

Mae'r ddogfen hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

APPENDIX A

City and County of Swansea

Equality and Diversity Review 2012/13 (Year ending March 2013)

Report



Equality & Diversity Review Report 2012/13

1. Introduction

This is the City and County of Swansea's Equality and Diversity Review Report for 2012-13. This is our second review under the new Public Sector Equality Duty and reflects the new reporting regulations for Wales, which were introduced in 2011.

This report contains details on:

- The first review of progress against our Equality Objectives
- Equality information
- Employment and training information
- Additional information relevant to the requirements of our legislative duties.

2. Reviewing the Equality Objectives

We undertook an informal review at the 6-month point this year. All colleagues involved in the SEP's development were contacted and asked to provide progress updates if they wished, but more importantly to get in touch with the Access to Services Team if they had any issues or support needs, e.g. about their individual commitments. This resulted in a few updates and queries (but no causes for concern).

The first year review took place during May 2013 and all departments provided details of their progress. All of the information can be found at Appendix 1 and any new actions are highlighted in [blue](#) and via an asterix.

3. Equality Information

The equality information collected during 2011-12 has continued to be used, and has been added to via many of the activities mentioned throughout this report. In addition:

- We continue to use equality information to inform our Equality Impact Assessments; this varies according to the EIA subject, relevance and focus.
- A Needs Assessment was completed to inform our first Single Integrated Plan – The One Swansea Plan.
- Detailed equality information was gathered to inform a joint seminar between colleagues in Education, Corporate Services and the Equality and Human Rights Commission – to look at the links between inequality and poverty.
- A Children and Young People's Super Survey is being undertaken across Swansea's schools during 2013; this will result in a lot of detailed information as analysis takes place.
- We continue to add to our evidence base as and when information becomes available, although a formal update of the initial report has not yet been completed.
- The information collated and published last year has not been progressed to date; however it will be revisited during 2013/14 to ensure we move forward in the most effective manner.

- Colleagues in Research and Information continue to build on our corporate knowledge and data, in particular via the emerging results of the Census 2011. Further information is provided in Appendix 1 (Equality Objective 2).

4. Employment and Training Information

The information currently held on the workforce can be found at Appendix 2. The information is presented in two parts as currently we have two sets of equality data for employees:

- Information already held
- New information collected via workforce profile survey

Work is underway to merge the two data sets and will be completed in 2014.

The workforce profile survey took place in early 2013. Further work is required to undertake a more detailed analysis in terms of any action we need to plan for the future, but the initial information is positive with an adequate response rate for our first survey of this kind. Future work will include enhancements to our Human Resources system to hold the accrued data and the provision of an on-line interface to enable members of staff to update their personal data in real-time and direct.

The survey also contained questions around linguistic skills in order to meet the legal requirements contained in Welsh Language legislation and also to provide a register of skills which could be used under the proposed Linguistic Skills Strategy.

5. Additional information

This section briefly details some of our other work relevant to the requirements of the Public Sector Equality Duty during 2012-13.

5.1 Equalities Committee

The Equalities Committee was set up in May 2012 under the new administration. The Committee, made up of councillors, meets monthly and will undertake its first annual review in May 2013.

Committee meetings through 2012 have included the following subject areas:

- Introduction to the Strategic Equality Plan and Equality Objectives
- Overview of current engagement arrangements with groups that represent the interests of people with protected characteristics
- Health Inequalities
- Equality Impact Assessment Process (including for the budget)
- Hate Crime
- Stonewall Cymru
- Prevent
- Consultation on legislation to end violence against women, domestic abuse and sexual violence.

5.2 Equality Member Champions

The administration has also appointed a number of Elected Member Champions. The champions cover all of the Equality Act's protected

characteristics (as well as wider themes such as health and wellbeing, carers and domestic abuse) and are supported by members of the Access to Services Team and colleagues from other departments where appropriate.

Member Champions exist to provide a voice for traditionally under-represented groups or issues, which need to be kept at the forefront of Council business although they may not be the responsibility of any individual or Committee.

Member Champions make sure that the issue or group that they are championing is taken into account when Council policy is being developed and decisions are made.

The Member Champions meet on a quarterly basis and have dedicated Officer support from the Access to Services Team. They also receive information from external organisations such as the Welsh Local Government Association.

5.3 Equality Impact Assessments

We have updated our EIA process in response to the new Engagement Regulation. Work has now begun on widening the process further to incorporate carers as well as an increased emphasis on poverty, community cohesion and Welsh language. The changes have been made and will now be piloted before publication; this is vital to ensure that our process remains user-friendly, effective and workable for colleagues across the organisation.

Work with our Legal department is almost complete on a protocol to ensure that EIAs are tracked and monitored through the Council's reporting and decision making process. This will come into force later in 2013.

All completed EIA reports continue to be published at www.swansea.gov.uk/eia and (as for the previous 2 years) the Council's budget for 2012/13 was subject to the EIA process. The results are available at <http://www.swansea.gov.uk/EIABudget201314>.

5.4 Consultation and Engagement

Our revised Consultation and Engagement Strategy was approved by Council last year. The Strategy and some of the consultation and engagement methods used by the Council are available at <http://www.swansea.gov.uk/consultation>. A further update is provided in Appendix 1 – please see Equality Objective 1. The first annual review of the Strategy is due to take place during the summer of 2013.

Following on from last year's work, we have continued to develop our relationship with local community groups:

➤ LGBT Forum

The Council places great value on the city's lesbian, gay, bisexual and transgender (LGBT) community and work continues with partnership

organisations to support initiatives to challenge prejudice and discrimination and increase awareness of the positive contribution LGBT citizens make to the City and County of Swansea.

The Swansea Bay LGBT Forum began in February 2012. The Forum is run by the City and County of Swansea in partnership with South Wales Police and membership includes employees or volunteers from local and national organisations who represent the interests of LGBT citizens.

Organisations represented include:

- Stonewall Cymru
- Bi Cymru
- Swansea Pride
- Victim Support
- Age Cymru
- Transgender in Wales
- Tawe Butterflies
- Terrence Higgins Trust
- Swansea University LGBT Society
- Swansea LGBT Unity Project

as well as public sector organisations such as the DVLA, Mid and West Wales Fire Service and the Ambulance Service.

The forum has gone from strength to strength with attendance increasing at every meeting. Together the forum members have taken part and supported events such as Swansea Sparkle, IDAHO Day, LGBT History Month, Swansea Pride and Bi-visibility Day. The City and County of Swansea was involved in the organisation of all these events and further marked each occasion by flying the Rainbow Flag outside the Civic Centre building. The Transgender flag was also flown for Transgender Remembrance Day and for Swansea Sparkle in 2012.

➤ BME Forum

The Swansea Bay BME Forum will hold its first meeting in April 2013 and consists of a variety of public sector organisations and community groups representing the interests of BME people in Swansea. The Forum is being co-ordinated by the City and County of Swansea in partnership with South Wales Police and will be chaired by the Equality Champion for Race, Religion, Belief and Heritage.

Membership will include:

- BAWSO (Black Association of Women Step Out)
- MEWN (Minority Ethnic Women's Network)
- Race Council Cymru
- SBREC (Swansea Bay Regional Equality Council)
- EYST (Ethnic Youth Support Team)
- Welsh Refugee Council
- Swansea Chinese Community Co-op Centre

- The African Community Centre
- Filipino Community Wales
- Thai Cultural Association
- Swansea Jewish Community
- Swansea YMCA
- Swansea University
- Public sector service providers (including the Welsh Ambulance Service, Mid and West Wales Fire and Rescue Service and the ABMU Health Board).

The Forum aims to improve communication between groups and provide the opportunity to share good practice and information. Meetings will enable members to have direct contact with Equality Champions (Elected Members of the City & County of Swansea) and offer opportunities to participate in consultation and engagement activities to ensure the needs of the BME community are considered during the planning and delivery of public services.

5.5 Harassment and Hate Incidents

The Council's Hate and Harassment Procedure allows victims (or witnesses) to report any incident that has been motivated by prejudice such as race, sexual orientation, disability, etc. This is solely a Council procedure and does not include incidents reported to the Police or any other agencies.

This year (2012-2013) the number of hate and harassment incidents (HHIs) reported to the Council totalled 15, with the majority of these relating to race. There has been a general reduction in reported incidents over the past five years which could be due to the increased awareness of alternative reporting mechanisms such as the Safer Wales online reporting facility (publicised on the Council's external website) and the creation and work of South Wales Police's Hate Crime Team.

A new development this year has been that we now share the information obtained from the HHIs (in terms of location and type of incident), with our colleagues in Resilience. This information, along with hate crime figures from South Wales Police, is collated and mapped in order to identify potential hotspots in the City & County of Swansea. This in turn will aid the targeted work of the Prevent agenda.

We work closely with colleagues in South Wales Police and have developed a joint equality objective in respect of disability hate crime, contained within the Council's [Strategic Equality Plan](#).

'To launch a campaign in partnership with South Wales Police to raise awareness of disability hate crime in Swansea.'

The associated actions include:

- Liaise with local disability groups to capture experiences of hate and harassment & include information gathered in a report.
- Include campaign details and information on methods of reporting on SW Police & CCS websites.

- Undertake a minimum of 4 awareness raising sessions with community groups within the first year of the campaign.

Progress has been made on all of the actions above, please see Appendix 1 (Equality Objective 24).

The Community Cohesion Delivery Plan's (2013 – 2015) Outcome 4 – 'reduce hate crime against those with protected characteristics' demonstrates the Council's commitment to tackle hate crime (or hate incidents). To meet this objective, we will develop a Hate Crime Strategy (to link in with the Welsh Government Framework), which will aim to bring together all of the current work being done by the Council and our partners to see how we can best link together. The areas the strategy will focus on include:

- promotional work of the Council's third party reporting process
- training of frontline staff
- mapping hate incidents across City & County of Swansea to establish hate crime hotspots
- monitoring identity based bullying in schools.

5.6 Regional and Partnership Work

In addition to the partnership work mentioned throughout this report, the Regional Equality Group we set up in March 2011 continues to meet on a regular basis and membership has continued to increase. Our meetings are still facilitated by colleagues from the Welsh Local Government Association and group members are positive about the opportunity to share information and practice. During the year, discussions have taken place around issues including:

- hate crime
- workforce profile surveys
- community cohesion,
- equality monitoring
- age discrimination.

Our next meeting (in June 2013) will look at on how the group can further develop and work together – we plan to develop themed meetings for the year ahead to focus on the key issues identified by group members.

5.7 Rainbow Mark Accreditation and Stonewall

The Rainbow Mark was an endorsed accreditation from the LGBT Excellence Centre Wales, which recognised that an organisation met statutory requirements and best practice in engaging with the LGBT community.

The accreditation was first awarded to the Chief Executive's Directorate in 2010 and was renewed in May 2012. Since then, The LGBT Excellence Centre has ceased to exist, as has the accreditation. However, we have continued to work in partnership with service areas and external organisations to promote the LGBT equality agenda. We are now members of Stonewall's Diversity Champions programme and are looking forward to working with colleagues to further progress our work in this area.

5.8 Work with Older People

The Strategy for Older People Development Plan was delivered including support to the voluntary Network 50+ Management Group, three Health Social Care & Well Being Forums, a Network 50+ newsletter, an event to mark Older People's Day and a Network Annual Meeting.

In addition, consultation activities on the Welsh Government's social care initiative " Mwy Na Geiriau/More Than Just Words" were undertaken with Welsh Language speaking members of the Network 50+. We also continued to attend meetings of the Wales Older LGBT forum.

We have been involved in partnership work on:

- a Safeguarding Older People Independent Advocacy Project with Age Cymru Swansea Bay
- a series of Intergenerational Action Learning Sets with the Beth Johnson Foundation
- an event with staff on intergenerational work
- an Older People's Reference Group for the Social Services Commissioning Plan
- Establishing firmer links between the Older People & Ageing Research & Development Network (OPAN) and older people.

Consultation has been undertaken with both Council staff and members of the public on the Third Phase of the Strategy for Older People, in line with the Welsh Government's work in this area. This included:

- a regional focus group (with Neath Port Talbot and Bridgend)
- a workshop with Council departments
- a number of focus groups, including one with older adults with learning disabilities, in conjunction with Mencap Older Voices Project
- the development of a questionnaire for Swansea Voices.

5.9 Ageing Well in Wales Programme

We have been involved in 3 National workshops and 2 events about the Ageing Well in Wales Programme. We have also held preliminary meetings locally on the themes of developing dementia-sensitive and age-friendly communities.

5.10 Community Cohesion

The local delivery plan for Community Cohesion has been drafted, with both Leadership and Assurance Groups set up to ensure progress and monitoring.

5.11 Poverty

Tackling poverty is a key priority for the Council and as part of the commitment to driving the agenda forward the Chief Executive chairs a Poverty Forum. Whilst many of the issues effecting income poverty are beyond the control of Local Authorities and even Welsh Government (e.g. Welfare Reform), the Poverty Forum has identified key themes relating to the wider issues of poverty, which are within the remit of the Council and partner organisations. The themes are:

- Income & Debt
- Supporting Families
- Worklessness
- Educational Attainment
- Health Inequalities.

Each theme has an action plan, which details specific activities that will be undertaken locally to address the causes of poverty in its wider sense.

Linked to this is the establishment of the Target Areas and Cabinet's commitment to focus resources into those areas to narrow the inequalities between the least and most deprived communities (Cabinet Report to Council Feb 2013 item 10a).

In the same report Cabinet states that:

“Cabinet strongly disapproves of the activities of pay day loan companies, high interest lenders and opportunistic buyers who can often leave families in dire living circumstances and trapped in a dangerous cycle of debt. We will work in partnership with LASA Credit Union and other partner organisations to put in place better and more sustainable loan facilities and support services for the people of Swansea. We will also pursue a robust campaign to limit the workings and actions of any organisation which seeks to take financial advantage of the most vulnerable in our City and County.”

This highlights the commitment to the work being undertaken to tackle, amongst other things, the increased activity of Pay Day Loan outlets in the city centre that target the most vulnerable citizens.

As part of a joint venture between the Council and the Equality and Human Rights Commission, a seminar was held in February 2013 to look at the links between inequality and poverty. An Education-based case study was utilised and a further session will be held in May to further explore the inherent links.

5.12 Welfare Reform

Current activities to mitigate the negative impact of welfare reform include:

- Training and awareness raising seminars for advice providers within the Council and partner organisations
- Multi Agency Welfare reform seminars looking at the impact of specific changes. To date this includes Bedroom Tax, Council Tax Reduction Scheme, Digital by Default. Through the seminars we have also developed a joint directory of advice providers across the organisation
- Awareness raising amongst citizens via the 'Your Benefits are Changing Campaign'
- Housing colleagues writing to individual tenants and undertaking individual visits.

5.13 Monitoring in schools

Work has begun between colleagues within Access to Services and Education on developing a monitoring protocol for schools to record identity-based bullying and harassment. The previous Racial Incidents process was

out-of-date, both in its content and application as a paper-based exercise. Work is underway on developing an easy and effective mechanism for schools, which incorporates all of the protected characteristics.

5.14 Business planning

The Council's Business Planning process incorporates equality, diversity and social inclusion via a toolkit advising managers of the processes and action plans in place (e.g. Equality Objectives and EIA process); the Access to Services Team acts in a support role for managers.

5.15 Training

Some of the equality-related training held for Council officers during this year has included:

- Deaf awareness
- British Sign Language (BSL) taster session
- Hate crime.

Following the 2012 Local Government elections, 3 training sessions were held as part of the New Elected Member Induction Programme. The sessions included social inclusion, equality and Welsh language.

5.16 Easy read

Last year we published our annual review in three formats:

- full report
- summary
- easy-read.

An officer within Access to Services has undergone training in developing easy-read information, and has been able to advise colleagues on documents – such as a survey aimed at children and young people.

5.17 Wales Interpretation & Translation Service (WITS)

As a result of our membership of the WITS partnership, we have a co-ordinated approach to all interpretation and translation with authority wide information of all interpretation and translation usage, including telephone and face-to-face provision. (This does not include in-house Welsh-English translation through our translation unit.)

During 2012/13, a total of 40 different languages were requested:

Top 5 languages (face to face interpretation)

1. Hungarian
2. Bengali
3. Mandarin
4. Polish
5. British Sign Language (BSL)

Top 5 languages (telephone interpretation)

1. Mandarin
2. Polish
3. Bengali
4. Urdu

5. Arabic

It should be noted that the frequency of use of any language can be the result of a small number of people (or even one family) needing a high level of service, e.g. from Social Services or Housing.

After an increasing number of interpretation and translation requests following our joining the WITS partnership, the number of occasions when WITS is contacted has stabilised and is fairly constant throughout the year. Work is currently underway on arranging an Interpreter Now pilot for our Contact Centre, where people whose first language is BSL will be able to access immediate interpretation via a video web-link.

5.18 Change Fund

Through the Change Fund, 22 large and small voluntary organisations were financially supported through grants to deliver services and projects across the City & County of Swansea. A number of these organisations work with, or represent, the interests of people with protected characteristics.

5.19 Children and Young People LGBT Funding

City & County of Swansea Council have made available grant funding from April 1 2013 for up to one year to provide a pilot support service(s) to LGBT young people aged 13 to 25. Grants were awarded to two organisations to work jointly to provide the pilot service.

Details of both funding streams and other funding opportunities from the City & County of Swansea are available at:

<http://www.swansea.gov.uk/index.cfm?articleid=1912>

6. Concluding comments

This annual report has allowed us to assess our progress during the first year of our SEP. Progress has been made against the Equality Objectives and the amount of additional information we have to report over and above our Equality Objectives is positive. This demonstrates both our ongoing commitment to the equality agenda and the additional progress that is being made.

As we focus on the year ahead, we will continue to review our equality objectives and work to progress the areas covered in this report including those where further work is required for example, in the areas of both equality and employment information.

Appendix 1

Equality Objectives

Equality Objective – Consultation and Engagement

Equality Objective 1			
Ensure consultation and engagement is inclusive and representative			
Associated actions	Deadline	Progress 2013	Responsible Officer
Corporate			
Implement new Consultation and Engagement Strategy	March 2014	<p>A brief outline of work undertaken over the past year follows but the annual review of the Strategy is due to commence in July 2013.</p> <p>Citizen's panel Swansea Voice continues to be a useful resource for engaging with a cross representative section of the population of Swansea. The panel continues to be at the 1250 level and consistently receives a return of 65%. The panel management contract targeted under 30s in the last recruitment drive.</p> <p>Online activity Surveys continue to be used online as a means for consultation. Notable examples this year have been the</p>	Rhian Millar

		<p>second traveller site consultation which returned over 3000 survey responses. The Local Development Plan Candidate Site consultation resulted in nearly 41,000 comments mostly online but also 31 petitions with over 9000 signatures.</p> <p>Single Integrated Plan The new SIP has now replaced a number of strategies and therefore new arrangements are being established for engagement under the LSB. The new LSB engagement group will meet at the start of the 2013 – 2014 year.</p> <p>A variety of consultation and engagement has however continued for example the School Super Survey and the Big Conversation under the Children and Young people’s Partnership. Under the new arrangements the Swansea Consultation partnership arrangements will also be reviewed during 2013.</p>	
Departmental			

Economic Regeneration and Planning			
<p>Establish a focused Officer Group made up of representatives from Access to Services Team and Economic Regeneration and Planning Department in order to help address key equality issues arising from consultation on ongoing work programmes</p> <ul style="list-style-type: none"> ▫ Deliver at least 3 Officer Group sessions a year; ▫ Utilise the Equality Stakeholder Group as a forum to consult on ongoing/forthcoming key work programmes; ▫ Ensure responsive and continuous communication between Officer and Stakeholder Group representatives; ▫ Identify equality issues and potential responses which will help improve the delivery of ongoing work programmes 	<p>March 2013 (ongoing)</p>	<ul style="list-style-type: none"> ▫ A first session was held on the 10th May 2012 which provided a general overview of the key components of Equality Act and an understanding of the role of the Officer Group established. Whilst it is the intention of the Group to formally meet on a regular basis (another session was held on the 12th June 2013) in reality numerous individual meetings have instead been arranged between various sections and the Access to Services Team regarding a range of equality issues e.g. Equality Impact Assessments, Welsh Language Scheme. The outcomes from these meetings have informed various work programmes such as the preparation of the Local Development Plan (LDP) and Beyond Bricks and Mortar initiative. ▫ During the last year the Equalities Stakeholder Group has gradually been replaced by a range of forums representing hard to reach groups and community 	<p>Phil Holmes</p>

		<p>organisations e.g. Disability Liaison Group (DLG). This has enabled the service to provide more focused and direct information to a range of forums e.g. during the consultation period for the LDP Vision and Objectives, an Officer attended a DLG session which resulted in the Group providing immediate feedback.</p> <ul style="list-style-type: none"> ▫ Continuous communication has taken place between the service and the Access to Services Team who have ensured direct contact with appropriate forums/colleagues as and when required. This has also involved the provision of specific advice on ever evolving work programmes e.g. production of a custom built Equality Impact Assessment incorporating a Community Impact Assessment. ▫ The identification of specific equality issues has evolved throughout the year. Numerous Equality Impact Assessments have been initially scoped and subsequently undertaken e.g. for the identification of Gypsy and Traveller site provision and 	
--	--	---	--

		Workways initiative. Other work programmes include working in partnership with the Access to Services Team in producing a brief for a grant application to the Welsh Government for a toolkit for the consideration of the Welsh Language when developing the LDP and in making planning decisions.	
Culture and Tourism			
Link with transgender forums/groups to discuss service developments	March 2013	<p>Complete</p> <p>In applying for the Rainbow Mark at Penyrheol Leisure Centre links were made with Transgender forums and groups. This consisted of the lead officer on the Rainbow Mark joining an online LGBT forum and gathering useful feedback regarding access issues. This was fed into the Rainbow Mark application and Transgender Guidance.</p> <p>Through these links a forum member was kind enough to also conduct some mystery visits on leisure centres and feedback their findings. This was also fed into the Rainbow Mark action</p>	Robert Bowen/Tracy Williams

		<p>plan.</p> <p>The feedback received mainly revolved around the need for staff awareness, sensitivity, privacy, being clear about what changing facilities were available and making people feel welcome just like any other customer.</p> <p>However, whilst some good progress was made at Penyrheol Leisure Centre the lead officer has now moved on. Additionally with the closure of the LGBT excellence centre/Rainbow Mark it is now unlikely that this will be fully rolled out across the leisure department.</p>	
Following consultation, review the feasibility and options to provide additional activities across Culture and Tourism services that interest Black Minority Ethnic (BME) communities	March 2013	<p>Carry Forward</p> <p>Staff shortages in 2012-13 have prevented this action from being undertaken.</p> <p>However, as discussed at the last Equalities Working Group (Apr 13) there may be an opportunity to consult with the corporate BME forum in 2013-14.</p>	Elle Moore/Culture and Tourism Equality Working Group
Set up an Equality Impact Assessment	March 2013	In progress	John Birmingham

<p>process for major events and continue to consult with SAFE and Swansea Disability Forum</p>		<p>The major events will be Equality Impact assessed as they occur starting with the Waterfront Winterland in Nov 12 (completed).</p> <p>Initial assessment has already shown that greater research about who currently visits these events needs to be conducted. This is currently being set up with Marketing.</p> <p>Events continue to consult with SAFE in particular over major events.</p> <p>Further Equality Impact Assessments will be conducted in 2013-14 on major events such as the Air Show and Swansea Bay 10k.</p>	
<p>Consult with lesbian, gay, bisexual and transgender (LGBT) forums to identify any potential barriers to participation</p>	<p>March 2013</p>	<p>Completed as part of other LGBT actions within this document.</p>	<p>Robert Bowen</p>
<p>Housing</p>			
<p>Develop, draft, consult and publicise an updated Local Tenant Participation Strategy</p>	<p>April 2012 (ongoing)</p>	<p>The LTPS was approved by Cabinet Dec 2011. Work is currently ongoing on implementing the action plan, for example, increase in group membership, introduction of a twice</p>	<p>Lynda Grove</p>

		yearly network meeting etc. The LTPS will be reviewed in 2015.	
--	--	--	--

Equality Objective – Training and Awareness

Equality Objective 2			
Improve staff awareness of equality and diversity issues and roll-out an updated and improved programme of equality and diversity training			
Associated actions	Deadline	Progress 2013	Responsible Officer
Corporate			
Review training material and resources relating to equality training & EIA training	April 2013	All training and resources relating to equality training and EIA has been completed.	Khan Prince
Consider the developments of E-Learning training provision/blended learning relating to equality and EIA training	April 2013	E-learning modules have been created on Equality & Diversity and EIA in order to provide blended learning.	Khan Prince
Initially key staff, but eventually all staff to receive mandatory training on the Equality Act 2010	April 2013	Key staff have received training on the Equality Act 2010. Equality training is not mandatory at present but it is proposed to make it mandatory under the new Training & Development Policy when it is implemented in line with new Ts&Cs and Single Status	Khan Prince
All managers to receive awareness raising training on the Equality Act 2010 and EIA procedures (where appropriate)	April 2013	Ongoing due to resource and agenda challenges. It is important to mention that a large number of awareness raising presentations were delivered to managers across the organisation	Khan Prince

		during 2011-12.	
Ensure that all training courses, including Corporate Induction reflect up to date equality regulations and best practice	April 2013	All training courses have been updated to reflect up to date equality regulations and best practice	Khan Prince
Ensure that monitoring of corporate training is carried out to reflect accurately the attendance on all corporate training courses	April 2013	All corporate training courses are monitored and the information input onto a training data base. This allows us to produce accurate stats on courses attended by CCS employees.	Khan Prince
Review Customer Service guidelines (in relation to those sections based on equality and diversity issues) and further promote both within the Council and externally	April 2013	Corporate customer service standards consulted on and agreed. Standards are due to be promoted to staff and public from July 2013.	Deborah Reed
Further build knowledge and data covering all protected characteristics and maintain a robust demographic picture of the City & County of Swansea	April 2013 and reviewed annually	The Council's knowledge and data resources for analysis of protected characteristics in the City & County of Swansea has developed considerably in the last year, with additional and updated demographic information included on the Council's web pages, including the emerging local socio-demographic data provided by the <u>2011 Census</u> (a potentially vast resource), profile and indicator data included in the first integrated <u>Strategic Needs Assessment</u> , and updated versions of our Swansea	Steve King

		<u>ward profiles.</u>	
Social Services			
To deliver the Social Inclusion Learning Programme to increase the awareness of staff across CCS of the issues faced by individuals and groups experiencing exclusion in relation to income, service and participation poverty	Commence April 2012	<p>This training is being re-configured to reflect the commitment made by Cabinet to focus resources on the most deprived communities in Swansea. Townhill and Penderry wards are now T1 Target Areas and the other Communities First areas are T2. This commitment was made to give a focus to the corporate priority of Tackling Poverty.</p> <p>The revised Tackling Poverty in Swansea Training will be piloted in the Townhill (T1) area of Swansea in June/July 2013. The target is to train 80 staff in 4 weeks.</p>	Karen Grunhut
Provide a welfare rights advice line 3 days per week to support staff from CCS and partner organisations to negotiate the significant changes to the benefits system resulting from Welfare Reform	Annually – commencing April 2012	The target for 2012/13 was to deliver 130 advice line sessions. Given the increased demand on the advice it was decided mid year to increase the provision from 3 sessions per week to 6 therefore 244 advice line sessions were held in 2012/13 with 691 enquiries dealt with to the point of closure.	Karen Grunhut
Continue the programme of informal staff	Minimum of	A new programme of lunchtime	Heather Hughes

lunch-time for a which raise staff awareness of all equality issues	twice a year	sessions aiming to raise awareness of protected characteristics is being drawn up	
Explore opportunities to link with corporate training initiatives and plan and develop equality training appropriate to the needs of Social Services staff	December 2012	other priorities have prevented progress but will be progressed by March 2014	Hywel Jones
Corporate Building and Property Services (CB & PS)			
Briefing for Managers	April 2012	From February 2012 – December 2012 609 employees attended Equalities training. This equates to 94% of CB & PS employees. The remaining 6% will be booked on the course in the near future.	Co-ordinated by Emma Lewis in conjunction with all CB&PS managers
All employees of CB & PS receive up-to-date training	March 2013		Co-ordinated by Emma Lewis in conjunction with all CB&PS managers
Environment			
Develop guidelines for public toilet staff to raise awareness of gender identity issues	Reviewed Six monthly	Simple Guidelines developed to be briefed shortly.	Bob Fenwick/Paul Griffiths
Culture and Tourism			
Ensure that all staff in Culture and Tourism are aware of the council's breastfeeding policy	September 2012	Completed WG Breastfeeding scheme disseminated through the Equalities Working Group to frontline services. All representatives reported back to the group that the scheme's policy has been adopted by all C&T services.	Robert Bowen

<p>Develop and roll out transgender guidance for all services in Culture and Tourism. To also be applicable for community building volunteer staff</p>	<p>March 2013</p>	<p>Completed</p> <p>The C&T department has produced a Transgender Guidance document (with the support of the LGBT Excellence Centre) used to make staff aware of the need to ensure we provide sensitive and accessible services.</p> <p>The Guide has been rolled out via the Equalities Working Group to C&T services and discussed at Team Briefs.</p> <p>The guide has also been passed on to another local authority to help them develop a similar guide.</p> <p>The guide now needs to be cascaded to Community Buildings.</p>	<p>Robert Bowen</p>
<p>Housing and Community Regeneration</p>			
<p>Continue to promote the Welsh language and culture to staff in the on-line induction booklet and the customer services information manual</p>	<p>April 2012 (ongoing)</p>	<p>Welsh speakers list updated March 13. Staff Team Information Sheet April 13 includes an article promoting a Welsh Language course on E-Learning Pool and gives details of courses currently available to learn Welsh. The Customer Services</p>	<p>Lynda Grove</p>

		Information Manual provides links to the Welsh Language Scheme.	
Continue to provide equality training for all Housing and Community Regeneration staff with regular updates and monitoring	April 2012 (ongoing with annual updates)	Staff continue to attend equality training to keep updated on current legislation.	Lynda Grove/all managers

Equality Objectives – Human Resources

Equality Objective 3			
Review all HR Policies ensuring that they comply with our obligations under the Equality Act 2010			
Associated actions	Deadline	Progress 2013	Responsible Officer
Review HR policies via Trade Union Working Group	September 2012	Majority of policies reviewed.	Steve Rees
Creation of web based Staff Handbook which will include HR Policies, Terms & Conditions and information for staff in relation to the Equality Act	September 2012	This will be published when Single Status is implemented	Martin Halmkan
Review HR Policies thereafter on an annual basis	September 2013	Not applicable at this time.	Steve Rees
Brief Managers on key HR policies	September 2012	To be undertaken in Autumn 2013.	Steve Rees

Equality Objective 4			
Attain the Welsh Government's Corporate Health Standard at Gold Level			
Associated actions	Deadline	Progress 2013	Responsible Officer
Apply on behalf of CCS for assessment against Gold Level	July 2012	Rescheduled and now to be undertaken in 2014.	Heather Swinnerton

Deliver employee attitude/wellbeing survey	March 2013	Rescheduled and now to be undertaken in 2014.	HWWG
Review drug and alcohol policy	July 2012	Completed	HWWG
Adopt core values for employee health and wellbeing	July 2012	Further review required by CMT.	HWWG/CMT
To have a healthy vending policy and secure healthy vending in main buildings	July 2012	Sufficient healthy vending is in place.	HWWG/CMT

Equality Objective 5			
Ensure that the Council as an employer is accessible to everyone in the community			
Associated actions	Deadline	Progress 2013	Responsible Officer
Achieve the Disability Symbol (Two Ticks Scheme) accreditation	April 2013	Staff Equality Data Survey completed and accreditation now to be applied for in late 2013.	Steve Rees

Equality Objective 6			
The creation of a fully equality proofed Pay & Grading System that will address any current gender pay differences together with harmonised and transparent financial terms & conditions of employment			
Associated actions	Deadline	Progress 2013	Responsible Officer
Continue to consult with Trade Unions to develop a fully equality proofed pay & grading system	September 2012	Good progress made with Trade Unions. Projected implementation date now Autumn 2013.	Patrick Arran
Continue to consult with Trade Unions to harmonise and modernise terms & conditions	September 2012	Good progress made with Trade Unions. Projected implementation date now Autumn 2013.	Patrick Arran

Equality Objective 7			
Comply with our duty to publish Workforce Data/Employment Information			
Associated actions	Deadline	Progress 2013	Responsible Officer

Develop our HR ISIS system to record details in respect of the protected characteristics	April 2013	Work re-scheduled for later in 2013.	Steve Rees
Undertake a staff survey to collect data in respect of the protected characteristics and language skills	September 2012	Completed.	Steve Rees
Publish the Employment Information as per our duty	March 2013	Deadline now 31 st March 2014.	Steve Rees/Euros Owen
Analyse the above data to identify key issues for the Authority	July 2013	To now be undertaken later in 2013/14.	Steve Rees

Equality Objective – Access to Services

Equality Objective 8			
Improve access to Council services for d/Deaf people			
Associated actions	Deadline	Progress 2013	Responsible Officer
Recruit a dedicated Policy and Service Development Support Worker (d/Deaf people and groups) (part-time secondment basis – 2-year contract)	September 2012	Recruitment of a secondee for this post was unsuccessful, however a designated point of contact within the authority was put in place for the Deaf community and regular liaison sessions with Swansea Deaf Club have taken place.	Euros Owen
Identify specific access issues for d/Deaf people within the Council's Contact Centre	March 2013	Research has been undertaken into the options for remote BSL interpretation at the Contact Centre and this has been discussed with the Deaf Club. Arrangements (including technical issues) are underway to pilot	Euros Owen & Michelle Regan

		Interpreter Now in 2013-14.	
--	--	-----------------------------	--

Equality Objectives – Education

Equality Objective 9			
Improve the performance of Ethnic Minority Learners at GCSE level			
Associated actions	Deadline	Progress 2013	Responsible Officer
Children and young people from ethnic minority backgrounds continue to achieve at least as well as their peers	Annual analysis of results in autumn term	In 2012, children from ethnic minority backgrounds performed ahead of their all Swansea and all Wales peers on the Foundation Phase Indicator at end of Foundation Phase by +4.0% points. In 2012 at end of key stages 2 and 3 children and young people from ethnic minority backgrounds outperformed their all Swansea and all Wales peers on the Core Subject Indicator by 4.1% +8.8% points respectively. In 2012 young people from ethnic minority backgrounds at end of Key Stage 4 also performed ahead of their all Swansea and all Wales peers on the Core subject Indicator by +7.7% points, the Level 2i Threshold by +7.6% points and the Level 2 Threshold by +11.4% points.	Diane Vanstone
Children and young people from Asian Bangladeshi backgrounds achieve at least as well as their peers	Annual analysis of results in autumn term	In 2012 children from Asian Bangladesh backgrounds performed ahead of their all Swansea and all Wales peers on the	Diane Vanstone

		<p>Foundation Phase Indicator at end of Foundation Phase by +5.9% points.</p> <p>In 2012 at end of key stages 3 children and young people from ethnic minority backgrounds outperformed their all Swansea and all Wales peers on the Core Subject Indicator by +14.5% points.</p> <p>In 2012 young people from ethnic minority backgrounds at end of Key Stage 4 also performed ahead of their all Swansea and all Wales peers on the Core subject Indicator by + 2.5% and the Level 2 Threshold by +12.5% points.</p>	
--	--	--	--

Equality Objective 10			
Close the Performance gap in educational attainment between boys and girls			
Associated actions	Deadline	Progress 2013	Responsible Officer
Maintain improving trends in assessment of boys and girls at KS2 and KS3	July 2012	<ul style="list-style-type: none"> Both indicators showing significant upward trend. KS2 CSI – results up by 10.1% 2008 to 2012, with 2012 results up 2.8% compared to 2011. KS3 CSI – results up by 14.0% 2008 to 2012, with 2012 results up 4.9% compared to 2011. 	Roger Davies
Close the performance gap between	July 2012	<ul style="list-style-type: none"> KS2 CSI gender gap – slightly 	Roger Davies

boys and girls		<p>improved over years 2008 to 2012 (averaging 7.7%), with 2012 gap being 0.7% better than 2011. Boys and girls both show similar improvement since 2008 (boys improvement slightly better than girls, but not significantly).</p> <ul style="list-style-type: none"> • KS3 CSI gender gap – significant worsening trend 2008 to 2013, averaging 9.2%, with highest gap of 12.8% in 2011. 2012 slightly improved though to 10.1%. • Boys and Girls do show significant improvement since 2008, but girls results have improved at a faster rate than boys (by 1.2%). 	
----------------	--	--	--

Equality Objective 11			
Improve the educational performance of Gypsy and Traveller children			
Associated actions	Deadline	Progress 2013	Responsible Officer
Continue to find ways to improve the attendance rates of Gypsy and Traveller children and young people at secondary schools so that attainment improves	Annual	We have strengthened our links with the secondary comprehensive schools and now working in a closer partnership to deliver level 1 and 2 qualifications in Essential Skills Wales with the hope to introduce GCSE qualifications in the new academic year (there are a small number of pupils sitting English and RE GCSEs	Ian James

		<p>during the summer year 11 exams).</p> <p>We have and will continue, to increase the amount of hours young people are educated, in and out of school hours, and this will be supported by more academic and vocational accreditation. We will be piloting new BTEC qualifications and will also setting up specific groups to take part the Duke of Edinburgh Awards. The extracurricular activities planned will all be accredited through Children's and Youth University in line with the new Young People's Services requirements</p> <p>We have been successful in securing a bid for £10k from the Swansea 14-19 learning pathways partnership which in conjunction with the Gypsy/Traveller Grant, will support activities for the young people who do not attend mainstream education at KS3 and 4.</p> <p>We will use a portion of this bid to continue to work with the YMCA – Swansea who will provide additional learning and accreditation</p>	
--	--	---	--

		<p>opportunities for the young people. These activities include Agored Cymru accredited sessions in fitness, art, DJ-ing and youth forum participation</p> <p>These bids will also support accredited courses at Down2Earth, which is helping to develop young people's knowledge and understanding around ESDGC. The course also includes bush craft and an element of outdoor activities. The programme is accredited through Agored Cymru.</p> <p>We will support our year 11 leavers by working in partnership with Careers Wales and also Swansea's Post 16 outreach team. This will ensure a smooth transition into employment, training or further education and will provide sustained support until the young adults are settled.</p> <p>Swansea TES have also put a combined bid with Pembrokeshire TES and Swansea Museum to the Heritage Lottery Fund. This will provide opportunities for young people to research and explore their roots. Their research and findings will form</p>	
--	--	--	--

		<p>part of an exhibition at the Museum and will act as a learning resource for generations to come.</p> <p>We will continue to link with the Play on Wheels bus project to provide Early Years play experiences and engage primary age Traveller children who either live on the site, or who are visiting for a short time. We have just extended this provision to work across two of the sites in Swansea</p> <p>We are in the process of extending our current staffing capacity to further address the pupils with attendance concerns at Primary and Secondary. This, in turn, will also develop the support element for the team so we can extend provision for the learners.</p>	
--	--	--	--

Equality Objective 12			
Improve the awareness of all children and young people of key information about sexual orientation and gender identity			
Associated actions	Deadline	Progress 2013	Responsible Officer
Ensure schools are directed to relevant Welsh Government guidance so this can be practiced in schools, for example: provision of counselling, good practice	As guidance is issued	All guidance issued by Welsh Government has been sent to schools via email and has been placed on the designated page on the Council's	Rhodri Jones

regarding lesbian, gay, bisexual and transgender (LGBT) issues		intranet site.	
--	--	----------------	--

Equality Objective 13			
Improve access to education for physically disabled pupils			
Associated actions	Deadline	Progress 2013	Responsible Officer
Resume progressive improvement to access to infrastructure in schools	April 2013	<p><i>Statutory Compliance – Equality Act</i></p> <p>The approved Capital Maintenance Programme includes the ongoing review of the Authority’s Strategy by the Head of Corporate Building and Property Services with consultation with Local Access Groups which in turn would lead to the prioritisation of buildings within the available budget for 2013/14.</p> <p>However there is a requirement that all major Capital schemes undertaken include an access statement within the Planning Application, with the appropriate measures being incorporated within the detailed design.</p> <p>Schemes undertaken on School buildings will consider [as prescribed</p>	Brian Roles

		by Building Control] an element of improvement in respect of accessibility.	
Lobby for the reinstatement of the Small Adaptations capital funding to provide for the individual needs of disabled children and young people in schools	April 2013	All requests for individual minor adaptations to meet the needs of pupils were approved and implemented within existing budgets during 2012/13. A report will be forwarded to the next PFM raising the need for a dedicated budget for 2014/15 as it is not possible to continue to contain such costs.	Brian Roles

Equality Objective 14 – Please note that this is a Partnership Objective already set within Children and Young People’s Plan, hence the different layout

To reduce the inequalities that exist in the health, education and economic outcomes for children living in poverty, by improving the outcomes of the poorest

Associated actions	Deadline	Progress 2013	Responsible Officer
To reduce the inequalities that exist in the health, education and economic outcomes for children living in poverty, by improving the outcomes of the poorest	March 2014	The reduction in health inequalities is a key commitment by partners organisations in Swansea as part of the designation as a World Health Organisation (WHO) city. To support this commitment a programme of accelerated action to reduce health inequalities in Swansea supported by	Jo Portwood

		<p>a partnership arrangement with the Marmot team, a recognised authority in this area. Following an English Review into Health Inequalities Fair Society Healthy Lives, the Marmot team found that health inequalities arise because of inequalities in society – the conditions in which people are born, grow, live, work and age. Six policy objectives were recommended to reduce health inequalities – give children the best start in life, enable children and young people to maximize their capabilities and control over their lives, create fair employment and good work for all, ensure a healthy standard of living for all, create and develop healthy and sustainable places and communities and strengthen the role and impact of ill health prevention. Within Swansea, policy objective one – to give every child the best start in life – has been identified as the one of the highest priorities within the Healthy City programme because of significant role early intervention plays in terms of preventing ill health and inequalities in later years.</p>	
--	--	---	--

		<p>The Flying Start programme is aimed at children aged 0-3years living in most deprived areas of Swansea. The Flying Start entitlement for each child is focused around four key components; childcare, intensive health visiting, support for Parents in terms of basic skills and social care support. The purpose of the programme is to provide a targeted package of support to develop and sustain child development, readiness for school and learning and to enhance parental skills and support for child development. Although the programme is still in its infancy, early indications show that the approach has resulted in a number of benefits for children eligible for the Flying Start programme e.g an accelerated rate of cognitive, social and emotional development. From April 2014, it is anticipated that the programme will reach 1 in 4 of all children aged 0-3 years living within the City and County of Swansea. As part of the Healthy City programme, “a readiness for school “ indicator is being developed with Head teachers in order to ensure that there is a robust baseline to</p>	
--	--	---	--

		<p>record progress in the developmental milestones of children and monitor any inequalities in relation to deprivation.</p> <p>Data related to educational attainment shows that whilst children in receipt of free school meals (FSM) still perform less well than those children not in receipt of free school meals, relative levels of attainment by children on FSM have improved and the gap has narrowed across all Key Stages. Research has shown that pupils with special educational needs in mainstream education are disproportionately eligible for free school meals. In addition, research has shown that children with special educational needs and also in receipt of FSM are most likely to underperform. The Access to Education service provides a comprehensive package of support aimed at including all learners with additional needs, many within mainstream provision. A number of interventions have been put in place to tackle inequalities in educational outcomes, such as literacy and</p>	
--	--	---	--

		<p>numeracy programmes, catch up programmes and work to support emotional health such as Restorative Practice and School Based Counselling. In addition, specific grants from the WG e.g a school deprivation grant is specifically targeted at children living in deprived areas in order to raise aspirations and attainment. Although a number of effective interventions are already in place to reduce inequality in educational outcomes and progress has been made in terms of narrowing the gap, challenges still remain in demonstrating the causal impact of specific interventions on outcomes for individual learners.</p> <p>The Chief Executive's Child Poverty Forum was established in 2012 in order to develop a co-ordinated approach to tackling child poverty and inequality across the Local Authority. The Forum has established 5 task and finish groups with associated action plans around; work and worklessness, income and debt, education, health and supporting families. Although the work of the Forum is still in</p>	
--	--	--	--

		development, it has provided a central focus to explore some of the causes (and potential solutions) to poverty and inequality which cut across key services (and structures) such as education and health and require a partnership approach.	
--	--	--	--

Equality Objective – Housing

Equality Objective 15			
Improve customer access to Housing Services			
Associated actions	Deadline	Progress 2013	Responsible Officer
Attain the Welsh Housing Management Standard (WHMS)	Consult tenants August 2011- Work towards achieving Standard by August 2012	This bid has been submitted to the Welsh Government but due to changes in their procedures it has been resubmitted to the Chartered Institute of Housing Wales. When the outcome is known tenants will be informed and consulted in relation to next year's targets.	D Samuel
Develop a Rents Strategy	June 2012	The impact and implications of the changes to welfare system has severely impacted on the time available to progress the Rents	J Williams/S White

		Strategy. There is still however an intention to produce a Rents strategy and the changes linked to Welfare Reform will be reflected in the document.	
Implement new Housing Advice Website	September 2012	Website is now up and running and is currently being promoted to various Departments/Agencies.	Steve Porter
Fully implement telephone application service for Disabled Facility Grants, Homelessness and waiting list applications for customers who prefer/need to access services by telephone	September 2012	Telephone Service is fully implemented and is now the primary way to apply for housing and for Disabled Facilities Grants.	Steve Porter/Mark Wade
Develop, consult and produce a Local Black Minority Ethnic (BME) Housing Strategy	December 2012	BME issues are to be mainstreamed into the Local Housing Strategy (LHS). The LHS is under development and should be ready in summer 2013.	Peter Williams
Promote the provision of a Welsh Language service at public reception areas and through the Tenants Magazine	April 2012 with annual reports on progress	Posters and desk signs promote the availability of Welsh Language Services in all public areas. Staff wear badges to identify themselves as Welsh Speakers. Public information including posters, leaflets, badges, telephone messages and signage will be checked in the audit due to be completed Summer 13. The Tenants magazine, Open House is produced bilingually.	Lynda Grove

Equality Objective – Community Regeneration

Equality Objective 16			
Undertake partnership work on the Community Cohesion agenda			
Associated actions	Deadline	Progress 2013	Responsible Officer
Introduce a volunteer Scheme for the City of Sanctuary	March 2013	<p>A number of sections within the Council expressed interest in offering voluntary work placements to refugees. 2 placements have been offered and completed in December 2012 and January 2013.</p> <p>Training on Refugee and Asylum Seeker Issues held for all Communities First staff in Feb 2013. Further training to be held in July 2013.</p>	CRU – Principal CR Officer
Implement and monitor a corporate Community Cohesion Strategy Action Plan	April 2013 (ongoing)	New draft Community Cohesion Action Plan awaiting final approval by new CC management Group. CC Assurance Group also established to ensure satisfactory implementation	CRU – CR Co-ordinator
Raise awareness of Community Cohesion issues externally and internally	April 2013	<p>Community Cohesion Fund is no longer in existence.</p> <p>Community Cohesion and Hate Crime Awareness training delivered to elected Ward Members and Council</p>	CRU – Caroline Carter

		<p>Officers February – May 2013.</p> <p>Further training on Human Trafficking Awareness has been organised.</p> <p>Training organised targeting the local Muslim communities on reporting hate crime.</p>	
--	--	---	--

Equality Objective – Culture and Tourism

Equality Objective 17			
Encourage greater participation and improve access to cultural, leisure and sporting services/facilities			
Associated actions	Deadline	Progress 2013	Responsible Officer
Cultural Venues and Parks			
Expand the Archives Education Service across Swansea and Neath Port-Talbot. The Archives education service provides schools with the opportunity to visit the Archive Service or for a talk to be conducted at the school which links in with the curriculum	March 2013	<p>Completed</p> <p>Mar 13 - Foundation Phase Project to provide teachers' resources for 3-5 year age group developed and piloted with teachers in schools and completed end March 2013. DVD produced and mounted on Swansea Edunet and NPT 'Learning Gateway'. Key stage 2 modules continuing and further ones being developed for Key Stage 3.</p> <p>Special project to provide teaching</p>	Rosemary Davies

		resource on Glyncoirwg undertaken in conjunction with South Wales Miners Museum.	
Develop, implement and publicise a project in libraries to introduce or improve the computer skills of the over 50s	March 2013	Completed Mar 13 - BBC Click classes aimed at improving IT literacy for the over 55's have taken place at Brynhyfryd, Fforestfach, Gowerton, Killay, Llansamlet Oystermouth, Penlan Pennard & Pontarddulais Libraries reaching over 600 people.	Jayne Trumper
Ensure all staff in libraries have been trained/refreshed to use the hearing loops	March 2013	Completed Mar 13 - New and more effective hearing loops supplied to all sites with full instruction to staff.	Jayne Trumper
Source and implement additional/improved visual impairment computer aids in libraries	March 2013	Completed Mar 13 - High visibility keyboard stickers installed on at least one pc per site in order to improve ease of use	Jayne Trumper
Arrange a variety of Museum talks that takes the Museum to older people	March 2013	Completed 30 talks have been held at a wide variety of venues such as at community/church halls, residential care homes and community group	Phil Treseder

		<p>premises with around 300 older people attending.</p> <p>Topics covered include Swansea history, Copperopolis, the Olga, the Docks and Marina, reminiscences, handling sessions of social history objects, themed Contemporary Collections, World War Two, Swansea Ceramics, Mumbles train, how the Mummy came to Swansea.</p> <p>The number of talks would have been greater but the Community Access Officer has been seconded to another post for the last 9 months.</p>	
<p>Encourage more visitors between the ages of 14 – 18 to the Glynn Vivian Art Gallery through forming a young people's focus group and a forthcoming learning project in collaboration with Tate as one of the regional partners</p>	<p>March 2013</p>	<p>Glynn Vivian Art Gallery was selected to be part of a UK wide scheme, as part of the <u>Plus Tate</u> network, to help Young People connect and engage with art galleries, in a series of programmes workshops, projects and events. All Plus Tate partners were tasked with setting up a project to engage 14-21 year olds.</p> <p>This led us to set up the Glynn Vivian Young People's project. The objectives of the project were to work</p>	<p>Karen Mackinnon Tom Goddard</p>

		<p>with young people aged between 14 – 19 years old, to engage them in the gallery’s programme and the local community. The aim is to empower and integrate YP into the gallery’s activity by making them central to the evaluation of their own initiated projects as well as being involved in steering groups for Glynn Vivian’s future activity and evaluation. The Young people’s project runs a series of events/activities for 9 months with the previous group becoming mentors in April.</p> <p>The premise is that the group are set a challenge to creatively address, designing and developing something visible but that also demonstrates a way of working with young people that can be sustainable. There is an importance placed on creating follow-up opportunities for the young people to attract other young people of their own age.</p> <p>The Young people’s group set themselves the task of engaging other young people (14-19) in an event or activity. The group of Young People</p>	
--	--	--	--

		<p>(14-19) named themselves 'Crash' organising a 'Battle of the Bands' competition at the YMCA. In just over two weeks the group organised and staged the event and managed every part of the process including booking the bands, marketing, design, promotions, event management, technical support, filming editing, and evaluation. The group visited art spaces and projects in Bristol and Swansea, created a documentary of the process, pop-up events in town and two promo videos for the bands <u>Alterium</u> and <u>the Fallen Empire</u>.</p> <p>The group meet every Wednesday evenings, and have been tasked with putting on events to recruit new members through an engagement with the gallery programme. The Crash team have recently joined '<u>Film Club</u>', an education charity which seeks to transform the lives of young people through film, helping organisations set up clubs that provide young people with the chance to watch, discuss and review a wide range of films – feeding their imagination and nurturing their social</p>	
--	--	--	--

		<p>and intellectual development.</p> <p>In October for Halloween, Crash team screened Tim Burton's 'Dark Shadows' and have since begun selecting films, which will be screened on the last Weds of every month throughout 2013 as part of their '<i>12 films to watch before you grow old</i>' programme. In April half term the current group will become mentors to a new group of Young People who will also create an event in August.</p> <p>The group wrote a proposal for and were selected to be part of a new Youth Poetry Project from <u>Literature Wales</u> funded by the CLORE DUFFIELD FOUNDATION. From Nov-Jan, the group are working with writer and poet Patrick Jones in a series of workshops which will explore spoken word poetry, rap and some of Wales' best writing. The groups will then produce their own audio recorded performance pieces to be presented at a national Youth Slam event in Cardiff at the end of January 2013.</p> <p>Fundamentally we aim to put young</p>	
--	--	---	--

		<p>people at the heart of our work in a new way. We aim to stimulate creativity and develop new partnerships between the Gallery and key agencies working with a diverse range of young people from Swansea and area, including local authorities, children's trusts and services. We recognise the impact the arts can have on young people's lives, helping them be healthy, safe, happy, positive members of vibrant communities, and building their confidence, capabilities and skills.</p>	
<p>Improve the access information regarding parks on the web to give potential users advance notice of which parks are accessible to disabled people and where the entrances are</p>	<p>March 2013</p>	<p>In progress</p> <p>The Parks Service has submitted initial access information to Marketing to be uploaded on to the web. This has resulted in the main parks listing some degree of access information.</p> <p>However, it has been recognised that this information is quite limited and wouldn't help disabled people to know how accessible the park is once inside.</p> <p>The department will now work to</p>	<p>John Hopkins/Marketing</p>

		provide individual access pages for each park listing key elements such as how accessible the entrances are, parking options, accessible on site facilities, park descriptions to understand which parts are accessible etc. This should result in a greater overview for customers.	
Review the option to add access information to Parks signage which would indicate accessible routes	March 2013	<p>In Progress</p> <p>John Hopkins discussing the possibility of adding symbols to signs regarding access. This may have to take sticker form to save on costs.</p> <p>Another possibility may be to use QR codes on signs to link with access data on the Parks website.</p> <p>Now linked to action above</p>	John Hopkins
Sport and Leisure Services			
To achieve the Rainbow Mark across the Leisure Operations department	March 2013	<p>Achieved in Penyrheol LC Apr 12. Need to update training and protocols across all sites. May slip to Sep 2013</p> <p>Mar 2013 - LGBT excellence centre have ceased operating and therefore</p>	Dave Osborne

		the Rainbow Mark has also stopped.	
Review the feasibility and options to expand the women-only activity programme in leisure centres	March 2013	<p>Completed</p> <p>Sep 12 - At Penlan Leisure Centre an additional ladies only swimming class has been added to meet demand.</p> <p>Mar 13 - Penyrheol Leisure Centre has added ladies 'soft golf' on a Thursday. This is being delivered by Nicola Stroud from Gower Golf Club. – This is the first time this activity has been brought to Wales.</p> <p>BOKWA has been introduced into Penlan, Bishopston and Penyrheol leisure centres. Participants draw letters and numbers with their feet while performing an energizing and addictive cardio workout routine.</p> <p>Pregnancy Yoga has also been launched at all sites.</p> <p>Women's Running has been re-introduced at Morriston.</p>	Steve Smith
To develop opportunities for participation, volunteering and coaching in sport for disabled people and provide support for existing disability clubs	March 2013	<p>Completed - This objective has been incorporated into our bid for accreditation from disability sport Wales. We were not able to present to panel by the proposed date, but have recently done so and have been</p>	David Jones

		granted the Ribbon award for CCoS. The next step would be to increase the level of accreditation to Bronze standard by June 2014	
To encourage and support mainstream sport clubs to integrate disabled people into their clubs through national governing body of sport pathways	March 2013	As above	David Jones
Review the sports pitch options to provide more opportunities to accommodate mini-football	March 2013	<p>In progress</p> <p>Sep 12 - Yearly reviews in place – currently no issues highlighted as demand is currently being met.</p> <p>Mar 13 - Recent meeting with the football league highlighted further requirements to provide U10 pitches at a new location. Cwmbwla Park has been identified and further investigation will take place. Annual reviews with the league are required as players progress to prevent a “bottle neck” at any age group/pitch size.</p>	Jamie Rewbridge

<p>Increase opportunities for young people to participate in after-school (extra curricular) sporting opportunities</p>	<p>March 2013</p>	<p>In progress – A review of the Active Young People service has been completed in terms of changes to structure and planned delivery methods. The new process will begin in earnest at the start of the September 2013 term</p>	<p>David Jones</p>
<p>Take steps to further reduce the gender gap in participation in sport and physical activity by developing the Dragon Sport and 5x60 opportunities, consulting with girls of school age about physical activity preferences and by working with sports clubs to encourage post 16 participation</p>	<p>March 2013</p>	<p>In order to continue recent improvements, officers have looked to prioritise activities which are most popular with 11-16 year old girls, a target group which has had significant drop-out rates in the past. This has included non-competitive physical activity opportunities in areas such as dance and generic fitness as well as delivering traditional team sports such as football and basketball in a different way. This includes girls only session in appropriate settings with a more recreational approach. This has resulted in girls not currently engaged in the traditional competitive extra curricular activities, having opportunities which appeal to them. Sport Wales management information statistics are due Sept 2013</p>	<p>David Jones</p>

Across all venues			
<p>Review the Carers Access policies across the Culture & Tourism Department for consistency and fairness. Once completed, ensure policies are promoted to ensure awareness</p>	<p>March 2013</p>	<p>In Progress</p> <p>Carers access review completed Aug 12. Report sent to C&T Strategic Team to be discussed and a formal policy developed.</p> <p>Based on the formal policy C&T are developing a 'Plus One' Scheme which customers can apply to and be given a membership card to receive a discount or free pass for their personal assistants. The department is now working with SAFE and Swansea Disability Forum to further develop the scheme and it will launch in Sep 13.</p>	<p>Robert Bowen</p>
<p>Advertise to customers Culture and Tourism's commitment to the council's breastfeeding policy by ensuring web pages have the 'mothers milk' logo added and that facilities have stickers/posters</p>	<p>September 2012</p>	<p>In Progress</p> <p>On agenda for discussion at Sep 12 Equalities Working Group meeting. All representatives asked to cascade information to their sections and encourage sign-ups across the dept.</p> <p>Web team within the marketing service are adding this information and logo to the facility websites as they become members.</p>	<p>Liz Shellard</p>

Review the provision of baby changing areas across Culture and Tourism services	March 2013	Carry Forward No progress to date. Carry forward action to be conducted in 2013-14.	Robert Bowen
Support, target and provide Black Minority Ethnic (BME) events, exhibitions and workshops across Culture and Tourism services	March 2013	Completed Good progress to date with a vast array of activities, exhibitions and events aimed at BME communities or designed to generate greater awareness and understanding such as World Party Day, hosting an Indian Dance Festival at Penyrheol Leisure Centre, Black History month displays at Central Library, Refugee/Asylum Seeker activities and exhibitions at Swansea Museum to increased ladies only swimming at Pentrehafod pool.	Culture and Tourism Equality Working Group
Improve 'What's on' communication with BME organisations so that communities are aware of the services and opportunities provided by Culture and Tourism	September 2012	In progress Discussions are underway within the department.	Elle Moore/Marketing
Where possible introduce 'Welcome Boards' in different languages at Culture and Tourism venues	March 2013	Unlikely to be achieved Costing issues were highlighted as the main concern.	Elle Moore/Marketing

		<p>However, since current signs at venues vary in size and design a one size fits all replacement could prove to be expensive.</p> <p>Given the current budget pressures within the council it is unlikely that this idea will go any further.</p>	
Ensure Culture and Tourism services and events are aware of and where possible make reasonable adjustments to respond to cultural/religious customs	March 2013	<p>On-going</p> <p>Calendar of cultural and religious holidays/events circulated by JB so services can identify possible clashes.</p> <p>WNP are sensitive to the issues surrounding Ramadan and freeze swimming lessons as attendees are fasting and can sometimes be too weak to participate. After Ramadan is over lessons resume.</p> <p>Brangwyn Hall is supportive of the Chinese New Year and has given free hall hire for the celebrations.</p>	Iwan Davies
To achieve the Rainbow Mark across other applicable Culture & Tourism services	March 2014	Mar 2013 - LGBT excellence centre have ceased operating and therefore the Rainbow Mark has also stopped.	Robert Bowen

Equality Objectives – Social Services

Equality Objective 18			
Improve access to Social Services provision, ensuring that the service user's needs are at the centre of all planning and commissioning activities			
Associated actions	Deadline	Progress 2013	Responsible Officer
Increase the take-up of Direct Payments as a way to ensure that people with eligible social care needs are able to access services that are suitable for their cultural and other needs	December 2012	The takeup of Direct Payments has increased by 7% net. There has been an increase in those from a BME community being supported in this way.	Paul Littlewood
Review the commissioning plans for Adult Social Services across all client groups: Older People, Learning Disability, Adults with Physical Disability/Sensory Impairment, Mental Health and Carers	December 2012	Commissioning plans for all client groups have been reviewed and updated by the relevant commissioning groups.	Carol Rea
As part of the revision of the Unified Assessment form, investigate the collection of information on a wider range of protected characteristics	December 2012	The revision of the unified assessment will take place during 2013 and a new approach, which focuses on the outcomes a citizen expects to achieve through the support they receive, will be implemented by social workers in September 2013.	Carol Rea
Continue with the Transformation of Adult Services Strategic Programme in order to ensure more personalised and citizen directed services	December 2014	The TASS Strategic Programme has continued to lead on more person-centred services and citizen directed support	Deborah Driffield

Maintain the Social Services sections of the Swansea Lives and Swansea People websites for people with a learning disability	December 2013 (review)	Content reviewed and to be updated via Provider Forum.	Carol Rea
*Introduce a one-stop website for parents and carers of children and young people	October 2013	New item – progress will be reported in 2014	Haydn Nelson as Chair of the CYP Disability Strategy group
*Undertake carers assessments within the Child Disability Service	December 2013	New item – progress will be reported in 2014	Lynda Palmer/ Cathy Richards
*Develop a Young Carer's Strategy	April 2014	New item – progress will be reported in 2014	Cathy Richards
*Further the Corporate Parenting work through provision of training for Elected Members	October each year	New item – progress will be reported in 2014	Dave Howes
*Establish a multi-agency transition process between child and adult disability services	Summer 2013	New item – progress will be reported in 2014	Haydn Nelson/Carol Rea
*Involve young people in need in the roll out of the Commissioning Plans	Summer 2104	New item – progress will be reported in 2014	Julie Thomas / Haydn Nelson / Tom Jones

Equality Objective 19			
Provide a high level of information about domestic abuse and support services available			
Associated actions	Deadline	Progress 2013	Responsible Officer

<p>Open a 'One Stop Shop' information and advice service in Swansea City Centre. This will provide on the spot support and resources to women, men and children who have experience of domestic abuse</p>	<p>December 2012</p>	<p>The premises in Singleton St. has been purchased and work has started on the ground floor (completion and opening by end July 2013). We were also successful in our funding bid to the Big Lottery for just under £1 million. This means that we are now on target to refurbish the whole building (3 storeys) to an extremely high standard and to employ a Centre Manager early next year.</p>	<p>Ali Morris</p>
<p>Organise awareness raising events including White Ribbon Day (The Elimination of Violence Against Women Day) and International Women's Day. These are two of the biggest events in the Domestic Abuse Forum's calendar with single sex services (women only) being the focus of the information given</p>	<p>April 2013</p>	<p>Both events have taken place. White Ribbon Day was highly successful with a number of stalls being placed around the city, including for the first time a Community Events Van in the city centre. This enabled victims, friends and family to pick up support and information in a friendly and safe environment. We held an International Women's Day event for women only in the University with DA Forum members providing a range of workshops and talks, a crèche and buffet lunch.</p>	<p>Ali Morris</p>
<p>Attend other events such as World Mental Health Day to raise awareness of the issues around domestic abuse</p>	<p>April 2013</p>	<p>Events attended have included University Fresher's Fayre, Women's Centre Open Day, Human Trafficking Conference.</p>	<p>Ali Morris</p>

*Establish a specific domestic abuse service within Child and Family Services in partnership with PEI and the Domestic violence Strategy group.	December 2013	New item – progress will be reported in 2014	Julie Thomas.
---	---------------	--	---------------

Equality Objective – Benefits

Equality Objective 20			
The Benefits Take-up Team will increase the number of council tax benefit recipients by 1.5% of the council tax benefit caseload by 31 March 2013 (compared to the previous year)			
Associated actions	Deadline	Progress 2013	Responsible Officer
Plan and undertake a variety of activities and initiatives to achieve target, as set out in our Take Up Strategy	March 2013	1.5% of the caseload represented a target of 413 cases. The actual number of new cases which are directly attributable to the work undertaken by the Take-up team was 1,699 new recipients. The team worked to an agreed workplan using a variety of initiatives and activities.	Rose McCreesh

Equality Objectives – Environment and Safety

Equality Objective 21			
Improve access to the infrastructure around pavements, roads and parking provision for disabled and older people, as well as families with young children			
Associated actions	Deadline	Progress 2013	Responsible Officer
Implement the Pavements for People Policy	April 2013 (reviewed annually)	From a Neighbourhood Working perspective all policies pertaining have been updated and circulated.	Pavements for People Policy Group

Installation of dropped kerbs to assist access where needed	Continuous	15-20 crossings constructed, including those in general footway schemes. New prioritisation scheme developed.	Bob Fenwick
Provide pedestrian crossing with facilities for disabled people	95% by April 2012	All new pedestrian crossings installed have facilities for disabled persons.	Mark Thomas
Consider equality issues when designing highway and traffic schemes	Incorporate in design process for each project	Consultation processes now in place as a matter of course, including internal departments.	Geoff Sheel
Provide permits for qualifying care organisations and carers to park within residents parking bays	Continuous	Consultation is ongoing with Social Services on how this process will be managed in future.	Mark Thomas

Equality Objective 22			
Transportation: Improve access to public transport by bus for disabled people, older people and families with young children			
Associated actions	Deadline	Progress 2013	Responsible Officer
<p>Launch the RNIB REACT system for visually impaired people at the Bus Station</p> <p>Offer, in return for refundable deposit, fobs to trigger messages to blind & visually impaired bus users.</p> <p>Provide bilingual usage instructions in Braille, audio CD and large font.</p> <p>The system gives audio messages about the services at each departure bay and provides a wayfinding tool in association with the tactile strip through the</p>	October 2011	<p>Scheme implemented and instructions for customers available in audio, Braille and large print formats.</p> <p>Tactile maps also produced for the bus station and Railway Station</p>	Cath Swain

concourse			
Develop a programme to provide raised kerbs at bus stops to allow easy access for passengers with mobility problems. Meet with Disability Groups to seek views on prioritisation Legislation is in place which requires buses to be accessible by 2015, which will increase the need for the Council to provide raised kerbs	Programme in place by 2015	Raised kerbing provided at 50 sites.	Cath Swain

Equality Objective 23			
Improve Community Safety provision – and perceptions of safety – across Swansea’s communities.			
Associated actions	Deadline	Progress 2013	Responsible Officer
Provision of fixed and mobile CCTV Provide crime prevention advice Positive communication and reassurance Community engagement by officers Anti Social Behaviour reduction	Continuous Review every 6 months, with Annual Progress Report	All activities and advice continuing. Funding now provided via the Police and Crime Commissioner. Funding confirmed for 2013-14.	Jeff Davison

Equality Objective 24 – amended for 2013			
To design a Council-wide Hate Crime Strategy in partnership with key organisations			
To launch a campaign in partnership with South Wales Police to raise awareness of disability hate crime in Swansea			
Associated actions	Deadline	Progress 2013	Responsible Officer

Liaise with local disability groups to capture experiences of hate and harassment & include information gathered in a report	April 2013	Complete Report completed in April 2013 following a series of interviews/telephone conversations with volunteers who responded to posters and flyers displayed in public buildings.	Access to Services Team and SW Police
Include campaign details and information on methods of reporting on SW Police & CCS websites	April 2013	Complete Details available at: http://www.swansea.gov.uk/index.cfm?articleid=16655	Access to Services Team and SW Police
Undertake a minimum of 4 awareness raising sessions with community groups within the first year of the campaign	April 2013	Complete During the development phase of the report members of the Access to Services team and/or South Wales Police attended local events to raise awareness and encourage potential contributors to come forward. These included: Swansea Disability Forum Open Day (May 2012), Swansea People First Disability Health Fair (June 2012), Swansea Network 50+ annual meeting (November 2012) and Swansea Deaf Club (January 2012).	Access to Services Team and SW Police
New action added (2013): Draft a Hate Crime Strategy	April 2015	Proposed outcome: Work over the two years is yet to be confirmed but will include partnership working, an initial scoping exercise	Access to Services Team in partnership with relevant service areas and external partners.

		and engagement with stakeholders.	
--	--	-----------------------------------	--

Equality Objectives 25			
Work in partnership locally on health promotion initiatives that focus on outcomes for all communities			
Associated actions	Deadline	Progress 2013	Responsible Officer
Set out the terms of reference for the Tobacco Action Group	January 2012	Terms of reference agreed and adopted April 2012.	Chris Steele
Develop a Tobacco Action Plan for Swansea, which will concentrate on areas identified in local needs assessments and mapping exercises	Plan developed by June 2012	The final version of the Swansea Tobacco Action Plan 2012-14, was approved by the Healthy City Partnership Board in October 2012	Chris Steele
Increase the number of young people travelling to / from school in the Safer Routes in Communities project areas by cycling or walking	To be set when funding known for 2012/13	Due to lack of resources we are unable to provide this data. Subject to approval it is intended to employ a part time person to take on this role.	Mark Thomas

Equality Objective 26			
Improve internal processes and procedures within services relating to Swansea's environment to ensure that equality considerations are not only included but result in outcomes based on relevant information			
Associated actions	Deadline	Progress 2013	Responsible Officer
Building Control			
Continue with customer consultation surveys covering all users of the service	Continuous survey issued	Consultation ongoing. Latest batch of returns analysed and to be made	Building Control Admin J Davey

	on project completion	public.	
Check all levels of impact on different society groups, including any adverse level of enforcement	6 monthly	Analysis ongoing, no adverse levels of impact recorded.	Peter Richards J Davey
Analyse complaint / comment data	Continuously on receipt	Data analysed, no action necessary.	Peter Richards J Davey
Publish results	April 2012 (annually)	Works in progress to publish on sections website.	J Davey
All information, forms, leaflets etc to be made available in any language / format on request	Available on demand	Facility available, no requests made to date.	J Davey
Advertise WITS / provide interpreter when necessary	Available on demand	Facility available, no requests made to date.	Peter Richards/J Davey/ Building Control officers
Burials and Cremations			
Provide burial/cremation arrangements in line with the requirements of ethnic and religious/belief groups in Swansea	Continuous	Viewing area included in Crematorium refurb works to enable Sikh custom of witnessing coffin being placed into a cremator. New groups have been accommodated for burials as per their beliefs / traditions eg Mandaian and Baha'I faiths.	Noel Evans
Waste Management			
Assisted waste collections for disabled people and older people	Review Monthly	The system for assisted collections has been reviewed and improved to ensure that the best service can be provided to those that need it. Once	Wynn Lawrence

		need is established the supervisor will visit the customer and agree a collection point. This gives clarity to everyone involved, improving the system and reducing customer complaints related to missed collections.	
--	--	--	--

Equality Objective – Corporate Building and Property Services (CB & PS)

Equality Objective 27			
Ensure the recruitment of a diverse workforce within CB&PS			
Associated actions	Deadline	Progress 2013	Responsible Officer
Recruitment – Ensure that all future recruitment within CB & PS continues to be undertaken within the realms of the Equality Act 2010; paying particular attention to the apprenticeship recruitment programme. Further develop links with external groups/organisations to enable wider awareness of the initiative and support CB & PS. The continuation of the apprenticeship programme is dependent on future budget approval	March 2013	<p>CB & PS recruitment for apprentices started in March 2013. As well as advertising for apprentices in the local press and on the Authority’s website we engaged with Beyond Bricks and Mortar and the Construction Youth Trust. This meant that the opportunities available were accessible to all.</p> <p>In 2012 CB & PS also undertook a recruitment campaign to employ trades people. After completing the process and carrying out interviews, we successfully employed 4 ex-Remploy employees</p>	Sharon Jones/Emma Lewis

Equality Objective – Procurement

Equality Objective 28			
Comply with the Procurement regulation set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011			
Associated actions	Deadline	Progress 2013	Responsible Officer
When procuring works, goods or services, we will: <ul style="list-style-type: none"> • have due regard to whether it would be appropriate for the award criteria for that contract to include considerations to help meet the general duty • have due regard to whether it would be appropriate to stipulate conditions relating to the performance of the contract to help meet the three aims of the general duty 	April 2012	A sustainable risk assessment is carried out to determine the risks and utilise this information to inform the specification document in the tender. Minimum acceptance criteria for equalities [in particular any breaches] are requested for all procurement contracts at pre-qualification stage – this information forms the basis of the commercial contract and monitored during the contract life.	Simon Griffiths

Equality Objectives – Communications, Marketing, Overview and Scrutiny

Equality Objective 29			
To investigate potential adaptations to multi-functional devices (photocopiers) in public-facing services such as libraries, schools and internal offices. Adaptations could possibly include lowering the control panels to assist wheelchair users when photocopying, scanning and collecting documents			
Associated actions	Deadline	Progress 2013	Responsible Officer
Research supplier modifications	June 2012	Options identified through initial research and tender which was	Anthony Evans

		awarded to Konica Minolta March 2013	
Consult with multi-functional device users in relation to requirements	June 2012	There have been a number of meetings with schools, school managers and libraries regarding the new MFD contract.	Anthony Evans
Write multi-functional device tender to include costs and availability of modifications for access	July 2012	Completed and awarded March 2013. All new MFDs have a flip down screen (control panel) which allows wheel chair users access.	Anthony Evans
In conjunction with multi-functional device customers, identify and install multi-functional device fleet with regard to access requirements	Ongoing from March 2013	Ongoing installations at present. Libraries considering options following a meeting on 14 June 2013.	Anthony Evans

Equality Objective 30

Take appropriate action to ensure that the Swansea Leader is appropriately accessible to visually impaired people

Associated actions	Deadline	Progress 2013	Responsible Officer
Review current provision for visually impaired people	June 2012	<p>A 'talking tapes' service has operated in English only since Swansea Leader was launched. The customers are self-selecting and they receive a cassette tape soon after publication of the printed version of the newspaper.</p> <p>Visually impaired people can access the online version of the product and increase the size of the pdf pages to 500%.</p>	Patrick Fletcher

<p>Research other local authorities on how they provide services to visually impaired people in relation to their community newspaper</p>	<p>June 2012</p>	<p>A round-robin email was sent to the other 21 local authorities to ask this question. There were seven respondents.</p> <p>From the responses it is clear that the number who publish community newspapers is in decline. Monmouth, Carmarthenshire and NPT no longer publish, for example.</p> <p>From the responses of those local authorities who do provide a community newspaper, there is no common approach to provision. The service appears to be delivered on the basis of responding to local preferences.</p> <p>In Gwynedd the local Society for the Blind provide a recording and distribution service at a cost of £500 per edition. In Wrexham the Council will provide upon request a large-print version.</p>	<p>Patrick Fletcher</p>
<p>Research views of relevant local organisations</p>	<p>July 2012</p>	<p>Swansea Council's Disability Liaison Officer is the principle link with</p>	<p>Patrick Fletcher</p>

		<p>organisations for the visually impaired in the city. The umbrella organisation for them is Visually Impaired West Glamorgan.</p> <p>They have suggested the Council provides Swansea Leader minus the pictures in Word Documents at 14pt Arial.</p>	
Review resource implications of report and develop action plan	October 2012	There are no financial implications for this activity. There is a time resource implication.	Patrick Fletcher
Sign-off action plan	December 2012	<p>Swansea Council continues to provide the 'talking tapes' service to those who currently use it.</p> <p>Swansea Council produces a word version of Swansea Leader according to the specifications noted above by Visually Impaired West Glamorgan.</p> <p>This will be produced on a pilot basis for three editions, commencing with the September, 2013, edition.</p> <p>Swansea Leader will carry an article in the, September, November and January edition highlighting the</p>	Patrick Fletcher

		<p>availability of the Word version and the 'talking tapes' version.</p> <p>The Communications Service will work with the Access to Services team to advertise the availability of the service as widely as possible.</p> <p>At the conclusion of the pilot period a review will be carried out.</p>	
Implement action plan, undertaking annual reviews and amendments where appropriate	April 2014	To be reported in next annual review, as per the 2014 deadline	Patrick Fletcher

Appendix 2

Employment and Training Information

This information is being presented in two parts:

Part 1: Data as at 31st March 2013 – information held prior to the staff survey being undertaken.

Part 2: Data results from staff survey (2013). This information has been collated separately – work is now underway to merge both data sets.

Part 1 - Employment data as at 31st March 2013

Some equality data has only been collected on new employees since 2007. It is important to note that the following figures do not carry the same totals – this disparity is due to the ongoing introduction of the new monitoring system, as well as the non-mandatory nature of the data collection.

Where values could potentially allow identification of individual members of staff, figures have been replaced by *.

Headcount	Number of people employed by the authority on 31 March 2013	Number of employees who have left the authority's employment
Age	7,150	526
16-24	259	32
25-34	1,277	115
35-44	1,776	116
45-49	1,200	39
50-54	1,130	34
55-59	928	61
60-64	476	91
65-69	90	37
70-74	10	*
75+	*	*
Prefer not to say	*	*

Gender	6,676
Male	2,624
Female	4,052

Disability	
Disabled	81
Not disabled	6,584
Prefer not to say	11

Ethnic group	
White	1,453
Mixed/multiple ethnic groups	*
Asian/Asian British	15
Black/African/Caribbean/Black British	14
Other ethnic group	*

Religion or belief	724
No religion	121
Christian (all denominations)	485
Any other religion (including Buddhist, Jewish, Muslim, etc.)	95
Prefer not to say	23

Further data broken down by gender:

Headcount	Staff employed at 31 March 2013	
	Male	Female
Pay band (£)	2,624	4,052
0-4,999	*	*
5,000-9,999	*	*
10,000-14,999	727	1,242
15,000-19,999	844	1,243
20,000-24,999	388	659
25,000-29,999	266	399
30,000-39,999	290	442
40,000-49,999	83	55
50,000-59,999	*	*
60,000-69,999	*	*
70,000+	14	*
Contract type	2,624	4,052
Permanent	2,236	3,135
Fixed term	388	917
Working pattern	2,624	4,052
Full time	2,291	1,721
Part time	333	2,331

Part 2: Employment data collated via staff survey (2013)

This information was collected via a workforce profiling survey – the questions and response values have been added below. Where values could potentially allow identification of individual members of staff, figures have been replaced by *.

Are you?	
639 (35.1%)	Male
1180 (64.8%)	Female
*	Prefer not to say

Is your gender identity the same as you were assigned at birth (i.e. born male and currently living as a man or born female and currently living as a woman)?

1801 (99.0%)	Yes
*	No
*	Prefer not to say

What is your legal marital or same-sex civil partnership status?

470 (25.8%)	Single (i.e. never married or in a registered civil partnership)	37 (2.0%)	In a Civil Partnership
1000 (54.9%)	Married	*	Separated (but still legally in a civil partnership)
35 (1.9%)	Separated (but still legally married)	*	Formerly in a civil partnership which is now legally dissolved
198 (10.9%)	Divorced	*	Surviving partner from a civil partnership
40 (2.2%)	Widowed	18 (1.0%)	Prefer not to say

What is your sexual orientation?

28 (1.5%)	Gay/Lesbian	*	Other (please write in on next page)
1724 (94.7%)	Heterosexual/Straight	29 (1.6%)	Prefer not to say
*	Bisexual		

What is your religion, belief or non-belief, even if you are not currently practising?

601 (33.0%)	No Religion or belief	*	Hindu
1065 (58.5%)	Christian	11 (0.6%)	Buddhist
*	Muslim	64 (3.5%)	Other religion or belief (please write in on next page)
*	Sikh	51 (2.8%)	Prefer not to say
*	Jewish		

Do you consider that you are actively practicing your religion or belief?	
367 (31.8%)	Yes
729 (63.1%)	No
52 (4.5%)	Prefer not to say

Do you have any long-standing illness or disability?	
251 (13.8%)	Yes
1520 (83.5%)	No
33 (1.8%)	Prefer not to say

Does this illness or disability limit your normal day-to-day activities in any way?	
99 (39.4%)	Yes
124 (49.4%)	No
23 (9.2%)	Prefer not to say

Indicate below if you are the primary caregiver to one or more dependants including children, older people and/or those who are disabled or who have a long-term illness. Please select all that apply			
971 (53.4%)	No caring responsibilities	142 (7.8%)	Family Member/ Partner
43 (2.4%)	Disabled Person	15 (0.8%)	Other (Please write in on next page)
550 (30.2%)	Child/Children	45 (2.5%)	Prefer not to say
92 (5.1%)	Older Person		

Would you describe yourself as... Please select all that apply			
836 (45.9%)	British	17 (0.9%)	Other British (please write in on next page)
1181 (64.9%)	Welsh	43 (2.4%)	Non British (please write in on next page)
91 (5.0%)	English	*	Refugee (please write in current/last nationality on next page)
*	Irish	*	Asylum Seeker (please write in current/last nationality on next page)
*	Scottish	*	Prefer not to Say

To what 'ethnic' group do you consider you belong? Please select one box only			
1707 (93.8%)	White - British	*	Asian or Asian British - Chinese
54 (3.0%)	Any other White background (please write in at end)	*	Any other Asian background (please write in on next page)

*	Mixed - White & Black Caribbean	*	Black or Black British - Caribbean
*	Mixed - White & Black African	*	Black or Black British - African
*	Mixed - White & Asian	*	Any other Black background (<i>please write in on next page</i>)
*	Any other Mixed background (<i>please write in on next page</i>)	*	Arab
*	Asian or Asian British - Indian	*	Gypsy or Traveller
*	Asian or Asian British - Pakistani	*	Other ethnic group (<i>please write in on next page</i>)
*	Asian or Asian British - Bangladeshi	*	Prefer not to Say

Training information collected 2012 - 13

By gender:

Male	515
Female	890

By age:

24 and under	101
25 – 39	542
40 – 49	418
50 – 59	308
50+	22
Not specified	18

By nationality:

British	1382
Non-British	24
Refugee	*
Not specified	*

By ethnic group:

White	1356
Other (including Asian, Black, Chinese, etc.)	37
Not specified	16

By religion:

Christianity	739
Other (including Jewish, Muslim, Buddhist etc)	32
Don't know	*
None	578
Not specified	54

By disability:

Long term illness, health problem or disability	49
---	----

Appendix 3

Wales Interpretation and Translation Service

Annual Review 2012-13

1.0 Introduction

- 1.1 The Authority joined the Wales Interpretation and Translation Service (WITS) partnership in April 2010, with the aim of using a single provider for all services and all types of translation. Previously we had been using the services of Language Line with Departments making their own arrangements for written translation, face to face translation and BSL.
- 1.2 WITS is designed to improve access to public services for people who may otherwise face communication difficulties. It provides linguistic services in foreign languages, Welsh and British Sign Language. It was initially developed through a multi-agency partnership approach by Cardiff Council, Gwent Police and Cardiff and Vale University Health Board – with City & County of Swansea Council being the first local authority to join the partnership
- 1.3 WITS continues to provide an improved quality of service from interpreters and translators by:
 - Ensuring all of its linguists are fully security vetted to Police standards.
 - Ensuring all of its linguists possess qualifications or have passed a WITS language test.
 - Ensuring all of its linguists receive free training in professional interpreting and the Code of Conduct.
 - Providing continued professional development opportunities to its linguists by offering them free sector specific training courses, provided in conjunction with the professionals served (health, legal or local government).
 - Providing organisations with interpreters in line with their own specific requirements as agreed in their Service Level Agreement with WITS.
- 1.4 WITS has continued to deliver the following financial benefits to members of the partnership in 2012-2013:
 - Reduced travelling time of interpreters – achieved through training of local interpreters. This will not only save on interpreter fees but also reduce staff costs when waiting for an interpreter.
 - Reduced booking costs. WITS replace this with one simple phone call or email.
 - Reduced finance administrative costs of handling all payment claims, replaced by a single monthly invoice from WITS.
 - Reduced telephone translation costs to 32 pence per minute.
 - Reduced Face to Face interpretation costs (not including BSL) to £30.00 per hour with no minimum 2 hour charge.
- 1.5 This report summarises the Authority's usage of WITS over the past financial year, incorporating the range of languages requested, costs and a breakdown of the service

areas using WITS. This is the second year that we have data on all translation and interpretation across the authority.

2.0 Languages Used

2.1 During this financial year, the Authority has made 256 (271) Telephone requests, 417 (626) Face to Face requests, and 34 (12) BSL requests, a total of 707 (897) requests for the WITS/Big Word interpretation service, with a total of 40(39) languages being requested.

NB A number of these calls may be repeat calls to service users.

The languages for face-to-face requests were (occasions in brackets)

1. Hungarian(106)	14. Cantonese(5)	26. Bosnian(1)
2. Bengali(73)	15. Arabic(5)	27. Ukranian(1)
3. Mandarin(45)	16. Korean(5)	28. Farsi(1)
4. Polish(40)	17. Tamil(4)	29. French(1)
6. Sylheti(22)	18. Portuguese(4)	30. Italian(1)
7. Romanian(18)	19. Spanish(3)	31. Kurdish Kumanji(1)
8. Czech(15)	20. Lithuanian(3)	32. Malayalam(1)
9. Kurdish Sorani(14)	21. Latvian(3)	33. Welsh(1)
10. Turkish(12)	22. Russian(2)	34. Urdu(1)
11. Vietnamese(12)	23. Kurdish Bhadini(2)	35. Albanian(1)
12. Punjabi Pakistani(6)	24. Bulgarian(1)	
13. Algerian(6)	25. Pashto(1)	5. BSL(34)

The 451 appointments cost a total of £41807.05 (an average of £92.79 each)

Telephone translation – achieved via WITS to thebigword as a service provider gave the following data.

Most languages used through this service were:

1. Mandarin(58)	10. Punjabi(7)	19. Lithuanian(2)
2. Polish(32)	11. Turkish(7)	20. Hindi(1)
3. Bengali(27)	12. Tigrinya(5)	21. Welsh(1)
4. Urdu(19)	13. Vietnamese(4)	22. Spanish(1)
5. Arabic(16)	14. Italian(4)	23. Slovak(1)
6. French(16)	15. Cantonese(3)	24. Tamil(1)
7. Romanian(15)	16. Russian(2)	25. Amharic(1)
8. Kurdish (Sorani)(14)	17. Korean(2)	26. Albanian(1)
9. Farsi (13)	18. Kurdish(Bahdini)(2)	27. Lingala(1)

The 256 occasions cost a total of £1487.36 (or £5.81 per call)

2.2 Comparison

The Authority now has 2 years of data with regard to language use and service areas. In 2010 - 2011, the Authority used a total of 34 languages with the most popular being Sylheti and Polish.

3.0 Cost

- 3.1 Since April 2010 Performance and Strategic Projects have paid the monthly WITS invoices and recharged service areas at the end of each month. There is an ongoing saving as a result to service areas in the reduction of administration costs previously required to arrange interpreters or translators on an individual basis.
- 3.2 As noted in Appendix 2 the total cost to the Authority was £42,429.41, this covers translation and interpretation costs, including BSL.

4.0 Conclusion

- 4.1 The usage of WITS has more or less stabilised over the past couple of years with the reduction in WITS charges being reflected in a reduced overall cost to the authority. Additionally, usage fairly constant through each month of the year.
- 4.2 The cost per telephone call indicates that this service is being used for relatively short contacts which may be sufficient in themselves or which would allow arrangement of a full face—to-face meeting.

Annexe A – Comparative data table – Telephone Interpretation

Year	Number of requests	Number of languages	Top languages requested	Top users (service areas)	Cost
2003-04	49	11	1. Kurdish (17) 2. Turkish (13)	1. Housing (33) 2. Social Services (4)	£1,481.80
2004-05	111	18	1. Turkish (12) 2. Kurdish (8)	1. Housing (29) 2. Financial services (6)	£4391.15
2005-06	117	18	1. Russian (26) 2. Turkish (25)	1. Housing (93) 2. Social Services(9)	£4250.37.
2006-07	177	19	1. Polish (51) 2. Russian (32)	1. Housing (154) 2. Financial Services (8)	£6510.85
2007-08	156	24	1. Polish (48) 2. Kurdish (17)	1. Housing (122) 2. Social Services (17)	£6639.60.
2008-09	233	22	1. Kurdish (47) 2. Sorani (39)	1. Social Services (118) 2. Housing (94)	£8726.70
2009-10	205	22	1. Kurdish (35) 2. Farsi (30)	1. Social Services (113) 2. Housing (67)	£8099.00
2010-11	117	15	1. Arabic (29) 2. Mandarin (20) 3. Polish (11)	1. Housing (67) 2. Social Services (14) 3. ASART (14)	£1001.28
2011-12	271	27	1. Mandarin (74) 2. Arabic (65) 3. Polish (26)	1. Housing (185) 2. Social Services (21)	£1735.71
2012-13	256	27	1. Mandarin (74) 2. Polish (32) 3. Bengali (27)	Not available	£1487.36

Annexe B – Face to Face Translation and BSL

Year	Number of requests	Number of languages	Top languages requested	Top users (service areas)	Cost
2010-11	348	34	1. Sylheti (124) 2. Polish (68) 3. BSL (19)	1. Social Services (253) 2. Education (12) 3. Environment (13)	£44,472.33
2011-12	626	39	1. Sylheti (145) 2. Hungarian (105) 3. Mandarin (61)	1. Social Services (460) 2. Education (78) 3. Financial Services (37)	£66,257.73
2012-13	707	40	1. Hungarian (106) 2. Bengali (73) 3. Mandarin (45)	Not available	£41,807.05

Note: Full authority-wide figures are only available since our membership of the WITS partnership.