces Community, this equates to 12% of the population. This includes serving personnel, reservists and cadets as well as their families and ex-Service personnel. Many will have experienced conflict, directly or indirectly, and the challenges that can arise following this. It is known that 14,700 left the UK Regular Armed Forces in 2018. It is estimated 3000 settled in Wales.

Caerphilly County Borough Council was one of the first local authorities in Wales to sign the Armed Forces Covenant and honour their pledge to support the Armed Forces Community.

It has been a very productive year in raising the profile of the Armed Forces Covenant within Caerphilly County Borough Council and the wider Gwent area. This has been achieved by policy amendments, training, events and publicity. The Regional Armed Forces Covenant Officer post has been extended until March 2023 with funding received from Welsh Government.

### Training

The Armed Forces Covenant e-learning package has been released and is available via intranet for staff and hosted on CCBC website. Bespoke training for departments has been delivered however; there is a need to extend to the wider frontline staff which is scheduled in the coming months.

## Public Awareness

Raising public awareness of the work of the local authorities in terms of the Armed Forces is progressing well. The **Facebook** (Gwent Armed Forces Community) and **Twitter** @GwentAFC page that promotes the work and events for the Armed Forces Community has gained a lot of traction and analytics are positive. The quarterly newsletter is produced which is sent to all GP surgeries, job centres, libraries and the wider community are very well received and are managing to reach the wider community that may not have access to the internet. Third sector organisations, ABUHB, Community drop-ins, including stand-alone veteran breakfast clubs also contribute to the content of the newsletter.

An [Armed Forces Directory of Support Gwent](#) has been compiled and will be distributed to frontline staff, GP surgeries and job centres. The document will be hosted on the CCBC website for public access.

## Caerphilly Armed Forces Day

Caerphilly County Borough Council has a long history of support for the Armed Forces which they have demonstrated by holding South Wales Armed Forces Day for many years. This has gained momentum year on year, 2017 figures indicated around 12,000 residents and visitors took to the streets of Caerphilly to show their support for the Armed Forces Community. This magnificent event continued over a two day period in 2019. Armed Forces 'A Day to Remember' was aimed at commemorating the events of the World Wars while bridging the gap between military services and civilian community life. The event helped challenge perceptions of the military, particularly among young people and families, to help bridge generational/civilian/military gaps to mutual benefit.

Additionally, the authority organised and hosted 'Caerphilly County Remembers' that commemorated the centenary of WW1. This involved the installation of a plaque to commemorate those local government employees and community members who fell; a schools project; as well as unveiling a plaque which remembers the contribution Reservists make to the Armed Forces and society today.

## Welsh Veterans Awards

Caerphilly County Borough Council was pleased to become a shortlisted finalist for this year's Welsh Veterans Awards in the category of Employer of the Year sponsored by Student Digz. The awards were held in the Village Hotel and Leisure Club Swansea on 26th June 2019.

## Defence Employer Recognition Scheme

Caerphilly County Borough Council received the Silver Award in recognition of their commitment to the Defence and Armed Forces community.

The Silver Award focuses on a set standard of principles that Caerphilly County Borough Council meet. As an authority, Caerphilly County Borough Council has been committed to providing an active approach towards the Armed Forces community. HR policies and procedures are in place to allow flexibility for training and mobilisation commitments and there has been a focus on improving employment opportunities for service personnel.



*Cllr Andrew Whitcombe (Caerphilly Council's Armed Forces Champion) with Kath Peters (Caerphilly Council's Corporate Policy Manager) at the ERS Silver Awards Ceremony at St Fagans National History Museum*

## Guaranteed Interview Scheme

Armed Forces service leavers, reservists, veterans and their spouses are to be guaranteed interviews for Caerphilly County Borough Council vacancies, providing they meet the essential criteria for the role, in the latest move by the council to demonstrate its support for the Armed Forces community.

The Guaranteed Interview Scheme doesn't guarantee appointment to a vacant position – selection procedures still ensure the best candidate for the position is appointed.

## Working with Gypsy and Traveller Communities

The Council's Gypsy and Traveller Group meets biannually to monitor changes to the local situation since the publication of the Gypsy and Traveller Accommodation Assessment completed in 2015 and approved by Welsh Government in 2016. The group uses data and service reports to see if there is a change of situation from that reported in the 2016 Gypsy and Traveller Accommodation Assessment.

Caerphilly Council is a member of the All Wales Gypsy and Traveller Accommodation Forum, which is coordinated by Welsh Government and meets 3/4 times per year.

The Supporting People programme have recently completed a pilot project around delivery of Housing Related Support, and while there is evident need within the borough, it is not deemed significant enough to dedicate a worker to this role. From April 2019 Supporting People will continue to receive referrals for Gypsy and Traveller communities and provide support through generic housing related support services.

## Diversity in the Workforce

### Improvements to the CCBC Workforce Data

The Council must keep up to date information of all employees on its HR database to ensure that it can communicate with staff effectively and fulfil its contract obligations as an employer. The Council must collect information about employees by law, for example their Welsh language skills and equalities data which gives the Council an insight to the workforce profile to satisfy the Public Sector Equality Duty.

The ability to record Welsh language information in terms of staff data and analysis is an integral part of the payroll system within Caerphilly County Borough Council. Financial year-end figures to 31<sup>st</sup> March 2018 are shown below and overleaf.

Compared with last year, the number of recorded Welsh speakers has increased significantly. The increase can partly be explained by a staff Survey undertaken by People Services during the summer of 2017, which asked staff to identify their Welsh language skills based on the ALTE (Association of Language Testers in Europe) Levels 1-5. The ongoing data collection of staff skills is also based on skills levels outlined in the staff survey.

At the time of reporting, the total number of staff and Welsh speakers within the organisation was as shown in **Table 4**:

**Table 4 – Total number of staff and Welsh speakers recorded on iTrent**

	<b>Total Staff</b>	<b>Welsh Speakers</b>	<b>%</b>
<b>2016-2017</b>	8,682	402	4.63
<b>2017-2018</b>	8,767	436	4.97
<b>2018-2019</b>	8,533	1,581	18.53

The staff Survey undertaken to ascertain staff's Welsh language skills was also used an opportunity to cleanse and update staff's equalities data being held on the Council's HR employment management system. Data being published is up to date and being collected continuously, with new starters being required to provide this data when commencing work with the organisation.

## Overview of the 2018-2019 Equalities Training Programme

The provision of a comprehensive training programme for staff and elected members on equalities and Welsh language topics, which includes courses to learn Welsh and British Sign Language, was a huge success again this year.

In total, **820** members of staff registered to attend specific equalities related courses as listed in **Table 5**:

**Table 5 – Staff registered to attend equalities related courses**

Course Title	Attendance	Numbers withdrawn
British Sign Language (levels 1-4)	17	1
Dementia Friends Training	467	0
Equality Impact Assessment	134	13
Equalities Awareness	32	0
Gender Bias (Members)	21	0
Human Trafficking	21	0
Mindfulness Awareness	6	0
Prevent (Counter-terrorism)	122	0

A key area of work this year was to improve their ability to undertake robust Equality Impact Assessments (EIA) when planning, revising or considering reducing / terminating any Council service, policy, function, strategy or project. The catalyst for this was a Judicial Review Judgement where it was deemed that an Equality Impact Assessment was insufficient.

A key area of success was the delivery of the Dementia Friends training and the “training to train” system for Dementia Champions. Dementia Champions are also now delivering the Dementia Friends training within their own service areas.

## Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Training

Caerphilly county borough council has made significant progress towards fulfilling its requirements within the National Training Framework. The focus for 2018/19 has remained the co-ordination and delivery of **Group 1** (Awareness Raising) and **Group 2** (Ask and Act) training. Internal delivery capacity has also been developed.

In early 2019 our VAWDASV Training Plan was reviewed and updated to reflect progress made since 2016/17 and to detail our training goals up to 2022. . The new training plan was submitted to the Regional VAWDASV Team in March 2019.

The number of staff trained is very high reflecting the size of our workforce.

### **Group 1 progress:**

- At the end of March 2019, 3295 current employees had completed Group 1 training (Awareness Raising). This equates to 42% of the workforce (increased from 28% 31/3/2018)

### **Group 2 progress:**

- At the end of March 2019, 427 staff had completed Group 2 (Ask and Act) training. This is 24% of staff identified as requiring the training (increased from 11% 31/3/2018)

### **Group 6 (Elected Members) progress:**

- At the end of March 2019, 72 Elected Members (99%) had completed Group 6 training (increased from 89% 31/3/2018)

Moving forward, **Group 1** and **Group 2** training sessions are scheduled throughout 2019/20. Training will also be rolled out to staff working within schools and early years settings.



## Welsh Language Training

A requirement of the Welsh Language Standards in relation to staff training is the provision of Welsh language training courses.

Since 2001, **1811** of the Council's staff and staff of partner organisations have attended conversational Welsh classes ranging from taster courses for absolute beginners, up to and including 'A' level courses.

The relevant Standards are as follows:

130	You must provide opportunities during working hours – (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.
131	You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.
132	You must provide training courses so that your employees can develop – (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace.

There was a significant increase in the number of staff who attended Welsh language training during the year in question, with the Council arranging conversational and awareness raising training for staff and elected members.

The data for the courses offered and attended by Caerphilly CBC staff for the academic year 2018-2019 is as illustrated in **Table 6**:

**Table 6 - Welsh Language courses offered and attended by Caerphilly CBC staff for the academic year 2018-2019**

TITLE OF COURSE OFFERED	NUMBER OF COURSES OFFERED	NUMBER OF STAFF ATTENDING
30 Week	37	53
2 Day Welsh Taster	3	14
10 Hour Online Taster	3	75
Say Something in Welsh (Online)	1	2
Withdrawn	6	

A 10 Hour Online Welsh Course called **Cymraeg Gwaith** (Work Welsh) was launched in Spring 2018 and has been developed to be used by those providing frontline reception type services. This course was targeted at those service areas which Standard 64 directly impacts in the first instance.

<b>Standard 64</b>	
Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.	30/09/17
<p><b>You must comply with standard 64 in relation to the following by 30 September 2017:</b></p> <ul style="list-style-type: none"> <li>• The body's main reception service.</li> </ul> <p><b>You must comply with standard 64 in relation to the following by 30 September 2018:</b></p> <ul style="list-style-type: none"> <li>• Bargoed, Risca, Rhymney, Blackwood, Caerphilly &amp; Ystrad Mynach libraries;</li> <li>• Caerphilly Visitor Centre;</li> <li>• Llancaiach Fawr Manor House;</li> <li>• Registration Services at Penallta House;</li> <li>• Caerphilly, Heolddu, Newbridge and Risca leisure centres.</li> </ul>	

The course can be undertaken in stages and takes the learner through a series of scenarios followed by a set of questions. On completion of the course, learners are emailed a certificate. A follow-on course is now also available and this will be rolled-out to those who have completed the first 10 hours in the Summer of 2019.

Further online courses of this type are now available for specific service areas including social care and business which will also be rolled out to relevant service areas in the Summer of 2019.

No courses were requested to be delivered through the medium of Welsh; therefore there are no staff training figures to record.

## Recruitment and the Welsh Language

A requirement of the Welsh Language Annual Report is to report on our progress in relation to recruitment and the Welsh language.

### Standard 136

When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply –

- (a) Welsh language skills are essential;
- (b) Welsh language skills need to be learnt when appointed to the post;
- (c) Welsh language skills are desirable; or
- (ch) Welsh language skills are not necessary.

A total of **632** new and vacant posts have been advertised between 31 March 2018 and 31 March 2019. Welsh language requirements of these posts were as follows:

- (i) Welsh language skills were essential  
**6**
- (ii) Welsh language skills needed to be learnt when appointed to the post  
**1**

Welsh language training courses have been available to all staff free of charge since the 2001-2002 academic year (see **Section 3**)

- (iii) Welsh language skills were desirable,  
**626**
- (iv) Welsh language skills were not necessary  
**1\***

**\*This post was assessed as no Welsh language skills necessary due to the Welsh language skills of the other team members. However, all vacancies are advertised as Welsh desirable as a minimum.**

All vacant or new posts must have a Welsh language Skills Assessment (undertaken as required by Standard 136 and recorded by People Services since October 2016). All posts are advertised as **Welsh desirable** as a standard requirement. The assessment considers whether that needs to change to **Welsh essential**. The assessment and supporting evidence then forms part of the business case required to gain permission to fill a vacant post or create new ones.

Please see **Appendix A – CCBC Workforce Data Summary** for further details and breakdown of the Council's workforce.

# Corporate Compliance

## An analysis of the complaints received during 2018 - 2019

Section 4 of the **Strategic Equality Plan 2016-2020** defines what is considered a complaint in terms of Equalities and Welsh language issues. This is in order to maintain consistency of approach when dealing with any complaint of this nature as the Council operates an integrated Equalities and Welsh Language service.

### v) Complaints

- 4.10 *A complaint can be defined as a situation where a member of the public, or a group, is not satisfied with the standard of a service, or the action or lack of action by the Council or a member of staff.*
- 4.11 *All complaints will be dealt with in accordance with the corporate Complaints policy, but with the added need for translation of all incoming and outgoing correspondence on the matter, in line with the **Welsh Language Translation Guidance 2016** and any other relevant translation, design or format issue.*
- 4.12 *Complaints will be fully monitored by Equalities category and in which language or format they were initially made.*
- 4.13 *Complaints can be made in writing, by telephone or via email to the Council's dedicated email address [complaints@caerphilly.gov.uk](mailto:complaints@caerphilly.gov.uk).*
- 4.14 *Further guidance can be found in the [Equalities and Welsh Language Complaints Guidance](#) document located on our website.*

Equalities and Welsh language complaints data forms part of the quarterly reporting to the Audit Committee as part of the Corporate Complaints process where appropriate, and the Senior Policy Officer (Equalities, Welsh Language and Consultation) now sits on the corporate Learning from Complaints Group that meets quarterly to discuss specific and cross-cutting complaints.

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

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

During 2018-2019, no equalities complaints were received; we did receive 4 service requests which related to equalities. Three of these requests referred to text that needed to be updated on our website due to a change in terminology being used. The fourth service request was from an individual who wanted all correspondence to be in English only.

During 2018-2019, 4 service requests and 4 complaints were received relating to the Welsh language. All were responded to within the required timescales and all were upheld. 1 of the 4 service requests related to road markings and the other 3 related to signage. The 4 Welsh language complaints related to breaches of the Welsh Language Standards; including failure to provide a Welsh language service in a library, the compliance of car parking machines and service areas not having Welsh speaking staff to deal with enquiries. The 4 complaints received were all responded to within corporate timescales.

In the [Welsh Language Standards Annual Report 2018-2019](#), we reported that we had received 6 new Welsh Language Commissioner investigations. 3 of these investigations had been closed by the Commissioner's office, 2 because the complainant failed to respond to requests for additional information and the third because the Council did not have to comply with said breached Standard at the time the complaint was received.

Of the 3 remaining investigations, all the actions set out in the final report for one of the investigations have been fulfilled and the Commissioner has been provided with a copy of the evidence. 1 of them has been fulfilled and required further action in relation to the Council's website and providing information to staff. The one remaining investigation is still ongoing and we are currently awaiting the Commissioner's response to our response to the evidence notice received.

## Good Practice, Tailoring Services and Promotion

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

### LGBT History Month



Caerphilly Council marked LGBT history month throughout February, with a number of activities and events to celebrate diversity and inclusivity.

The rainbow flag was flown proudly throughout the month of outside Penallta House, with the building also lit up in rainbow colours.

On 22 February 2019 the Council hosted at Penallta House a marketplace event where businesses and organisations such as Gwent Police, Chwarae Teg and Caerphilly Library Service were on hand to promote, raise awareness and celebrate LGBT History Month as well as signposting people to support services that they may need to speak to for advice.

Schools were also being encouraged to get involved with LGBT History Month. All Secondary School pupils were asked to take part in a design competition to produce a project (artwork, model or similar) which represents what LGBT means to them. Pupils were also encouraged to consider this year's theme of 'peace, activism and reconciliation' as a part of the design.

LGBT History Month celebrates the past and present achievements of lesbian, gay, bisexual and trans people's lives (both past and present). The month provides role models, builds community and represents a civil rights statement about the contributions of the LGBT community.

### **Dementia Friendly School**

Heolddu Comprehensive School in Bargoed celebrated becoming the first Secondary School in the borough to be awarded with a Dementia Friends award. The award was presented to the school by Cllr Carol Andrews who, alongside her daughter Megan, worked very closely with the school to achieve their goal of becoming Dementia Friendly. This included delivering training and awareness sessions to every child.



**For further information regarding Dementia Friend visit**  
[www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

### **Walkies for Autism**

Risca Community Comprehensive School held their second fund-raising dog walk on Sunday 7 April year at Cwmcarn Forest. The 'Walkies for Autism' is a 2-mile walk at Cwmcarn Forest to celebrate and raise awareness and funds for Risca Comprehensive School ASD Centre at the end of World Autism Awareness Week, which this year took place from 1-7 April 2019.

The ASD Centre supports young people aged 11 to 16 in a mainstream setting. Currently 14 students attend the ASD centre at Risca Community Comprehensive School, where they are supported by a key worker to attend lessons and also spend time in the centre to focus upon key skills. The ASD Centre also helps students to develop essential social and life skills to prepare pupils for life outside of the school.

Funds raised at last years' walk helped to develop the centre's life skills suite; creating a setting that fosters independence and fundamental organisation skills built around students learning essential routines and skills that they require for their future. These real life practical skills are vital in ensuring students feel confident and develop self-esteem. The funding also helped provide the centre with a new kitchen area to learn cooking skills that will teach our students to prepare and eat healthy food, learn how to live independently and work with and alongside others.



The funds raised from the 2019 walk will help the school purchase a greenhouse, seating area, more seeds and to complete the calming area in the nurture garden.

Please read our [Frequently Asked Questions \(PDF\)](#) to find out more about the walk or for further information regarding the event please email [taffyterrier@gmail.com](mailto:taffyterrier@gmail.com)

### International Women's Day

Caerphilly County Borough Council planned a number of activities to celebrate International Women's Day. The global day, held on 8 March 2019, celebrates the social, economic, cultural and political achievements of women. The theme of this year's International Women's Day was 'Balance for Better'; focussing on striving towards a fairer, more gender balanced world, where women can access every opportunity available to men and a more gender-balanced workforce.

Activities planned by the council included a networking event at Bryn Meadows Hotel, arranged in partnership with Chwarae Teg, where women could share experiences and success stories with like-minded individuals and companies from across the Caerphilly county borough. The event also saw the launch of a new programme of Working Women events for the coming year.

Throughout the day, the council used its social media channels to share inspiring stories from female employees who've chosen careers in traditionally male dominated roles.



- Christina Harrhy (Chief Executive) - **YouTube Clip of Christina Harrhy**
- Anouska Beaumont (Senior Assistant Engineer) - **YouTube Clip of Anouska Beaumont**
- Nichola Tiley (Highway Inspector) - **YouTube Clip of Nichola Tiley**
- Liz Lucas (Head of Customer and Digital Services) - **YouTube Clip of Liz Lucas**
- Karen Price (Heating Clerk of Works) - **YouTube Clip of Karen Price**
- Rhian Kyte (Head of Regeneration and Planning) - **YouTube Clip of Rhian Kyte**

A women's health event - 'Women of the World' also took place on Wednesday 13 March 2019 at Llancaiach Fawr.

The event showcased the work of the Council's Community Regeneration Team involving areas such as period dignity, as well as giving participants the opportunity to access workshops including body confidence and screening services/cervical screening awareness.

### **Holocaust Memorial Day**

On Friday 25th January 2019, Caerphilly Council commemorated Holocaust Memorial Day at the Winding House Museum, New Tredegar. The event included the reading of poems by pupils from White Rose Primary School and Idris Davies School 3-18, a display of artwork created by pupils from Ysgol Gymraeg Caerffili, a prayer and the symbolic lighting of a candle.

Holocaust Memorial Day is an international day of remembrance for victims of the Holocaust and other genocides. This day honours the survivors and remembers those who have lost their lives. It also provides an opportunity to reflect on the way in which we live our lives today.

### **Mental Health**

Time to Change Wales launched a new campaign to encourage men to talk about their mental health without the fear of being judged. 'Talking is a Lifeline' emphasises that talking about mental health is one of the bravest things a man can do.

The campaign aims to empower men to open up about their mental health struggles and Caerphilly Council's very own Lee Carpenter (Environmental Health Officer), participated in the video and photo materials being used to promote the campaign.

Research conducted by Time to Change Wales found that self-stigma, and a lack of understanding of mental health stops many men from talking to family and friends about their mental health problems because of fear and anxiety about negative consequences. Many men have told Time to Change Wales that the pressure to 'man up' and 'be strong' has led to them suffering in silence.

The campaign includes a series of short videos highlighting the importance of talking to the people around you when you aren't feeling 100%.

The Time to Change Wales website is packed with information and advice about mental health. Visit [timetochangewales.org.uk](http://timetochangewales.org.uk) to watch the 'Talking is a Lifeline' videos. Show your support for the campaign by downloading resources from the website. You can follow the campaign on Twitter, Facebook and Instagram.

## 10 Days to Well-being

A series of workshops and information sessions were available to all staff, filled with ways to increase and maintain physical and mental well-being in the lead up to World Mental Health Day.

The sessions included:

- Mindfulness taster session
- HR policies information stand.
- Health MOT
- Yoga & Relaxation
- Nutrition & healthy eating
- 'Make every work day a well day!
- Fit Friday
- The Wellbeing Challenge
- Breaking down the barriers of mental health in the workplace

[The Wellbeing Challenge | 10 days to Wellbeing \(PDF\)](#)

## Success for South East Wales Shared Lives Carers at Wales Carers Awards

Three sets of Shared Lives Carers received prizes following the announcement of the winners of the Wales Carers Awards.

The scheme collaboration covers six local authorities which include Blaenau Gwent, Monmouthshire, Torfaen, Merthyr Tydfil, Newport, and Caerphilly as the host authority.

Held by Care Forum Wales, these awards aim to celebrate carers who provide excellence in their fields and this year carers were selected in recognition of their hard work, commitment and dedication.

## Safeguarding Week

Safeguarding Week was marked (12 – 16 November 2018) with the Council reminding all its employees, Elected Members, volunteers and contractors of their legal duty to take action if they are concerned about the well-being of any child, young person or vulnerable adult.

Every individual has a responsibility for safeguarding children, young people and vulnerable adults and Caerphilly County Borough Council is committed to creating caring communities where residents feel safe and protected.

Caerphilly's Youth Service hosted the launch of a new initiative that trains youth workers and raises awareness of modern slavery. The national training programme provides front-line youth workers with the skills and knowledge to recognise instances of modern slavery.

### Cash Boost for Welsh Medium Schools

The council has welcomed the news that five Welsh medium primary schools across the area will benefit from over £6 million in Welsh Government funding. The investment will see 41 projects across 16 local authority areas, benefit, to the tune of £51 million.

The funding will be used to increase Welsh medium capacity, provide enhanced childcare provision, enhance classroom facilities and allow for the removal of demountable classrooms from many of the sites.

### Ras yr Iaith

Ras yr Iaith is the only world-wide race that promotes the Welsh language. The race started in Wrexham on 4 July, and worked its way across the country to finish in Caerphilly town centre on 6 July. The event offers 3 full days of running, noise, energy and enjoyment, while celebrating the Welsh language in a variety of communities across Wales.

The race is organised by Mentrau Iaith Cymru, with the Caerphilly section managed by Menter Iaith Caerffili with the support of Caerphilly County Borough Council, Caerphilly Town and Community Council, local businesses, schools and the community.

Various organisations across Wales also benefit from the race, as the funding received is distributed in the form of grants to the communities involved. The last race held in 2016 raised over £42,000 which was shared between forty five Welsh language organisations across the areas visited with the aim of promoting the Welsh language in their areas.



For more information on Ras yr Iaith, please visit [Ras yr Iaith's Website](http://www.rasyriaith.cymru).

## Appendix A - Workforce Data Summary

The following information is high-level data of what the *iTrent* payroll system holds as at 31<sup>st</sup> March 2019 regarding the Caerphilly CBC workforce profile, in terms of protected characteristics and language ability of staff.

You will notice

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

Gender by Directorate	Male	Female	Undisclosed
Communities	923	628	0
Education Corporate Services	904	4,300	0
Social Services and Housing	522	1,417	0
<b>Authority Total</b>	<b>2,300</b>	<b>6233</b>	<b>0</b>

Disability by Directorate	Disabled	No	Undisclosed	Unwilling to declare
Communities	56	1,401	94	0
Education and Corporate Services	75	4,425	704	0
Social Services and Housing	53	1,815	71	0
<b>Authority Total</b>	<b>181</b>	<b>7,489</b>	<b>863</b>	<b>0</b>

Sexual Orientation (totals)	Numbers
Bisexual	13
Gay	34
Heterosexual	2,664
Lesbian	22
Other	22
Undisclosed	5,670
Unwilling to Declare	108
<b>Authority Total</b>	<b>8,533</b>

<b>Ethnicity by Directorate</b>	<b>White</b>	<b>BME</b>	<b>Undisclosed</b>	<b>Unwilling to declare</b>
Communities	1,452	18	80	1
Education and Corporate Services	4,521	40	640	3
Social Services and Housing	1,867	32	40	0
<b>Authority Total</b>	<b>7,691</b>	<b>80</b>	<b>758</b>	<b>4</b>

<b>Religion or Belief (totals)</b>	<b>Numbers</b>
Buddhist	6
Christian (All Denominations)	1,176
Hindu	6
Jewish	1
Muslim	2
Sikh	2
Humanist	3
No Religion	1,463
Undisclosed	5,775
Unwilling to Declare	66
Other	33
<b>Authority Total</b>	<b>8,533</b>

<b>Nationality</b>	<b>Numbers</b>
British (Not Channel Islands or IOM)	963
English	78
Northern Irish	3
Irish	6
Welsh	2,018
Scottish	7
Cornish	1
Other	34
Undisclosed	5,418
Unwilling to Declare	5
<b>Authority Total</b>	<b>8,533</b>

Language Ability (Other than English)	Numbers
Arabic	1
Braille	2
Breton	0
BSL (British Sign Language)	51
Croatian	1
Dutch	1
French	44
German	15
Greek	1
Hebrew	1
Hindi	2
Hungarian	1
Italian	4
Kurdish	1
Makaton Sign Language	1
Malayalam	2
Nepali	1
Rumanian	2
Russian	1
Serbian	0
Spanish	13
Tamil	1
Turkish	2
Welsh	1,581
<b>(No staff total is recorded as some staff speak more than two languages)</b>	