

Caerphilly County Borough Council Strategic Equality Plan

Annual Monitoring and Improvement Report 2016 - 2017

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 31st January 2018

A greener place
Man gwyrdach



Contents

Section	Page
Introduction	1
1. Equality Impact Assessments Overview of the effectiveness of the EIA process within the Council during 2016-2017	2
2. Discriminatory Bullying in Schools The Reporting and Monitoring of Discriminatory Bullying in Schools 2016-2017	3
3. Physical Access The Disability Access Work Programme	6
4. Tailoring the Services a) Disability Sport – Leisure Services b) Welsh Language Standards c) Pride Cymru 2016 – Proud Councils d) LGBTQ+ Youth Group e) Supporting the Armed Forces Covenant f) Supporting Age-friendly Communities g) Holocaust Memorial Day h) Community Cohesion	7
5. The Training Programme Overview of the academic year 2016-2017	17
6. Diversity in the Workplace Improvements to the CCBC Payroll Data	19
7. Staff Guidance Creating and updating CCBC Guidance Documents in line with legislation a) Equalities Implications in Committee Reports 2017 b) Corporate Policy Unit Portal	20
8. Service Area Self-Evaluation An update on changes in how the Council’s service areas look at their own performance in terms of Equalities and Welsh Language	22
9. Complaints Data An analysis of the complaints received during 2016-2017	24
Appendix A - CCBC Payroll Data – Corporate Totals	26

This report is available in Welsh, and in other languages or formats on request.
Mae'r adroddiad hwn ar gael yn Gymraeg, ac mewn ieithoedd neu fformatau eraill ar gais.

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 service provision and having due regard to eliminate discrimination. The specific duties cover;

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

Equalities work has continued to be mainstreamed during 2016-2017, and each section of this report looks at the council's progress during the last year. A number of case studies are included to demonstrate the work that service areas have undertaken to ensure compliance and improving on service delivery year on year.

The Council continues to work in partnership with organisations some of which are members of the Caerphilly Public Services Board which brings public bodies together to work to improve the economic, social, environmental and cultural well-being of Caerphilly County Borough. They are responsible, under the Well-being of Future Generations (Wales) Act, for overseeing the development of the new Local Well-being Plan, from the public, health, voluntary and private sectors and continue to be creative and innovative in delivering against its 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.

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 31st January 2018. The annual report will then be submitted to the Equality and Human Rights Commission's Office by 31st March 2018.

Clr David Poole
Council Leader
Caerphilly County Borough Council

Christina Harrhy
Interim Chief Executive
Caerphilly County Borough Council

1. Equality Impact Assessments

Overview of the effectiveness of the EIA process within the Council during 2016-2017

Equality Impact Assessments (EIAs) covering Equalities and Welsh Language issues are undertaken on corporate policies and this process began full implementation in February 2012, from when all council reports were required to contain an Equalities Implications heading.

As EIAs are a requirement of the **Strategic Equality Plan 2016-2020** and the **Welsh Language Standards (88, 89 and 90)**, the Council has an integrated assessment form to ensure a consistent approach.

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



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

The Strategic Equality Plan and Action Plan are available on the Council's website and are available to staff via the Corporate Policy Unit Portal with the Equalities Implications in Committee Reports Guidance as a supporting document.

2. Discriminatory Bullying in Schools

The Reporting and Monitoring of Discriminatory Bullying in Schools 2016-2017

In our Strategic Equality Plan 2016-2020 we have a specific Equality Objective which covers 'Tackling Identity-based Violence and Abuse'. The objective is 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 better monitoring and a possible increase in the number of incidents. However an increase in the number of incidents should not be considered negatively or an indication that the situation is getting worse. An increase in the number of incidents could also be linked to better understanding and identification of incidents of discriminatory bullying and when is appropriate to record them.

An example of improved discriminatory bullying monitoring is that since 2012, Caerphilly county borough council has worked with schools to develop better monitoring and better support for pupils and teachers in dealing with homophobic bullying. The discriminatory bullying monitoring form that our schools now use covers 10 areas of pupil identity including homophobic bullying, which means that the Council now has recorded data on homophobic incidents in schools.

For any data collected and reports published, anonymised totals are always used, with only examples of good practice by individual schools, or those that have had bespoke training being specifically named at any time.

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

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

There are 88 education establishments that provide monitoring data to the Directorate of Education and the summary of the reported homophobic data across the 16 school terms is shown in the following table;

Academic Year	No. of Incidents Recorded per Term		
	Autumn Term	Spring Term	Summer Term
2011-2012			(pilot) 7
2012-2013	2	1	2
2013-2014	3	5	1
2014-2015	7	12	8
2015-2016	12	5	10
2016-2017	20	11	No data available at time of writing report

During the financial year 2016-2017, the following training was delivered in schools in the county borough. 8 students from Ysgol Gyfun Cwm Rhymni received Cultural Awareness training and 8 staff from Ysgol Gymraeg Penalltau received Equalities Awareness training.

This academic year also saw Gwent Police, through the All Wales School Liaison Core Programme (AWSLCP) deliver a large number of lessons in respect, bullying and diversity issues across primary and secondary schools in the county borough.

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.

From September 2016 the Programme consists of The Critical Core, Targeted Delivery and Support Menu as indicated below. All sessions will continue to be delivered by pre-booked appointment with a School Community Police Officer (SCPO).

As indicated above, SCPOs will also provide a variety of Supportive School Policing (SSP) and safeguarding activities. These will include resolving incidents using the School Crime Beat Policy and where applicable, Restorative Approaches. SCPOs are also able to deliver 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.

The AWSLCP is fully supported by a dedicated website – www.schoolbeat.org which contains further information and guidance for teachers, pupils and parents.

A total of 370 lessons were delivered during 2016-2017 to 9,092 students from schools across the county borough.

3. Physical Access

The Disability Access Work Programme

The Council's Corporate Property Services Division continues 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 2016-2017 £108,000 of funding was available to support disability access improvement works.

These included:

- 1 Caerphilly CBC corporate buildings
- 2 Countryside locations
- 3 Social services sites
- 2 Community education centres
- 4 Leisure centres
- 18 Schools
- 1 Tourism site

Our leisure centres saw £20,000 worth of specific disability access related equipment installed, such as automatic doors and specialist hoisting equipment. Social services day centres saw a similar figure improving the accessibility to support service users. Our primary schools were allocated £45,000 for the financial year to make a variety of enhancements such as automatic doors, ramps and reception improvements.

4. Tailoring the Services

The following examples 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 related principles to practical use for the benefit of people in the county borough.

a) **Disability Sport – Leisure Services**

The Disability Sport Programme in Caerphilly is a joint initiative between Disability Sport Wales and the Local Authority. The scheme is aimed at developing quality community based sporting and recreational opportunities for disabled people throughout Caerphilly county borough. It is promoted and delivered through a network of Sport Development Officers and Community Coaches located across the county borough.

Disability Sport runs weekly clubs for children and adults of all abilities. The sports include football, swimming and many more. Disability Sport also delivers a holiday activity sports programme during school holidays.

Here is a case study of Callum Sapey one of the volunteers;

Callum is an exceptional young coach who has shown considerable dedication to disability sport within Caerphilly. His passion for working with children and young adults in Caerphilly is something that many other coaches should aspire to.

At a very young age Callum began attending the disability sport holiday programme to support his brothers who both have additional needs. He came as their key worker, so they both could experience a physical activity. Callum did not come from a sporting background himself but developed a love for sport and continued to support his brothers whilst on activity days. He would even attend on days when his brothers didn't attend to support others.

After being unsuccessful at last year's volunteers awards evening, Callum's attitude and dedication for sport didn't change and continued to work extremely hard in developing his own skills.

Since being a part of the Disability Sport Team, Callum has taken over the running of 'Pont Dragons - Disability Football Club'. The sessions run on Friday evenings which isn't the most appealing slot to give up your free time to volunteer with a challenging group of children and young adults with additional needs.

Over the past year Callum has grown the club to now having 16 players with various disabilities attending on a regular basis. On a number of occasions

Callum would walk over a mile to the session because he does not drive. Callum also offers his time at large scale events and cluster leagues. This is all down to Callum's hard work and commitment to developing Disability Sport in the county borough of Caerphilly.



Another element of the work is the annual Sport Caerphilly Sport Awards, which recognise the hard work and dedication of sports volunteers, coaches and clubs throughout Caerphilly county borough.

Some of the award categories include: -

- **Young Volunteer of the Year (under 18's)** - Recognises the outstanding contribution of a young volunteer getting more people starting, staying and/or succeeding in sport/physical activity through high quality delivery
- **Inclusive Coach of the Year Award** - For an individual who has shown a great level of commitment & passion whilst working with specific target groups such as (Women & Girls, BME, Disability and Deprivation).
- **Club of the Year** - Recognition of the work that clubs within the community are doing to provide opportunity and provision of sport to all.

b) 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 no longer need to develop and implement Welsh Language Schemes but instead now 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 exemptions and their implementation dates.

Our progress is recorded each year in the annual monitoring and improvement report, which together with the covering Cabinet report is published on our website at [Welsh Language Standards](#) for 2016-2017.

The Council was required by 30 March 2016 to publish a document noting how it intends to comply at a corporate level with the Standards and what its internal processes are for oversight and monitoring implementation. This document is also available on our website [Welsh Language Standards](#).

Another requirement of the Welsh Language Standards was to put together and publish a 5 Year Welsh Language Strategy 2017-2022. The Strategy was launched by the Minister Alun Davies at the Ffiliffest Welsh language festival in June 2017.

This strategy sets out how the local authority, in collaboration with its partners proposes, to promote the Welsh language and to facilitate the use of the Welsh language more widely in the county borough. More information on the strategy can also be found on our website [Welsh Language Strategy 2017-2022](#)



c) **Pride Cymru 2016 – Proud Councils**

Another year where Councils from across South East and West Wales came together to consult with Pride goers, asking them for feedback to help improve council services now and in the future. Visitors were asked to describe the main barriers they face, what LGBT focused activities and services they'd like to see in their communities, and how councils could encourage more involvement from the LGBT community to help shape local services.



Generally the survey results showed that there was a lack of understanding of what the needs of the LGBT community are and that this was the biggest barrier faced by people accessing public services. There was a clear message from those who responded that there was a need to have more community support groups, events to help raise public awareness and more awareness raising in schools.

Proud Councils are committed to promote equalities in public services and remove the barriers faced by LGBT people.

d) **LGBTQ+ Youth Group**

Caerphilly Youth Services, Basement team run Caerphilly Borough's only specific LGBTQ+ group for young people, providing a safe and confidential environment where young people are able to express their true selves, whilst meeting other young people that share the same experiences and issues. The group is for any young people aged 11-25 that identify as being LGBTQ+ (Lesbian, Gay, Bisexual, Transgender and Queer or Questioning their sexuality or sexual identity).

The group has been running for just over a year and is held on the last Saturday of the month from 12.00 - 15.00, operating as a drop-in provision and is currently made up of 36 young people. The group is led by the young people, so what happens in each session is inclusive to the people that are attending.

The group carry out a variety of activities including games consoles, jewellery making, art and craft, cooking and issue based workshops that provide information and transferable skills that the young people will be able use later in life.

The group has successfully supported one young person in putting together an LGBTQ+ group within her school and we have also sent emails out to all Caerphilly Borough schools to ask if we can visit the schools to raise awareness of the group.

All Basement staff members have been trained in specific issues that could affect LGBTQ+ young people and all value equality and embrace the diversity of all young people bring to the group.

The LGBTQ+ group is a fantastic community initiative raising awareness and equality of the LGBTQ+ community. Not only has it welcomed young people from Caerphilly Borough, but also from Newport and Blaenau Gwent. Due to being the only young persons' LGBTQ+ group within the Caerphilly Borough, it has greatly supported the young people as they now have that space they can safely explore feelings, thoughts and identities. By running an LGBTQ+ group within a community and promoting awareness and equality for all, it is hoped that this will remove any stigma attached to the LGBTQ+ community in the future.

e) Supporting the Armed Forces Covenant

The Armed Forces community across five areas of South East Wales now benefit from the employment of a Regional Armed Forces Covenant Officer, after funding for the brand new post was secured through the Covenant Fund.

Hosted by Caerphilly County Borough Council, the Regional Armed Forces Covenant Officer facilitates a more consistent delivery and awareness of the Armed Forces Community Covenant across Caerphilly, Blaenau Gwent, Torfaen, Monmouthshire and Newport. The role will ensure best practice across the region ensuring a cohesive approach.

Two years running Caerphilly Borough Council has hosted South Wales Armed Forces day. Attended by over 12,000 people the day started with a military parade through the town centre, and included representatives from all the Armed Forces plus Standard Bearers, Veterans and youth organisations. This prestigious event provided a fitting opportunity for residents and visitors alike to give thanks for those courageous individuals who serve or have served our country.



f) **Supporting Age-friendly Communities**

50+ Positive Action

The last year has seen the 50+ Positive Action 'Living Longer Living Well' actions concentrating on developing Dementia Friendly communities, sharing information and advice through social media and building further on our successful 'Simon Says' information and advice campaign. We have also continued to empower and support the Caerphilly County Borough Forum.

Here's a snapshot of the work undertaken;

Social Media

- The [@50plus AgeWell](#) twitter account continues to build its follower base and averages between 5,000 and 10,000 reach each month with that rising significantly depending on the information and advice in the tweet.
- 50+ Positive Action works in partnership with the '[Caerphilly Over 50](#)' Facebook page to get information about services and support out to local residents. The numbers following this page are steadily growing and like the twitter account where there is a message of particular interest, such as bogus callers in the area, the reach increases significantly.

Simon Says

- We have now released 5 bilingual 'Simon Says' cartoons which are designed to give information and advice in a colourful and accessible format. The cartoons cover, claiming Attendance Allowance and Pension Credit, Falls Prevention, Bogus Callers and our free Swim for Life. These have been widely circulated via Social Media locally and across Wales, they are also on the side of council refuse trucks and we have had Z cards made up to give out to the 50+ at events and engagement events.



Dementia Friendly Communities

- Caerphilly County Borough Council worked towards being a dementia friendly Council during 2016/2017
- Town centres, by their very nature, have the potential to be very challenging environments for those living with dementia. In light of this the Town Centre Management officers have sought to alleviate the challenges faced within our principal town centres. All businesses across the five managed town centres have been offered the chance of free training to make their staff Dementia Friends. *NatWest* in particular is extremely supportive of the Dementia Friendly initiative and is training staff across the UK. The manager of the Caerphilly branch is a very proactive champion of the scheme; so-much-so that the national *NatWest* internal video was filmed in the Caerphilly branch featuring Caerphilly customers. The video can be viewed online via <https://rbsgroup.kuluvalley.com/view/mcmu85IGyp7>
- The Winding House Museum was the first museum in Wales to be Dementia Friendly. Blackwood Miners Institute has also achieved its Dementia Friendly status.



Caerphilly County Borough 50+ Forum

- The forum is building in confidence with a reenergised steering group and new members they are forging forward with a new business plan.
- We have facilitated links with the CCBC Caerphilly Carers and this is proving productive for both forums
- They have proactively responded to a number of key consultations both National and local, ensuring the voices of older people are heard. Their responses are [available via their website](#) We also support them to share these responses with other 50+ forums across Wales.
- We proactively support them with their 'Natter that Matters' newsletter which is growing in popularity with 5000 copies being distributed across the borough and online versions accessed via the [CaerphillyOver 50](#) website.

g) Holocaust Memorial Day

In recognition of Holocaust Memorial Day in January 2017, we raised staff awareness of the day by having an information stand and displaying a presentation during the lunch break in the staff restaurant.

Further activities were held at Blackwood Miners' Institute, where they hosted an exhibition of poetry specially created by pupils of local schools to commemorate Holocaust Memorial Day.

Students from Ysgol Gyfun Cwm Rhymni and Lewis School Pengam worked with local author Patrick Jones to produce some poignant work for the exhibition set around the theme 'How Can Life Go On'. The work was exhibited for a week from the 26th of January.

Members of the public were also invited to attend a commemorative event taking place at 10:30am on Friday 27th of January to mark the international day of remembrance for victims of the Holocaust. The day honoured the survivors and remembered those who have lost their lives. It also provided an opportunity to reflect on the way we live our lives today.

Cllr. Keith Reynolds, Leader of Caerphilly County Borough Council at the time said, "This is the third year we have hosted a community event to commemorate this important national day of remembrance. The pupils have been hard at work creating some moving pieces for the exhibition; I would urge people to join us for the special event on Friday to remember those who lost their lives."

h) Community Cohesion

The Community Cohesion Coordinator reports back to Welsh Government on a quarterly basis the progress that has been made against specific outcomes stated in Welsh Government's Community Cohesion Strategy 2014-2018.

The following are a snapshot of what has been done in the West Gwent area which includes Caerphilly;

- Regional Hate Crime Training was arranged for elected members from the 3 authorities in the West Gwent area (Blaenau Gwent, Caerphilly and Torfaen).
- Hard copies of the Hate Crime reporting forms have been redistributed throughout public facing council buildings
- Hate Crime dataset has been submitted for consideration for the local needs assessment in line with the Well-being of Future Generations legislation. Discussions have also been held with lead policy officers to ensure that other cohesion themes are better reflected within the future planning of Public Services Board.
- In response to anecdotal community concerns, Caerphilly secured a Hate Crime stand at the Big Cheese festival. The stand was facilitated in partnership with Gwent Police and Victim Support.
- A number of discussions have been held between Gwent Cohesion Coordinators and lead third sector groups and partner agencies to examine the implications of Brexit and the increasing concern of minority communities in the wake of Brexit and to support the monitoring of community tensions going forward. On an operational level this included the development of a partnership approach to reassure minority communities, in particular minority communities that identify as economic migrants or from a minority faith and/or cultural background such as the development of the Gwent Multi Faith Group. Also established as part of this work is the Gwent Community Tensions Group where all the Prevent and Community Safety lead officers across Gwent share information on emerging community tensions, this includes far right tensions/Prevent concerns and hate crime trends, which is ongoing.
- Written a Cohesive Communities chapter for Caerphilly Council's Well-being Needs Assessment reflecting all current and emerging cohesion themes including hate crime, particularly relevant post Brexit. Part of these efforts has also involved supporting the Future Scenarios event hosted by Caerphilly Council.

- Support has been provided to Gwent Police in relation to Hate Crime Awareness Week activities – this has included liaison with families resettled under the Syrian Resettlement Programme (sharing stories)
- Ongoing engagement with third sector organisations SEWREC, BAWSO, People's First, Victim Support/ Race Equality First/ Umbrella Cymru – ensuring partners are engaging and signposting victims towards their services.
- Community Cohesion narrative has now been provided to all three West Gwent Well-being of Future Generations needs assessments which recognise Hate Crime as a consideration for the Public Services Board.
- Consultation with the above service providers has also been conducted in relation to the needs assessment of the Well-being of Future Generations, minority communities within West Gwent have also been engaged with - ensuring the findings of the needs assessments are appropriate to the area. This consultation has included facilitating a table discussion/workshop at the Caerphilly Future Generations 2 Event which was held in Jan 2017.
- A campaign was launched in November 2016 to coincide with White Ribbon Day on 25th November. The campaign #caerphillystandingtogether aimed at raising awareness of domestic violence and the support services available, and to ultimately empower anyone who is experiencing domestic violence to seek support.

5. The Training Programme

Overview of the academic year 2016-2017

Providing Equalities and Welsh Language courses are statutory duties under relevant legislation. Unlike previous years we faced a cut in the training budget and therefore the training delivered was limited.

In total, **360** people attended equalities and Welsh language related courses.

238 attended equalities specific training with **8** of these being students from Ysgol Gyfun Cwm Rhymni who received Cultural Awareness training.

122 learners attended Welsh Language courses from Welsh taster courses to 30 week Welsh courses for staff to learn the language to use in the workplace.

A number of the Welsh taster courses have been tailored in line with requirements of the Welsh Language Standards. For example, by 30 September 2018, certain libraries and leisure centres in the 6 main towns of the county borough have to be able to provide a bilingual reception service to ensure that we do not breach the Welsh Language Standards.

Standard 64	<p>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.</p> <p>You must comply with standard 64 in relation to the following by 30 September 2017:</p> <ul style="list-style-type: none">• The body's main reception service. <p>You must comply with standard 64 in relation to the following by 30 September 2018:</p> <ul style="list-style-type: none">• Bargoed, Risca, Rhymney, Blackwood, Caerphilly and Ystrad Mynach libraries;• Caerphilly Visitor Centre;• Llancaiach Fawr Manor House;• Registration Services at Penallta House;• Caerphilly, Heolddu, Newbridge and Risca leisure centres.
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Many of the courses which ran were requested by specific service areas to address an issue that they had identified which required staff training.

The training figures are illustrated in the following table;

Course Title	No. of Staff	No. of Students
British Sign Language	5	0
Cultural Awareness	0	8
Equalities Awareness	16	0
LGBT Awareness	17	0
Prevent	179	0
Transgender Awareness	13	0
Welsh Language Courses (30 Wks)	48	0
Welsh Language Taster Course (2 days)	37	0
Welsh Language Taster Course	37	0
Totals	352	8

6. Diversity in the Workplace

Improvements to the CCBC Workforce Data

As shown in greater detail in [Appendix A](#), further efforts were made to increase the numbers of those recorded on the *iTrent* HR system and this has again delivered improved results for 2016-2017.

Below are examples in two categories where clear improvements in the data recorded have been made over the last three years.

i) Religion and Belief

Religion or Belief (Corporate Totals)	31/03/15	31/03/16	31/03/17
Buddhist	2	2	1
Christian (All Denominations)	736	881	1,002
Hindu	3	1	4
Jewish	2	2	1
Muslim	2	1	0
Humanist	1	2	3
Sikh	1	1	0
No Religion	742	933	1,126
Undisclosed / Not Specified	7,705	7,010	6,520
Unwilling to Declare	96	85	83
Other	15	21	27
Authority Total	9,305	8,939	8,767

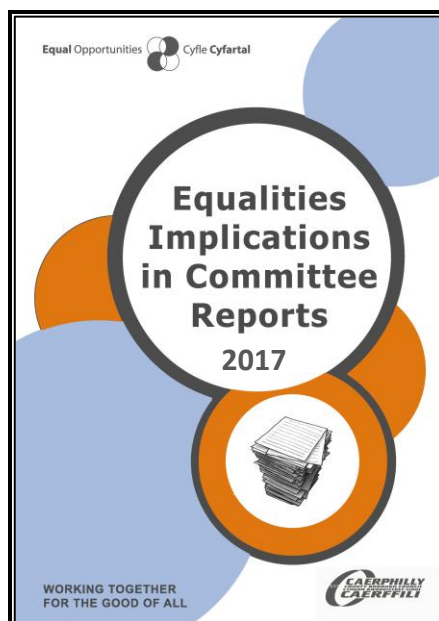
ii) Sexual Orientation

Sexual Orientation (Corporate Totals)	31/03/15	31/03/16	31/03/17
Bisexual	8	8	9
Gay	19	26	33
Heterosexual	1,523	1,829	2,144
Lesbian	10	14	14
Other	12	19	18
Undisclosed	7,587	6,909	6,421
Unwilling to Declare	146	134	128
Authority Total	9,305	8,939	8,767

7. Staff Guidance

Creating and updating CCBC Guidance Documents in line with legislation

a) Equalities Implications in Committee Reports



This guidance for staff was updated In September 2016 following an agreement by the Corporate Management Team to update the Council’s report template to include the new Well-being of Future Generations Act.

Section 5 of the council’s report template is now dedicated to the Well-being of Future Generations and the Equalities Implications section is now section 6, and placed before the Financial Implications and the Personnel Implications sections.

This was introduced gradually with full implementation from 1st January 2017. If any reports are now submitted to Democratic Services without these sections (or other mandatory ones) included, the report will be returned to the author.

b) Corporate Policy Unit Portal

This financial year has been particularly busy for the Corporate Policy Unit which is made up of 4 teams, pulled together into one. The unit includes, Community Safety, Equalities and Welsh Language, Policy Development and Performance Management.

In order to promote the work of the unit, we updated the existing Equalities and Welsh Language Portal to be a Corporate Policy Unit Portal.

This Portal has a wealth of information, guidance, relevant and useful documents and forms as well as contact details for the 4 teams.

Corporate Policy Unit

Policy Team

- Contacts
- more...

Performance Management

- Contacts
- Performance Unit Calendar 2017/2018
- What We Do (our main responsibilities)
- more...

Equalities

- Contacts
- Equalities Impact Assessment
- Recorded Greetings
- Translation and Interpretation Services
- more...

Community Safety

- Contacts
- Anti-Social Behaviour
- Counter Terrorism
- Domestic Abuse
- more...

Siarad Cymraeg?

- Cymorth wrth eich Desg
- Ffisiau Cyfieithu?
- more...

Corporate Policy Unit Statement

The Corporate Policy Unit covers 4 areas of work on behalf of the authority, policy development, performance management, equalities and Welsh language compliance and community safety.

The Corporate Policy Unit leads on corporate policy development and implementation of programmes, strategies, policies and procedures. We lead on the strategic response to equalities legislation, support the authority to demonstrate continuous improvement through robust business planning and performance measures, and lead on the authority's response to Community Safety legislation and partnership activity.

We will ensure the council is alive to emergent policy development and other changes in the external environment, and where possible influence those changes for the benefit of the organisation, to turn policy and strategy into action and delivery.

The Council's Equalities Statement

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

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

Latest News

Welsh Language Standards

Many staff will be aware that the Welsh Language Standards were implemented on 30th March 2016, and since then a lot of work has been done across the authority to work towards providing services to our Welsh speaking residents in the language of their choice.

What are the Welsh Language Standards

The Standards explain how organisations are expected to use the Welsh language in different situations and, importantly, they give the Welsh language equal status to English in Wales. They will, in time, apply across the whole of the Welsh public sector.

The duties which come from the Standards mean that organisations should not treat the Welsh language less favourably than the English language, and should promote and facilitate the use of the Welsh language.

The Standards themselves are quite detailed but they cut across everything that we do and, in particular, focus on the ways in which we contact our residents.

We have been focussing a lot of our work around the services where we come into contact with the public on a daily basis. This includes corresponding with the public face-to-face, over the telephone, or via written material on our website or on paper.

Training

- Booking Form - Training Courses 2017
- Courses - Autumn 2017
- Performance Management Training
- Prevent Training
- Welsh Course List 2017-2018
- more...

Guidance & Information

- Consultation and Monitoring Guidance
- Designing and Printing Guidance
- Equalities Implications in Reports
- Equality Impact Assessment Form
- Well-being of Future Generations Guidance
- more...

Welsh Language

- Contacts
- Translation and Interpretation
- Welsh Language Standards
- more...

Schools & Governors

- Reporting Discrimination in Schools
- WLGA Equalities and Schools Guidance
- more...

WBFG Act 2015

- 5 Ways of Working
- 7 Operational Areas
- 7 Well-being Goals
- more...

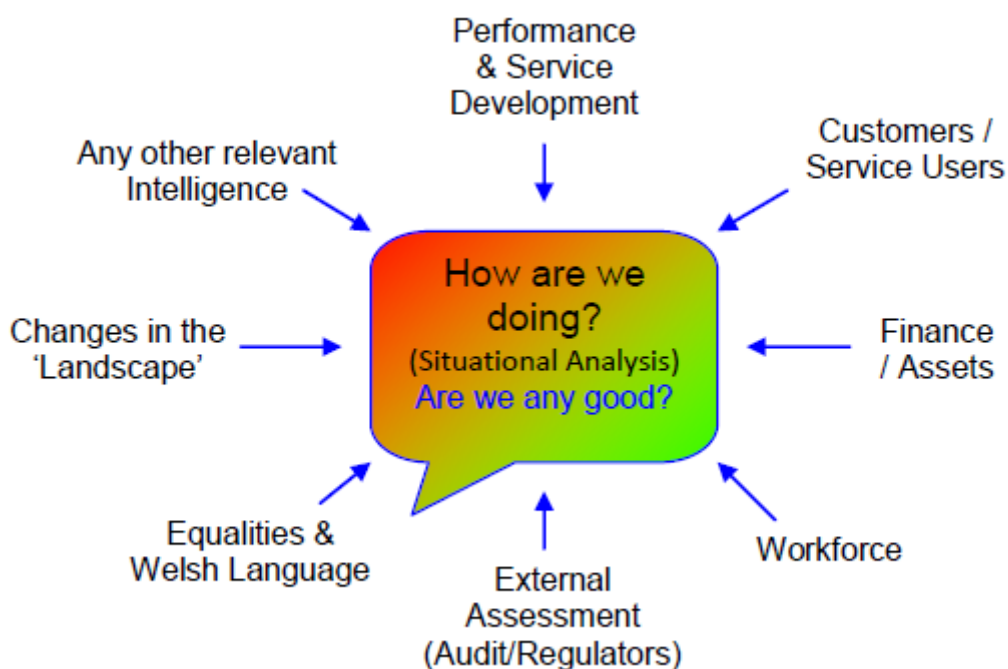
This is a great resource for staff as all the information and guidance they require is readily available in one place. More so, the guidance information on Equalities and Welsh language is accessible and includes Equalities Impact Assessment Forms and the supporting guidance to assist staff through the process. There are separate header tabs across the top which breaks the information available into sections, this makes it easier for staff to find the information they require.

All our annual reports are available on the portal and because staff know where to access the information, any updates that are done are quick and easy and available almost instantaneously.

8. Service Area Self-Evaluation

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

Since 2014, the Service Planning processes within the Council have been continuously reviewed to enhance its focus, emphasis and importance of periodically assessing levels of service delivery, response times and quality of service (Service Self-Evaluation), to include a range of data and intelligence to evaluate a service area's work and to draw a conclusion as to how effective that service is. For example, our current self-evaluation model includes, as a minimum, the following categories:



All services irrespective of when and how the evaluation is carried out must use these principles to evaluate their service delivery. The categories must include an assessment of the extent to which each service is meeting its equalities and Welsh language obligations.

9. Complaints Data

An analysis of the complaints received during 2016 - 2017

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

- 4.9 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.
- 4.10 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.
- 4.11 Complaints will be fully monitored by Equalities category and in which language or format they were initially made.
- 4.12 Complaints can be made in writing, by telephone or via email to the Council's dedicated email address complaints@caerphilly.gov.uk.
- 4.13 Further guidance can be found in the **Equalities and Welsh Language Complaints Guidance** document.

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 and Welsh Language) is also now part of the corporate Learning From Complaints Group that meets quarterly to discuss specific and cross-cutting complaints.

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

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

During 2016-2017, there were **11** instances recorded with **2** of these being classed corporately as service requests. A further **4** were Welsh Language Investigations undertaken by the Welsh Language Commissioner and the remaining **5** were categorised as complaints. All **5** were Welsh Language related complaints where the service provided did not comply with the Compliance Notice in place.

In responding to these complaints the relevant departments have been able to make positive improvements within their service areas and thus ensuring that the service provided is fully compliant in the future.

The following table provides a summary of the service requests and the complaints received, though the full detail of each has been removed for this report to maintain the anonymity of those making the complaint.

Table 9.1 - Complaints by Equalities Strand
(following the categories listed in the CCBC Strategic Equality Plan)

STRAND	NUMBER OF COMPLAINTS	NUMBER OF SERVICE REQUESTS	NUMBER OF WELSH LANGUAGE INVESTIGATIONS
General / Unspecified	0	0	0
Age	0	0	0
Disability	0	0	0
Gypsy and Traveller	0	0	0
Human Rights	0	0	0
Linguistic Skills	0	0	0
Marital Status	0	0	0
Nationality	0	0	0
Pregnancy & Maternity	0	0	0
Race	0	0	0
Religion or Belief	0	0	0
Sex (Gender)	0	0	0
Sexual Orientation	0	0	0
Gender Reassignment / Transgender	0	0	0
Welsh Language	5	2	4
TOTALS	5	2	4

APPENDIX A - CCBC Workforce Data Summary

The following information is high-level data of what the *iTrent* HR system holds as at 31st March 2017 regarding the Caerphilly CBC workforce profile, in terms of protected characteristics and language ability of staff.

The Strategic Equality Plan requires recording of this information. By comparing those figures available at 31st March 2015 and 2016 with those at 31st March 2017 (bearing in mind that relatively little external recruitment is being done) we have been able to demonstrate an increase in the numbers recorded. This is regarded as being due to the improved data-recording and data cleansing of existing staff records.

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

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

Gender by Directorate	Male	Female	Undisclosed
Communities	1,230	1,054	0
Corporate Services	211	320	0
Education & Leisure	774	3,591	0
Social Services	247	1,929	0
Authority Total	2,393	6,374	0

Disability by Directorate	Disability Recorded	Undisclosed	Unwilling to declare
Communities	59	118	2
Corporate Services	18	7	4
Education & Leisure	65	394	3
Social Services	58	120	1
Authority Total	187	591	10

Ethnicity by Directorate	White	BME	Undisclosed	Unwilling to declare
Communities	2,156	17	110	1
Corporate Services	516	8	6	1
Education & Leisure	3,961	26	376	2
Social Services	2,077	32	67	0
Authority Total	8,161	75	527	4

Religion or Belief (Corporate Totals)	Numbers
Buddhist	1
Christian (All Denominations)	1,002
Hindu	4
Jewish	1
Muslim	0
Humanist	3
Sikh	0
No Religion	1,126
Undisclosed	6,520
Unwilling to Declare	83
Other	27
Authority Total	8,767

Sexual Orientation (Corporate Totals)	Numbers
Bisexual	9
Gay	33
Heterosexual	2,144
Lesbian	14
Other	18
Undisclosed	6,421
Unwilling to Declare	128
Authority Total	8,767

Nationality (Corporate Totals)	Numbers
British (Not Channel Islands or IOM)	751
English	62
Northern Irish	3
Irish	3
Welsh	1,722
Scottish	6
Cornish	2
Other	27
Undisclosed	6,186
Unwilling to Declare	5
Total	8,767

Language Ability (Other than English) (Corporate Totals)	Numbers
Arabic	1
Braille	12
Breton	1
BSL (British Sign Language)	62
Croatian	1
Dutch	1
French	55
German	25
Greek	1
Hebrew	1
Hindi	2
Hungarian	1
Italian	8
Kurdish	1
Makaton Sign Language	2
Malayalam	2
Nepali	1
Romanian	3
Russian	1
Serbian	1
Spanish	16
Tamil	1
Turkish	2
Welsh	436
(No staff total is recorded as some staff speak more than two languages)	