Caerphilly County Borough Council Strategic Equality Plan

Annual Monitoring and Improvement Report 2017 - 2018

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 October 2018

A greener place
Man gwyrddach

CAERPHILLY COUNTY BOROUGH COUNCIL
CYNGOR BWRDEISTREF SIROL CAERFFILI

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

Contents

Section	Page
Introduction	2
1. Tackling Identity-Based Violence and Abuse – Equality Objective 1	4
2. Addressing the Gender Pay Gap – Equality Objective 2	9
3. Improving Physical Access- Equality Objective 3	11
4. Improving Communication Access – Equality Objective 4	12
5. Inclusive Engagement and Participation – Equality Objective 5	15
6. Compliance with the Welsh Language Standards – Equality Objective 6	18
7. Supporting Age-Friendly Communities – Equality Objective 7	21
8. Supporting the Armed Forces Covenant – Equality Objective 8	24
9. Working with Gypsy and Traveller Communities – Equality Objective 9	26
10. Diversity in the Workplace – Equality Objective 10	27
11. Corporate Compliance – Equality Objective 11	35
12. Examples of Good Practice / Tailoring Services a) Passenger Transport b) Internal Promotion c) Criw Cymraeg – Rhiw Syr Dafydd Primary d) External Promotion e) LGBT History Month f) Black History Month g) Holocaust Memorial Day h) International Women's Day	38
Appendix A - Stonewall Media Release	44
Appendix B - CCBC Sensory Guide	45
Appendix C - CCBC Payroll Data – Corporate Totals	48

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 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

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 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, 'The Caerphilly We Want 2018-2023'. 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**.

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 3rd October 2018. The annual report will then be submitted to the Equality and Human Rights Commission's Office by 31st October 2018.

Cllr David Poole
Council Leader
Caerphilly County Borough Council

Christina Harrhy
Interim Chief Executive
Caerphilly County Borough Council

1. Tackling Identity-Based Violence and Abuse

The Reporting and Monitoring of Discriminatory Bullying in Schools 2017-2018

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 can be linked to better understanding and identification of incidents of discriminatory bullying, greater confidence to come forward with complaints and increased understanding of when it 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 discriminatory bullying including homophobic bullying. The discriminatory bullying monitoring form that our schools use covers 10 areas of pupil identity.

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 19 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	6
2017-2018	8	4	Data due September 2018

Training for Schools

Schools are encouraged to look at their data and use this to inform practice. To highlight some specific examples from this reporting period:

- One of our primary schools noted a higher number of homophobic incidents within a class of pupils and invited Umbrella Cymru in to hold whole school assemblies and workshops to a group of pupils.

There has been a significant increase in the number of discriminatory incidents based on language and culture. This appears to reflect changes in local populations and changes in the national picture following BREXIT. The Advisory Teacher who supports schools to meet the needs of refugees and pupils with English as an additional language, is aware of this increase and is encouraging schools to think about the broader needs of their students and how to support their well-being and promote diversity. For example schools have held assemblies and class based lessons encouraging children to think about the reasons for becoming a refugee and to hold events promoting cultural diversity. A conference to support schools in supporting pupils with English as an additional language is also being discussed.

In addition to the generic training schools have access to, Caerphilly county borough schools also 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.

Since September 2016 the programme consists of The Critical Core, Targeted Delivery and Support Menu. 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. 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 – www.schoolbeat.org which contains further information and guidance for teachers, pupils and parents.

A total of 332 lessons were delivered during 2017-2018 to 8,861 students from schools across the county borough.

Education Equality Index – Stonewall Cymru

Stonewall's Education Equality Index measures how well local authorities help and support schools to be inclusive when it comes to celebrating difference and to prevent and tackle homophobic, biphobic and transphobic bullying. By ensuring measures are in place and positive steps are being taken also help to support Lesbian, Gay, Bisexual and Trans young people living in the local community.

The Education Equality Index run by Stonewall is the only nationwide tool which is used to benchmark progress being made in this area. It is a great way to demonstrate good practice but also to realise and understand the gaps where improvement is needed.

Caerphilly County Borough Council's first submission to the Education Equality Index was in 2016 where we received special recognition for the work we had done to tackle homophobic, bi-phobic and transphobic bullying in schools. It also saw us ranked in first position out of the 10 Welsh local authorities that submitted a return and 21st in the UK. See **Appendix A – Stonewall Media Release** to view the full press release.

For 2017 we maintained first place position out of the Welsh local authorities and also maintained our position of 21st in the UK for the second year.

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

Caerphilly Council is a member of the Gwent Regional Violence Against Women, Domestic Abuse and Sexual Violence Partnership Board, and through that board have written and implemented a Gwent Regional VAWDASV Strategy.

The strategy is in line with and feeds into the National Strategy on Violence Against Women, Domestic Abuse and Sexual Violence and reflects the 6 key objectives within it as the Partnership Boards overarching Strategic Priorities. The strategy's fundamental purpose is to provide leadership and direction that promotes the consistency and good practice in the way Violence Against Women, Domestic Abuse and Sexual Violence is tackled across Gwent.

The 6 Strategic Priorities;

1. Increase awareness and challenge attitudes of violence against women, domestic abuse and sexual violence across Gwent.
2. Increase awareness in children and young people of the importance of safe, equal and healthy relationships and that abusive behaviour is always wrong.
3. Increase focus on holding perpetrators to account and provide opportunities to change their behaviour based around victim safety
4. Make early intervention and prevention a priority
5. Relevant professionals are trained to provide effective, timely and appropriate responses to victims and survivors
6. Provide victims with equal access to appropriately resourced, high quality, needs led, strength based, gender responsive services throughout the region.

Caerphilly County Borough Council is currently implementing its VAWDASV training plan, that covers the periods 2017 to 2022+, to train all of its staff to fulfil the requirements of the National Training Framework. Compliance to the NTF is a requirement of The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.

Please see **Section 10. Diversity in the Workforce** for training details.

2. Addressing the Gender Pay Gap

The Council published its first Gender Pay Gap Statement for 2017 which 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 should be published on the Council's website and a government website by the 30th March each year.

The regulations also require employers to calculate and publish a separate gender bonus pay gap report. The Council however does not have such a scheme in place.

In the table below 'Ordinary pay' means basic pay; allowances; pay for leave; and shift premium pay. It does not include overtime pay; redundancy pay; pay in lieu of leave, or non-monetary remuneration. The Council does not offer piecework or bonus incentive schemes.

Total Number of Employees included in this data: 6791

Number of Females: 4760 (70%)
Number of Males: 2031 (30%)

	%
1. Mean gender pay gap - Ordinary pay	8.9%
2. Mean hourly Rate - Ordinary pay (Male/Female)	(£12.18 / £11.09)
3. Median gender pay gap - Ordinary pay	8.6%
4. Median hourly rate - Ordinary Pay (Male/Female)	(£10.91 / £9.97)
3. 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

Proportion of male and female employees in each quartile

Quartile	Female % (People)	Male % (People)
First (lower) quartile (£7.60 - £8.45)	84.05% (1428)	15.95% (271)
Second quartile (£8.45 - £10.33)	72.1% (1222)	27.9% (473)
Third quartile (£10.33 - £12.52)	60.6% (1029)	39.4% (669)
Fourth (upper) quartile (£12.52 - £74.61)	63.63% (1081)	36.37% (618)

The data identifies that there are significantly more women than men occupying posts in every quartile of the data due to the predominantly female population of the Council workforce.

Proportionately however, the data shows against the pure male population of the workforce that 13.34% of the 2031 employed occupy posts in the lower quartile, 23.29% in the 2nd quartile, 32.94% in the 3rd quartile and 30.43% in the 4th quartile.

This compares to 30% of the 4760 pure female population of the workforce that occupy posts in the lower quartile, 25.67% in the 2nd quartile, 21.62% in the 3rd quartile and 22.71% in the fourth 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 provides over 600 services, these are diverse and include cleaning, catering, refuse and recycling, housing, social services/care services, leisure, youth, libraries, housing, education services including adult education, technical services, parks and open spaces, planning, regeneration and highways.

To view the full statement - CCBC - Gender Pay Gap Statement 2017

3. Improving 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 2017-2018 £104,000 of funding was available to support disability access improvement works.

The works included;

- Leisure Centres - £13,000 including improved access into Swimming pools
- Education - £52,000 including Automatic Doors and Ramps
- Countryside - £13,000 which includes Accessible Picnic Benches
- Parks - £5,000 contribution towards Accessible Toilets within Morgan Jones Park
- Community Centres - £8,000 accessible toilet improvements
- Social Services - £13,000 included improved external access works and handrail improvements

4. Improving Communication Access

The Council is continually improving the way it makes council services and activities more accessible to those who need them, in terms of language and format.

Corporate Customer Service Standards



In December 2017 the Council launched its Customer Services Commitment.

Our various departments deal with all aspects of service delivery from the cradle to the grave and we believe that our customers are at the heart of our business.

We deliver a large number of services to local residents and in doing this; we must ensure that we deliver quality services to all our customers.

The Council has launched a new set of Corporate Customer Service Standards and staff at all levels across the organisation will be required to reflect these standards in everything that they do.

Deaf Awareness Week

To promote Deaf Awareness Week we published an article reminding residents that we are committed to providing inclusive and accessible services to all our residents, including those with hearing impairments.

The article, which appeared on our website, in a number of local newspapers and via our social media channels, promotes the facilities available at our customer service centres, which include good lighting, induction loop systems, no glass barriers and ensuring that the area has minimal visual clutter to make lip-reading easier.

To view the full article - CCBC Services for those with Hearing Impairments

Sensory Loss Communication Guide

A great example of improving communication access is the development of a Sensory Loss Guide by the Council's Caerphilly Homes team to help staff improve the way they communicate with people experiencing sensory loss.

The pocket sized guide provides officers with useful tips to consider when communicating with individuals with sight or hearing loss. Advice contained within the guide includes using descriptive language when talking to a person with sight loss and ensuring adequate lighting when communicating with someone who may need to lip read.



Caerphilly Homes is responsible for a range of housing services throughout the county borough, including the management of over 10,000 council homes, support for private sector housing, housing advice and homelessness. The pocket guide has been issued to frontline staff throughout the department.

The guide was produced in partnership with Caerphilly Homes' Sensory Loss Group; a group of tenant representatives who work with council staff to improve services for those with sensory loss. The pocket guide has also been endorsed by Action on Hearing Loss Cymru and the Royal National Institute for the Blind (RNIB) Cymru.

To view the guide in full, please see **Appendix B – Sensory Loss Guide**.

Translation and Interpretation Framework

Another good example of the Council improving access to its services and activities is the work that was done to create and implement a framework agreement entitled *Provision of Translation and Interpretation Services for Welsh Language, British Sign Language and Other Languages*.

The framework sets out the companies that were satisfactory through the tendering process for their services in providing translation and interpretation services for Welsh, British Sign Language and other languages.

The framework started in May 2017 for a period of three years with a possibility of extending for a further year. The services available through the framework include written translation in over 100 different languages, simultaneous translation, interpretation, Braille, legal translation and telephone interpretation.

By having a formal framework in place, this helps the Council to deliver its services and activities, based on the language needs of its customers, residents and visitors, when these are needed and in a cost effective and structured way.

Email News Bulletin Subscription Service

A piece of work we have done with a view to improving services and ensuring subscribers receive the information in their language preference is the Gov Delivery email bulletins which residents can subscribe to and select the subjects they would like to hear most about.

The data on our database needed to be cleansed as there were a number of subscribers who didn't access the information sent. Another reason for cleansing the data was to ensure that this service complied with the requirements of the Welsh Language Standards.

All subscribers to the service were emailed to select a language preference Welsh, English or Bilingual options to receive future email bulletins via the service.

The process has meant we have lost many dormant subscribers, however we have increased the number of subscribers to the Welsh language news bulletins by 101.9%. This means that we have had an increase of an additional 161 subscribers to the Welsh language service bringing the total number of subscribers to 319, with the number gradually increasing.

5. Inclusive Engagement and Participation

All consultation and engagement events are recorded on a database via the Caerphilly Council website: Consultation Database

Key corporate engagements led by the Communications Team include:

Medium Term Financial Plan Consultation

A full summary report can be found here: http://www.caerphilly.gov.uk/involved/Consultations/Budget-Consultation-2018-19F

A variety of methods were used to encourage participation and promote the consultation (e.g. face to face drop in sessions across the borough, Newsline the Council's paper and online surveys, targeted e-mail including NewsOnline, social media etc.) were used to ensure all sectors of the community were enabled to have their say.

Menter Iaith Caerffili facilitated a table of Welsh speakers at a Viewpoint Panel face-to-face meeting. Members of the Caerphilly Parent Network and Youth Forum Members also attended. In addition 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 so that necessary arrangements could be made.

Household Survey

A survey made available via Newsline online and in paper formats (bilingually) as well as targeted distribution to youth service, 50+ Forum, Menter Iaith, Caerphilly Parent Network etc. resulting with 2774 responses. The headline result was 74% satisfaction with overall services provided by the Council. Monitoring data was collected and analysed including the respondent profile on page 5 of the report which can be found here Household Survey 2017

Staff Engagement Programme

As part of the Business Improvement Board's commitment to improve staff engagement across the organisation, a detailed staff survey was rolled out across the authority in March and April 2017. The purpose of the survey was to understand what it is like to work for the organisation and how staff feel the organisation and their roles will change in the future.

The survey sought the views of staff on working for the authority in general as well as more specific questions relating to:

- learning and development opportunities;
- changing roles;
- leadership, development and communication;
- management effectiveness and support and
- managing change.

In addition, staff were asked to outline any "bright ideas" on how services can be improved and provided more efficiently.

The results of the staff survey were presented and discussed with the Corporate Management Team in May 2017, and are available for staff to view on the Council's Intranet Portal along with a summary report.

Between September and December 2017, face-to-face workshops were held with Management Network and the Communities Management Forum to feedback on the survey results and for managers to discuss in greater detail how the areas for improvement raised by staff, via the survey, could be addressed.

Engagement Strategy

The Council's Engagement Strategy is to be incorporated within the Communications Strategy for the authority and is currently under review. The Caerphilly Public Services Board also has a Communications and Engagement Strategy that we have signed up to.

Pride Cymru 2017 – Proud Councils

This was the 4th year where Councils from across South East and West Wales came together under the banner 'Proud Councils' to consult with Pride goers, asking them for feedback to help improve council services now and in the future.

In particular the engagement focused on the topic of hate crime and the Well-being of Future Generations Act coming into effect. From a West Gwent perspective the feedback received was used to help draft the local well-being plans.

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 2018 where the 'Proud Councils' will take part in the Parade for the first time.

6. 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 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 Welsh Language Standards Annual Report 2017-2018, and is published on our website on the Welsh Language Standards page.

Welsh Language Strategy 2017-2022

Another requirement of the Welsh Language Standards is to 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.

To monitor development on 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 evidences the great work and 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 2017-2018

A key piece of work has been the development of a booklet on becoming bilingual. The booklet provides parents with answers to questions, addresses concerns and states the advantages of being bilingual. It maps a clear path that children will follow from nursery, primary, secondary and beyond.

The booklet is in a draft format at the moment, but it is hoped that the final version will be ready in time for the start of the new academic year.

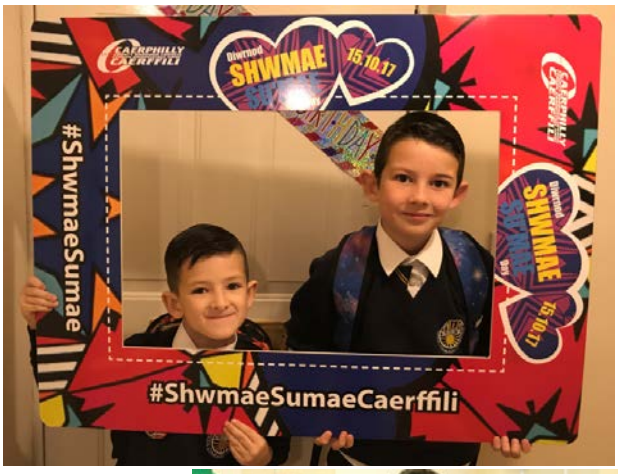
Diwrnod Shwmae / Su'mae

Caerphilly council staff joined thousands of people and organisations across Wales to take part in Diwrnod Shwmae / Su'mae (Sunday 15th October).

Caerphilly County Borough Council took great strides to become a bilingual authority as part of the Welsh Language (Wales) Measure 2011. Encouraging staff, the community and schools to take part in days like Diwrnod Shwmae / Su'mae offers an opportunity to celebrate the Welsh language.

Schools across the county were invited to take part in an art competition to design a Rugby shirt showing what Wales means to them and including the word "Shwmae" or "Su'mae" in the picture. The pupil with the winning design and their school were presented with a rugby shirt which included the unique winning design on the lead up to the 2018 Six Nations Rugby Tournament.

The Library Service also took part in the day by displaying all of the Rugby shirt designs on screens in the four main libraries over the Diwrnod Shwmae / Su'mae weekend. They also showcased their range of Welsh language resources by creating in house displays and making short videos of staff members and customers saying Shwmae in colorful selfie frames which featured on the Council's social media channels.







Welsh Language Promotion

In May 2017 we undertook a promotional initiative with staff to encourage and promote the use of the Welsh language when answering telephone calls, using answer machines, providing services with an automated telephone message and using out of office messages.

We explained to staff what the Standards are and what our obligations are to ensure that we meet them when delivering services and to let them know what support and resources are available to them.

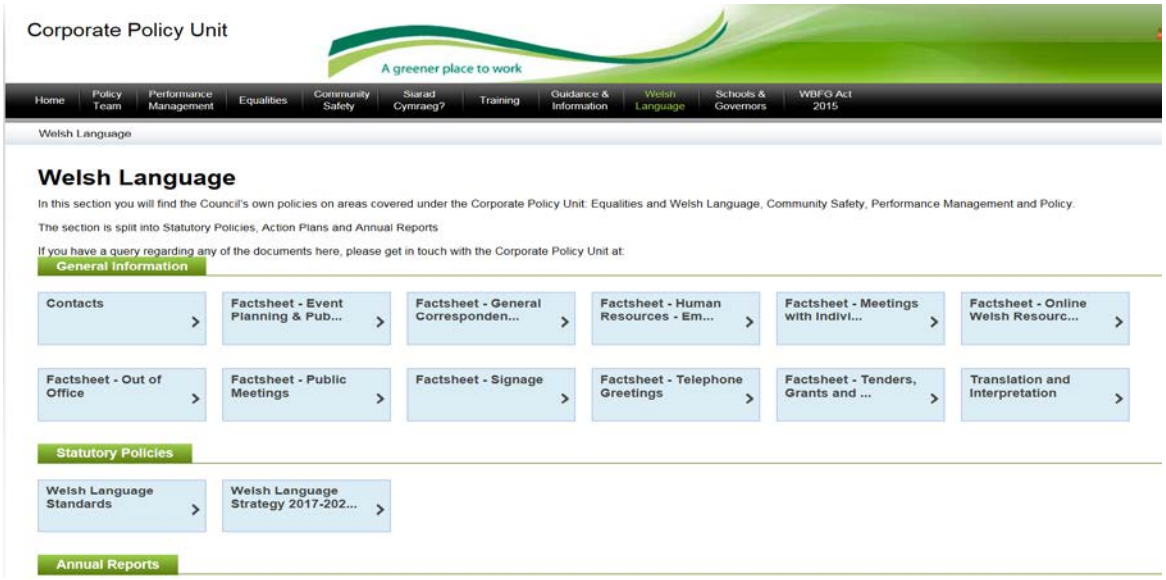
We provided staff with desktop cards to help and support them at their desk, we published a number of factsheets on the Corporate Policy Unit Portal for staff to view and familiarise themselves with the information provided.

To assist staff in thinking about two languages when providing services, we erected posters at various points around the corporate building where staff are likely to see them. The posters are changed regularly and teach staff to pronounce phrases from basic telephone greetings to seasonal ones.









7. Supporting Age-friendly Communities

50+ Positive Action – Living longer Ageing well

The last year has seen the development of Dementia Friendly communities taking significant strides forward. With the sharing of information and advice through social media proving to be a successful method of getting information to residents who can access the internet and to certain communities of interest both local and national. We have also continued to empower and support the Caerphilly County Borough 50+ Forum.

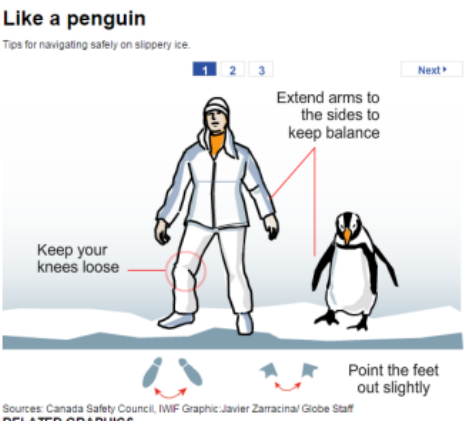


Cllr Barbara Jones - Cabinet Member for Finance, Performance and Governance was appointed as our Member Champion for Older People by Full Council.

Social Media Campaign

The @50plus_AgeWell twitter account continues to build its follower base with over 700 followers and our partnership between 50+ Positive Action the 'Caerphilly Over 50' Facebook continues to prove a powerful alliance.

This year's outstanding success was our 'Walk like a Penguin' falls prevention campaign during the snowy weather which reached over 32,000 people via Facebook. The campaign was picked up by BBC News, Channel 4 and others helping us reach a further 55, 000 people who actively watched the BBC news video along with viewers that watched it on the news or on Channel 4's 'The Last Leg'!



Dementia Friendly Council

Caerphilly county borough council has shown its support to help improve the lives of those affected by dementia. Councillors agreed at a meeting of full Council to support a Notice of Motion which would confirm the Council's commitment to becoming a Dementia Friendly Council through working in partnership with Dementia Friends to improve the lives of people affected by dementia.

The authority has appointed Cllr Carol Andrews as the 'Dementia Friendly Champion'. It was also agreed that all Council Members were to undertake the Dementia Friends Training in the near future.

Much work has already been done to support the Dementia Friendly campaign with Blackwood Miners' Institute becoming the first Dementia Friendly theatre in Wales and The Winding House in New Tredegar becoming the first Dementia Friendly museum in Wales.

Caerphilly County Borough Council continues its work as a Dementia Friendly Council by proactively encouraging local businesses and schools to help us become a Dementia Friendly county borough.

An example of this is in March 2018, Rhiw Syr Dafydd Primary in Oakdale became the first school in Caerphilly county borough to be presented with a Dementia Friendly Award from the Alzheimer's Society as a result of training sessions delivered to both pupils and teachers at the school.



A number of Dementia Friendly Awareness sessions have taken place with more planned in the near future. Those already attended the training include the Council's Cabinet and Corporate Management Teams who have become Dementia Friends.

Caerphilly County Borough 50+ Forum

The forum's annual reports highlight the good progress made despite a number of challenges. The forum had reduced support from the Council's 50+ Policy Officer and have risen to the challenge by becoming much more self-sustaining. The historic level of investment in support given to the Forum is reaping dividends now. Here are examples of the work they have been involved with;

- Proactively responding to a number of National and local consultations
- Production and local distribution of 4000 Summer and Winter *Natter That Matters* newsletters
- *'Share a Smile'* social events
- Building strong links and running joint events with Caerphilly Carers
- The 50+ Forum have been invited to attend the Public Service Board's Communications and Engagement Group.

8. Supporting the Armed Forces Covenant

Armed Forces in Caerphilly

The Armed Forces Covenant sets out the commitment the local authority has to supporting the armed forces community including serving military, their families and children, spouses and dependent relatives and also veterans who have given service to their country.

Since the inception of the Regional Armed Forces Covenant Liaison Officer post in September 2017 members of the local authority have benefited from bespoke training on the Armed Forces Covenant and what it means to their department. Starting with the Education department, the heads of 87 schools were briefed.

The Caerphilly Armed Forces Forum meets quarterly to ensure the aims and objectives of the Caerphilly Armed Forces Covenant are fulfilled. This has gone from strength to strength and now attended by over 20 partners many from the third sector who are able to provide bespoke support services.



Caerphilly Council hosted a special event to mark the 100th Birthday of the RAF.

Invited guests, the Lord Lieutenant of Gwent Brigadier Robert Aitken, school pupils and members of the public were invited to join representatives from the RAF to mark the milestone birthday during a special ceremony in Penallta House.



During the event local school pupils were presented with prizes by the Mayor Cllr. John Bevan for entering the design competition to create a piece of equipment or aircraft with a welsh theme. Competition winners announced were also treated to a special VIP visit to the RAF100 Static Aircraft Display and STEM Zone on 18 May in City Hall Cardiff.

Other developments include a new Facebook and Twitter page dedicated to promoting the work and events for the Armed Forces Community!



Armed Forces Day

Every year the Council marks Armed Forces Day with a community celebration to pay tribute to the Armed Forces Community in various towns across the county borough. The popular event took place in Caerphilly town centre on Saturday 24th June 2017.

The day began with a spectacular military parade through the town centre with people lining the route to show their support for the hundreds of participants in the parade.

The day continued with a poignant Drumhead Service which was attended by hundreds of guests and members of the public. The service provided an opportunity for people to remember those who have lost their lives in the line of duty.

The highlight of the day was the Battle of Britain Spitfire flypast and the breath-taking display by the Jump 4 Heroes Parachute Display Team.



9. Working with Gypsy and Traveller Communities

The Council's Gypsy and Traveller Group continues to meet biannually to monitor any 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 membership of the group has recently been widened to include the Supporting People Manager and an officer from Gofal who is working closely with Supporting People to provide accommodation related support to Gypsy and Travellers living in bricks and mortar accommodation in the county borough. One family has been identified in the county borough and is receiving support.

The group actively participates in Welsh Government consultation exercises the most recent one being 'Enabling Gypsies, Roma and Travellers' which was launched in September 2017 by the Cabinet Secretary for Communities and Children. The consultation sought views on proposals which intended to improve access to help, advice and services for the Gypsy, Roma and Traveller communities across Wales with the aim of tackling the inequalities and poverty experienced by these communities.

We have set up a facility on the Common Housing Register to collect data to inform future decisions regarding the accommodation requirements of the Gypsy Traveller community. When applying to the register, Gypsies and Travellers are able to express a preference for either transit or permanent site provision. This data is reviewed regularly to ensure its accuracy and measure the level of need.

A task and finish group has been established to advise the Council on the requirement to develop a policy on temporary stopping places / negotiated stopping. Following conclusion on the work, a report will be presented to the relevant committee for consideration.

10. Diversity in the Workforce

Improvements to the CCBC Workforce Data

In June 2017 Human Resources undertook an exercise to ascertain staff members' language skills to meet the requirements of the Welsh Language Standards. As part of this exercise the opportunity was taken to include questions around equalities monitoring of protected characteristics to enable the cleansing of the current data held on the iTrent payroll system. Please see **Appendix C – CCBC Workforce Data Summary** for further details and breakdown.

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

i) Nationality

Nationality (Corporate Totals)	31/03/16	31/03/17	31/03/18
British (Not Channel Islands or IOM)	631	751	888
English	52	62	71
Northern Irish	4	3	3
Irish	-	3	4
Welsh	1,522	1,722	1,903
Scottish	5	6	8
Cornish	1	2	1
Other	25	27	29
Undisclosed	6,694	6,186	5771
Unwilling to Declare	**5**	5	4
Authority Total	**8,939**	**8,767**	**8,682**

ii) Sexual Orientation

Sexual Orientation (Corporate Totals)	31/03/16	31/03/17	31/03/18
Bisexual	8	9	12
Gay	26	33	34
Heterosexual	1,829	2,144	2,466
Lesbian	14	14	16
Other	19	18	24
Undisclosed	6,909	6,421	6,014
Unwilling to Declare	134	128	116
Authority Total	**8,939**	**8,767**	**8,682**

Overview of the 2017-2018 Training Programme

The provision of a comprehensive training programme for staff and elected members on equalities and Welsh language issues and including courses to learn Welsh and British Sign Language was very successful this year.

In total, **799** members of staff registered to attend equalities and Welsh language related courses.

Equalities Training

688 members of staff registered to attend specific equalities related courses as listed in the following table;

Course Title	Attendance	Numbers withdrawn
The 'Active Offer'	125	16
Anti-Slavery Awareness	7	0
British Sign Language (levels 1-4)	14	1
Dementia Friends Training	42	11 (Course Cancelled)
Equalities Awareness	25	1
Mindfulness Awareness	10	1
Prevent (Counter-terrorism)	463	0
Welsh Language Awareness	2	2 (Course Cancelled)
Working with Asylum Seekers	0	0 (Course Cancelled)

Planning was undertaken to provide elected members with training on ***Unconscious Gender Bias in Decision Making*** with dates set for April and June 2018.

The Social Services Directorate ran four training sessions for staff on the ***'Active Offer'***. The ***'Active Offer'*** is about Welsh speaking service users' needs being understood and met, and about being treated with dignity and respect. The ***'Active Offer'*** requires a proactive approach to delivering services, which ensures that language preference is ascertained and recorded at first contact. Those who attended included social workers, senior practitioners, team managers and support workers.

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

Caerphilly County Borough Council is currently implementing its VAWDASV training plan, which covers the periods 2017 to 2022+, to train its entire staff to fulfil the requirements of the National Training Framework (NTF). Compliance to the NTF is a requirement of The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.

Good progress has been made during 2017/18 to overcome technical IT difficulties in connection to using the Learning @NHSWales E Learning platform, identifying financial resources and creating local capacity to deliver the NTF. The current focus is on co-ordinating and delivering Group 1 (Awareness Raising) and Group 2 (Ask and Act) training to identified staff – as directed by Welsh Government and the Greater Gwent Regional VAWDASV Team.

Group 1 progress:

- At the end of March 2018, 2121 current employees had completed Group 1 training (Awareness Raising). 1926 staff completed via the E learning training and 195 staff have completed via face to face sessions
- This equates to 28% of the total workforce, the statutory target is 100%

Group 2 progress:

- As the end of March 2018, 182 staff had completed Group 2 Ask and Act training
- This equates to 11% of all staff identified to complete Group 2 training.

Elected Members:

- At the end of March 2018, 65 Elected Members have completed the Group 1 E learning training
- This equates to 89% of all Elected Members
- Elected Members have also viewed the Strengthening Leadership Series films

The focus for 2018/19 will continue to be the delivery of Group 1 and Group 2 training. 14 face to face Group 1 sessions are planned for May/June 2018 and targeted at key priority staff. These will continue throughout the year. The NTF target of 100% of staff completing Group 1 training is challenging. CCBC has a large and varied workforce - nearly 8000 staff of which nearly 2000 require face-to-face sessions as their job roles do not entail access to IT- these are time consuming and costly to deliver.

Group 2 Ask and Act sessions will also be scheduled throughout 2018/19 and again targeted at key priority staff. Difficulties have been encountered on a regional basis affecting our ability to deliver Group 2 training. Solutions need to be implemented that create capacity both regionally and locally to allow increased staff numbers to be trained.

Internally policy documents will also be reviewed to ensure they reflect and deliver upon The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.

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, **1667** 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 following table shows the numbers of staff involved and the number of courses offered:

TITLE OF COURSE OFFERED	NUMBER OF COURSES OFFERED	NUMBER OF STAFF ATTENDING
30 Week	33	47
2 Day Welsh Taster	6	37
10 Week Welsh Taster	10	57
Say Something in Welsh - Online Welsh Course	1	3
Withdrawn	N/A	4

The 2 day Welsh Taster courses are run collaboratively with several other South East Wales authorities and organisations. They meet monthly as **Grŵp DEDDF** and have been running these courses annually for several years. These courses always prove to be very popular and successful with Caerphilly Council hosting two courses in July 2017 due to demand.

The 10 Week Welsh Course developed for staff working in frontline services and reception areas and targeted mainly on the service areas listed under Standard 65 and 65A continued to be rolled out to staff in 2017-2018.

These courses are tailored for staff working at libraries and leisure centres in the 6 main towns of the county borough, Llancaiach Fawr, Visit Caerphilly Centre, the Winding House, reception staff at Penallta House and staff working in the Register Office. To comply with Standards 65 and 65A staff working in these locations should be able to provide a bilingual reception service from 30th September 2018.

We also arranged a Welsh Language Awareness Course in December 2017 but the course had to be cancelled due to low numbers making the course not viable to run.

Caerphilly Staff Figures – 2001-2018

The following table details the number of staff that have attended Welsh language courses since 2001.

Academic Year	Year courses	Taster Courses	Total Learners	*(Numbers withdrawn)*
2001 – 2002	46	0	46	*(0)*
2002 – 2003	66	0	66	*(11)*
2003 – 2004	84	37	121	*(17)*
2004 – 2005	70	43	113	*(15)*
2005 – 2006	61	77	138	*(10)*
2006 – 2007	66	27	93	*(12)*
2007 – 2008	68	38	106	*(7)*
2008 – 2009	43	58	101	*(9)*
2009 – 2010	48	50	98	*(13)*
2010 – 2011	50	33	83	*(1)*
2011 – 2012	52	21	73	*(2)*
2012 – 2013	52	22	74	*(3)*
2013 – 2014	61	142	203	*(16)*
2014 – 2015	56	58	114	*(13)*
2015 – 2016	40	28	68	*(14)*
2016 - 2017	45	14	59	*(3)*
2017 – 2018	50	61	111	*(4)*
TOTALS	**958**	**709**	**1667**	*(150)*

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 **565** new and vacant posts advertised since 30th March 2017 were categorised as posts where:

(i) Welsh language skills were essential

6

(ii) Welsh language skills needed to be learnt when appointed to the post

8

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

(iii) Welsh language skills were desirable,

529 (all vacancies default to be advertised as Welsh desirable)

(iv) Welsh language skills were not necessary

1

The Welsh Language Skills Assessments in relation to vacancies/new posts are undertaken as required by Standard 136, and have been recorded by Human Resources since October 2016. The assessment and supporting evidence then forms part of the business case that is necessary to gain permission to fill a vacant post or create new ones.

All vacant or new posts must have a Welsh Language Skills Assessment and all posts are advertised as **Welsh desirable** as a standard requirement, and that the assessment will consider whether that needs to change to **Welsh essential**.

Between 1st April 2017 and 31st March 2018, **21** posts were advertised without the relevant Welsh Language Skills Assessment having been completed. The recruiting managers were asked by Human Resources for the assessments to be provided, but no responses were received, the posts therefore were advertised without the required Welsh Language Skills Assessment.

The Head of People Services has agreed that unless there is a Welsh Language Skills Assessment, no new or vacant posts will be advertised. There will also be an update to the Recruitment and Selection Guidance which gives clearer information to recruiting managers around undertaking a Welsh Language Skills Assessment.

11. 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**.

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 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.

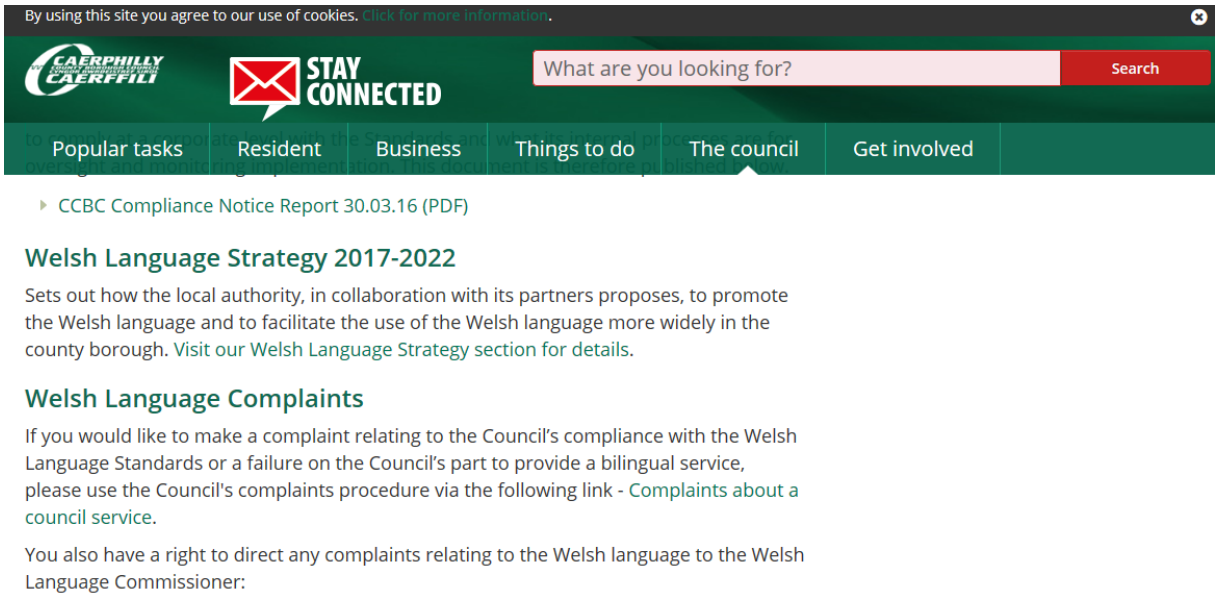
Equalities and Welsh Language complaints are however something of a hybrid, in that a failure of process may be as a result of the attitudes or opinions of a staff member towards a particular group for example.

During 2017-2018, no equalities complaints were received, however **7** service requests and **4** complaints were received, all of which related to the Welsh language. All were responded to within deadlines and were upheld.

4 of the **7** service requests related to errors on signs and road signs. Discussions have been had with the relevant departments to ensure that signs and road signs get proof-read by the Equalities and Welsh language Team prior to being created.

In January 2018 we met with a Compliance Officer from the Welsh Language Commissioner's office in relation to our annual performance on the Welsh Language Standards. Some of the feedback received related to the need for us to include text on the Welsh Language Standards web page, which would make members of the public aware of where and how to make a complaint relating to the Council's compliance with the Welsh Language Standards or a failure on the Council's part to provide a bilingual service.

The text added now includes a link to the Welsh Language Commissioner's website; [Caerphilly County Borough Council - Welsh Language Standards]



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

The Council's 5th Welsh Language Scheme came to an end on 31st March 2016 and was replaced by a commitment in the Council's updated Strategic Equality Plan 2016-2020. 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

The Council's Cabinet and Corporate Management Team have been actively involved in discussions and debates around the implementation of the Welsh Language Standards since January 2014 and have received a number of reports and presentations in order to keep them fully informed of progress prior to the final Compliance Notice date of 23rd January 2017.

The Welsh Language Standards Annual Report 2017-2018 can be viewed in full on the Council's website **www.caerphilly.gov.uk/equalities**.

To view the work the Council has undertaken to positively promote the Welsh language and the Welsh Language Standards during 2017-2018 please see **Section 6 – Compliance with the Welsh Language Standards**.

12. Good Practice / Tailoring 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 and Welsh language related principles to practical use for the benefit of people in the county borough.

a) Passenger Transport

Caerphilly Council's first bilingual bus timetable was published in 2017. The Equalities and Welsh Language Team have worked very closely with the Integrated Transport Unit to ensure that all materials produced are bilingual and comply with the Welsh Language Standards.





b) Internal Promotion

The Equalities and Welsh Language Team were involved with the Social Services Induction Programme for new staff into the authority. The induction programme was designed in a 'speed-dating' style set up where new members of staff rotated between tables listening and learning about key services the Council provides and what legislation there is that dictate how services should be delivered.

The team were also involved in an information event arranged for newly elected members. At the event the team aimed to raise members' awareness of Equalities and Welsh language legislation and provided them with information regarding Equalities and Welsh language courses and contact numbers for further information.



c) Criw Cymraeg – Rhiw Syr Dafydd Primary

Earlier this year the Senior Policy Officer Equalities and Welsh Language attended Rhiw Syr Dafydd Primary along with the Editor of Cwmni the Welsh language monthly magazine for Caerphilly, and the Digital Officer for Menter Iaith Caerffili, to speak to the Criw Cymraeg who are very active in the school. The 'Criw' are so popular that they have a waiting list of names of pupils who want to join.



It was amazing to see all the great work that they had been doing under the Education Achievement Service's Cymraeg Campus scheme of which they are one of the pilot schools. The Cymraeg Campus Scheme ensures that the Welsh language is living and thriving in our English medium schools and is similar to the Welsh Language Charter that exists in the Welsh medium schools.

The visitors spoke to the 'Criw' about the work they do to promote and preserve the Welsh language. They emphasised to the 'Criw' that the work they are doing is important and will help to sustain the future of the Welsh language because they will be the Welsh speakers of the future.

d) External Promotion

Another event the team attended was a Sgil Iaith Sgil Gwaith (Language Skill Work Skill) event hosted by Coleg y Cymoedd. The purpose of the event was to promote Council services and to encourage students with Welsh language skills to consider a career with the Council.



There is an increasing demand on the Council to provide services to the public through the medium of Welsh. Students leaving school need to realise the value of having Welsh language skills when leaving education and moving in to employment and to consider the Welsh language when choosing to study a course and a career path.

e) LGBT History Month

A rainbow flag flew proudly at Caerphilly County Borough Council's headquarters Penallta House throughout the month of February, to celebrate and show support for LGBT History Month.

LGBT History Month aims to promote equality and diversity by increasing the visibility of lesbian, gay, bisexual and transgender people, their history, lives and experiences. It also aims to raise awareness and advancing education on matters affecting the LGBT community.

Caerphilly's Youth Service also play an integral role in promoting diversity and equality in local communities, through a support group project which aims to support lesbian, gay, bisexual, transgender, queer and other young people (LBGTQ+) who are questioning their gender and/or sexuality.

Since its introduction, the project, which is held on the last Saturday of every month at Blackwood Library, has gone from strength to strength and regularly provides support to around 35 young people, with some even attending the project from neighbouring county boroughs.

An awareness stand was also displayed at Penallta House for staff and visitors to access for more information. Furthermore, staff from across the organisation wore rainbow laces and Penallta House was lit up with the Rainbow colours to show support for the annual event.



Support for the event was also shared via Social Media channels.





f) Black History Month

Black History Month is an international annual month which aims to recognise the history, experiences and accomplishments from within BME communities.

The event takes place during the month of October in the UK – and has been celebrated here in Britain since 1987. Black History Month is a time to remember and celebrate both people from the past and those who are contributing to our society today.

Wales has been celebrating Black History Month officially for 10 years and hosts a number of events throughout Wales during October in order to recognise the positive impact that people of African descent have had and continue to have on the culture and history of Wales.

Caerphilly Council marked Black History Month by exhibiting a short presentation in Penallta House along with information leaflets for staff and visitors to take away and read.

g) Holocaust Memorial Day

Pupils at Lewis School Pengam received a visit from Holocaust Survivor Joanna Millan, who spoke of how Jewish Persecution during the Second World War affected her family, and how it changed her life forever.

Pupils heard how Joanna was born Bela Rosenthal to a Jewish family in August 1942 in Berlin. At the end of February 1943, her father was taken from the streets of Berlin and sent to Auschwitz-Birkenau where he was murdered on arrival. Later that year, in June, she and her mother were taken from their home and sent to the Theresienstadt Ghetto.

At the camp her mother contracted tuberculosis, leaving her orphaned and alone. Joanna spoke of how help from adults within the camp saved her and other children's lives before the camp was liberated by the Red Cross on 3 May 1945. Pupils heard how Joanna settled in Britain following the war with a new life and identity, however she has not forgotten her past and spent many years of her adult life tracing her family history and sharing her experiences during the Holocaust.



h) International Women's Day – 'Girl power' is going strong in Gwent!

International Women's Day has been celebrated across the world since the early 1900s. Originally its aim was to provide a forum for women to campaign for equality and women's rights. Over time it has evolved and now in March each year, thousands of events are held throughout the world to recognise the progress that has been made, to inspire women and to celebrate their achievements.

Three of the five councils in the Gwent area have women holding their organisation's top job, which shows that 'girl power' is well and truly going strong. On Thursday 8th March we celebrated the achievements of Christina Harrhy, Alison Ward and Michelle Morris from Caerphilly, Torfaen and Blaenau Gwent County Borough Councils respectively.

Christina Harrhy joined Caerphilly County Borough Council in 2015 as Corporate Director for Communities, after more than 25 years' experience in local government, before taking up the position of Interim Chief Executive in January this year. She grew up in Caerphilly, and was educated at Lewis Girls School in Ystrad Mynach, before going on to study to become a Chartered Civil Engineer, a Fellow of the Institute of Civil Engineers and Fellow of the Chartered Institute of Highways and Transportation.

Alison Ward is Chief Executive of Torfaen County Borough Council. She grew up in Herefordshire and read law at Exeter University. She joined West Glamorgan Council as a Child Care Lawyer and specialised in that area of law until Local Government Reorganisation. She worked for Neath Port Talbot CBC as Assistant Director of Social Services and Housing, and joined Torfaen in 2002 as Assistant Chief Executive, being appointed as Chief Executive in November 2004. She is one of the longest serving local authority Chief Executives in Wales.

Michelle Morris joined Blaenau Gwent Council to take up the newly created Managing Director role in October 2017, bringing with her a wealth of local government experience. Michelle grew up in Pembrokeshire and has over 20 years' experience in Local Government working in both Wales and Scotland including senior positions in Carmarthenshire County Council and the City & County of Swansea and, most recently, as Deputy Chief Executive at The Highland Council for a number of years.



Chwarae Teg Chief Executive, Cerys Furlong added: “It’s great to see women at the top of three councils in the Gwent area. Celebrating this kind of progress is precisely what International Women’s Day is all about. We know that generally, women are under-represented in senior positions across all sectors. This is bad for women and bad for the economy.

Diversity in the workplace and in leadership positions means that there is a wider range of perspectives around the table. This is not only good for business, in the case of local councils, it means the delivery of better public services that meet the needs of the whole community.

Chwarae Teg works with businesses and organisations throughout Wales to help improve better recruitment processes and internal workplace structures and to tackle barriers for women.”

More information on International Women’s Day can be found at https://www.internationalwomensday.com

APPENDIX A – Stonewall Media Release

Caerphilly County Borough Council receives recognition for its efforts in tackling homophobic, biphobic and transphobic bullying in schools

Stonewall, Britain's lesbian, gay, bi and trans equality charity, has named Caerphilly County Borough Council as the most improved local authority in Britain for tackling homophobic, biphobic and transphobic bullying and celebrating difference in its schools.

This comes as the charity today publishes the *Education Equality Index 2016*, listing the Top 10 local authorities in Britain and naming two other award winners on their efforts.

The Index measures practice and policy at all of the participating local authorities. 50 local authorities submitted entries to the 2016 Index, the most competitive to date.

Caerphilly County Borough Council impressed with its dedication to promoting mutual respect and equal access to services for all young people, regardless of sexual orientation or gender identity. All schools in the local authority have been provided with written guidance in accordance with their duties and responsibilities in relation to prejudice-based bullying. The council explicitly states in written documents that schools must address and monitor all forms of bullying including homophobic, biphobic and transphobic bullying. And joint work is currently underway to produce guidance for schools in relation to management of trans issues. This includes a range of lessons developed to address bullying and including LGBT issues across the curriculum.

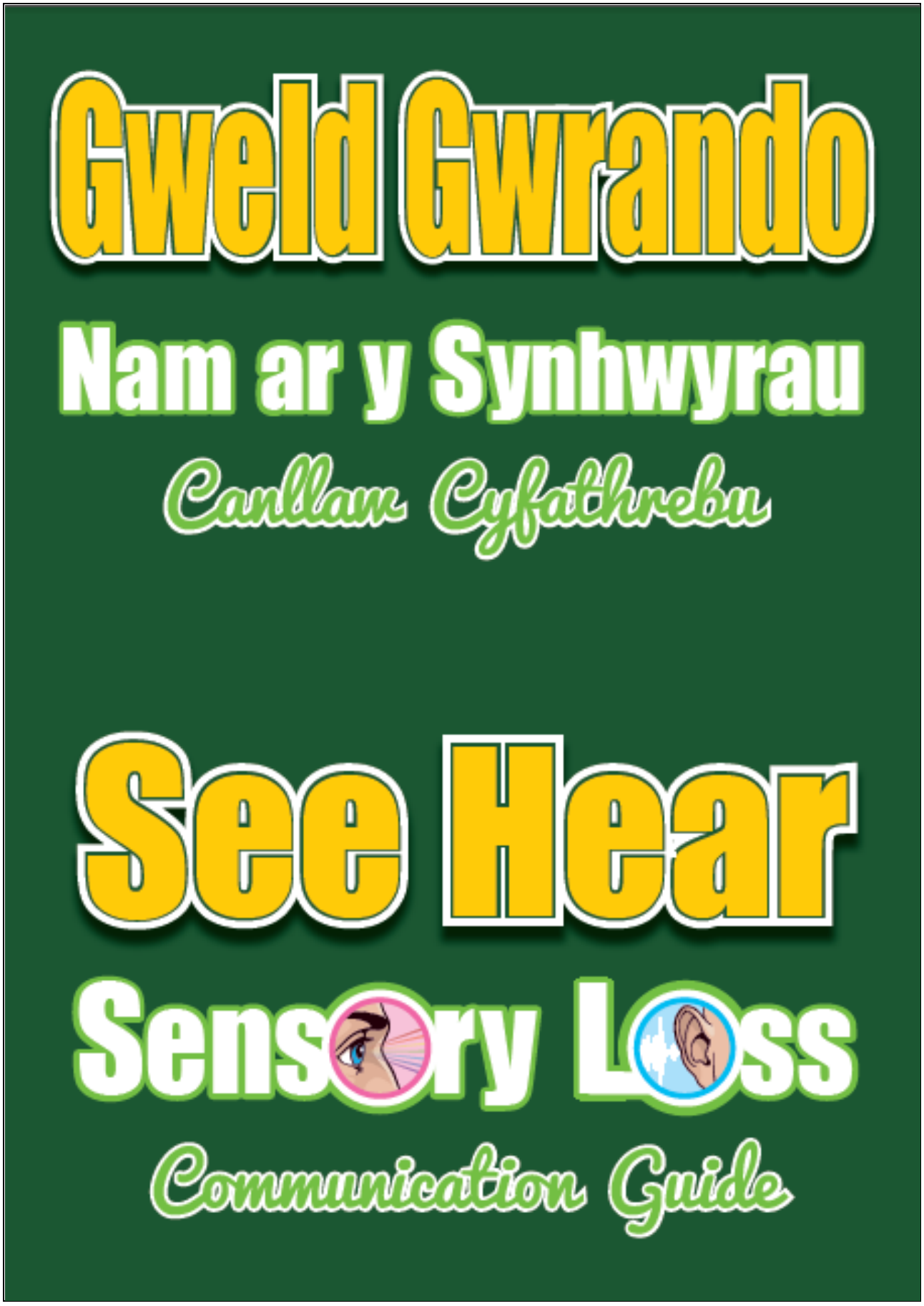
Caerphilly County Borough Council has also developed a panel with a primary function to ensure that key specified agencies work together in partnership to ensure that Caerphilly County Borough Council is a safe, happy environment for all young people.

Keri Cole, Chief Education Officer, Caerphilly County Borough Council said: "We have taken part in the Stonewall Education Equality Index for two years and we value the opportunity to audit our work annually and work against an action plan to continually improve our practices. The Index challenges us to ensure that we are moving forward with this work and making a difference to LGBT young people on a county wide level."

Cllr Derek Havard, Cabinet Member for Education and Lifelong Learning added, "Caerphilly Council is delighted that the valuable work being undertaken has been recognised by Stonewall".

Andrew White, Director, Stonewall Cymru said "Caerphilly have put an outstanding effort into their Education Equality Index submission this year, and we're thrilled that they have been awarded Stonewall's Most Improved Local Authority. We have a fantastic network of Education Champion local authorities who have all achieved some excellent work and we are very proud that one of them has received recognition across Britain."

APPENDIX B – Sensory Loss Guide





How to communicate with someone with a Sight LOSS

- Use a normal talk tone and talk directly to the person with sight loss. If they are with someone else, do not talk through them.
- Use descriptive language when talking to the person with sight loss, enabling them to understand more clearly the information you are giving them.

  For example: 'The door is in front of you and to the left.'
- Introduce yourself by name and the nature of your work.

  For example: 'My name is Sarah and I am a receptionist.'
- Don't be afraid to use words such as **'LOOK'** and **'SEE'**. Use these words naturally within a sentence as you normally would.
- Always inform a person with sight loss if there is another person approaching or leaving them.
- A person with sight loss will not necessarily see where you are when you call their name.

  Do not move until they have located you. Let them know if you are moving away and returning.

CAERPHILLY COUNTY BOROUGH COUNCIL
CYNGOR BWRDEISTREF SIROL CAERFFILI

RNIB Cymru

Yn cefnogi pobl â cholled golwg
Supporting people with sight loss



How to communicate with someone with a Hearing LOSS

- **Always ask**: even if someone's wearing a **hearing aid**, ask if they need to lip read you.
- **Make sure** you have the person's **attention** before you start speaking.
- Find a place to talk that has **good lighting**, away from noise and distractions.
- **Always face** the person you're talking to and do not have the light behind them.
- **Speak clearly**, not too slowly, and use normal lip movements, facial expressions & gestures. A person who lip reads understands people best when they **speak normally**.
- Check that what you're saying is being understood, and if someone doesn't understand what you've said, try saying it in a different way.
- **Keep your voice down:** it's uncomfortable for a hearing aid user if you shout, and it appears aggressive.
- **Get to the point:** use plain language and don't waffle.
- **British Sign Language** (BSL) – don't talk to the interpreter.

CAERPHILLY COUNTY BOROUGH COUNCIL
CYNGOR BWRDEISTREF SIROL CAERFFILI

ACTION ON HEARING LOSS
CYMRU
A national charity since 1911

APPENDIX C – CCBC Workforce Data Summary

The following information is high-level data of what the *iTrent* payroll system holds as at 31st March 2018 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 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	1,254	1,116	0
Corporate Services	197	317	0
Education & Leisure	717	3,472	0
Social Services	252	1,935	0
Authority Total	**2,356**	**6,326**	**0**

Disability by Directorate	Disability Recorded	Not Disabled	Undisclosed	Unwilling to declare
Communities	59	2159	150	2
Corporate Services	17	484	10	3
Education & Leisure	57	3636	493	3
Social Services	60	2002	124	1
Authority Total	**178**	**7904**	**591**	**9**

Ethnicity by Directorate	White	BME	Undisclosed	Unwilling to declare
Communities	2,232	20	117	1
Corporate Services	494	11	9	0
Education & Leisure	3,683	25	479	2
Social Services	2,093	29	65	0
Authority Total	**7,960**	**80**	**639**	**3**

Religion or Belief (Corporate Totals)	Numbers
Buddhist	4
Christian (All Denominations)	1,130
Hindu	6
Jewish	1
Muslim	2
Humanist	3
No Religion	1,307
Undisclosed	6,125
Unwilling to Declare	74
Other	30
Authority Total	**8,682**

Sexual Orientation (Corporate Totals)	Numbers
Bisexual	12
Gay	34
Heterosexual	2,466
Lesbian	16
Other	24
Undisclosed	6,014
Unwilling to Declare	116
Authority Total	**8,682**

Nationality (Corporate Totals)	Numbers
British (Not Channel Islands or IOM)	888
English	71
Northern Irish	3
Irish	4
Welsh	1,903
Scottish	8
Cornish	1
Other	29
Undisclosed	5,771
Unwilling to Declare	4
Total	8,682

Language Ability (Other than English) (Corporate Totals)	Numbers
Arabic	**1**
Braille	2
BSL (British Sign Language)	55
Croatian	1
Dutch	1
French	45
German	18
Greek	1
Hebrew	1
Hindi	2
Hungarian	1
Italian	6
Kurdish	1
Makaton Sign Language	1
Malayalam	2
Nepali	1
Romanian	3
Russian	1
Spanish	14
Tamil	1
Turkish	2
Welsh	402
(No staff total is recorded as some staff speak more than two languages)	