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This document is also available in Welsh.



City and County of Swansea

Equality Review Report 2015/16 (Year ending March 2016)

Equality Review Report 2015/16

1. Introduction

This is the City and County of Swansea's Equality Review Report for 2015-16. This is our fifth review under the Public Sector Equality Duty and reflects the reporting regulations for Wales, which were introduced in 2011.

This report contains details on:

- A final review of progress for our Equality Objectives 2012 - 2016
- Equality information
- Employment and training information
- Additional information relevant to our legislative duties.

2. Reviewing the Equality Objectives

The annual review of progress took place during May – June 2016 and all departments provided details of their progress. All of the information can be found at Appendix 1. Most actions are now marked as complete and/or continuing as part of our refreshed Strategic Equality Plan. A number will now feature in this report rather than in objective form, due to the need to outline more information and detail.

Our refreshed Strategic Equality Plan for 2016 – 2020 was adopted by Council in March 2016 and is available at www.swansea.gov.uk/sep in full, summary and easy-read versions.

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 (EIAs); this varies according to the EIA subject, relevance and focus.
- A Needs Assessment is completed to inform Swansea's Single Integrated Plan – The One Swansea Plan:
<http://www.swansea.gov.uk/sna>
- A Third Children and Young People's Super Survey will be undertaken across secondary schools in Swansea in the summer term of 2016 to seek the views of young people about things that affect their lives. The information gained from this survey has previously fed into service planning and developments and helped us to evidence the work we are currently undertaking on the United Nations Convention on the Rights of the Child (UNCRC). The CYP Super Survey will be run bi-annually, along with a newly developed survey that meets the needs of those with additional learning needs, in order that we can ensure we gather the opinions of as many children and young people as possible. Results from the survey will be compared with the previous year to measure distance travelled.
- 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

Please see Appendix 2 for this information.

5. Additional information

This section briefly details some of our other work relevant to the requirements of the Public Sector Equality Duty during 2015-16.

5.1 Engagement and Inclusion Cabinet Advisory Committee (CAC)

The remit of the CAC (made up of Councillors) is to assist the relevant Cabinet Member as appropriate on matters relating to the Policy Commitments adopted by the Council.

The Engagement and Inclusion CAC was replaced with a Corporate Services CAC in September 2015. A Prevention and Social Care Reform CAC was also established, and this also looks at equality-related issues.

CAC meetings through 2015-16 focused on the following issues / areas of work:

- Staff survey results
- Smoke free spaces
- Equality and the United Nations Convention on the Rights of the Child
- Welsh Language Standards
- Analysis of female workforce
- Dementia awareness training
- Social Services and Well Being Act

Some of the outcomes of these issues include:

- Schools being encouraged to designate school gates as smoking free
- The trial of a smoke free beach in Swansea
- Non-smoking in play areas being re-enforced
- The review of 3 key topics to develop recommendations:
 1. Women adding value to the economy
 2. Invest to save grants
 3. Creating an internal agency resource

For more information and to see the minutes of Committee meetings, visit <http://democracy.swansea.gov.uk/ieDocHome.aspx?bcr=1&LLL=0?Lang=eng>.

5.2 Equality Member Champions

Our Elected Member Champions cover all of the Equality Act's protected characteristics (as well as wider themes such as health and wellbeing, carers and domestic abuse).

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. They make regular reports to the Corporate Services CAC.

For more details, visit

<http://democracy.swansea.gov.uk/mgListOtherPosts.aspx?bcr=1&LLL=0>

5.3 Equality Impact Assessments (EIA)

We continue to use our expanded EIA process, which includes the United Nations Convention on the Rights of the Child (UNCRC), carers, community cohesion, poverty, social exclusion and Welsh language. As always, our focus has been on ensuring that the process remains user-friendly, effective and workable for colleagues across the organisation.

Our Equality and Engagement protocol (to ensure that EIAs are tracked and monitored through the Council's reporting and decision making process) continues to be very useful in ensuring that equality issues are considered and addressed where needed.

Our Service Planning process also incorporates guidance and tools for screening for and undertaking EIAs.

All completed EIA reports continue to be published at www.swansea.gov.uk/eia and the Council's budget is also subject to the EIA process.

5.4 Consultation and Engagement

Information about our consultation and Engagement methods and arrangements are available at <http://www.swansea.gov.uk/haveyoursay>. A further update is provided in Appendix 1 – please see Equality Objective 1.

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 and continues to go from strength to strength. 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:

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

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

Together, forum members have taken part and supported annual events such as Swansea Sparkle, International Day Against Homophobia and Transphobia (IDAHOT), LGBT History Month, Swansea Pride and Bi Visibility Day. The City and County of Swansea further marked each occasion by flying the Rainbow Flag outside the Civic Centre building. The Transgender flag was also flown for Transgender Day of Remembrance and for Swansea Sparkle in 2015.

Forum meetings have included information exchanges and discussions focussed on:

- Homelessness
- Strategic Equality Plan
- Work with schools
- Smoking cessation
- Hate crime
- Equality Advisory Support Services
- Gender identity and ageing
- Health screening
- Carers
- LGBT History Month

➤ BME Forum

The Swansea Bay Black and Minority Ethnic (BME) Forum has not met as frequently this year. The Forum decided in May 2015 to hold two meetings per year. Communication via email continues to be exchanged.

Forum meetings have included information and discussions on:

- Cultural Services update
- BME Play Workstream
- Third Sector Funding

5.5 Hate Crime

The Community Cohesion National Delivery Plan 2014-16, adopted locally has a specific outcome on hate crime (Outcome 1- departments, organisations and people understand hate crime, victims make reports and get appropriate support). To meet this objective, the Council has developed a local Hate Crime Action Plan with key partners (to link in with the Welsh Government's 'Tackling Hate Crime and Incidents: A Framework for Action'). This multi-agency stakeholder Hate Crime Action Plan has 3 key strategic objectives:

- Preventing Hate crime
- Increasing reporting and access to supporting victims
- Improving the multi-agency response to hate crime

To increase the reporting of hate crime, a multi-agency task and finish group co-ordinated various activities for the hate crime awareness week in October 2015. They developed a calendar of events across the City and County of Swansea area including information tables were set up in venues such as the Civic Centre and Swansea University during Hate Crime Awareness week. Hate crime leaflets were also displayed in public and community venues.

In Swansea, the refreshed Strategic Equality Plan (SEP) will include hate crime as a key theme. This work will follow on from the existing hate crime equality objective, contained within the current Swansea SEP.

In Swansea the delivery of Hate Crime Awareness session continued to partner organisations and Council staff by Victim Support. The Council is promoting the hate and harassment third party reporting process administered by Victim Support. Victim Support can offer an array of services and can tailor support to the needs of each victim which may include:

- Emotional support
- Practical support
- Advocacy or restorative justice.

For more information please see:

<http://www.reporhate.victimsupport.org.uk/hate-crime/>

5.6 Community Cohesion

Swansea is exploring to develop a new local Community Cohesion Delivery Plan for 2016-17 e.g. three new columns will be added for local actions (Swansea-specific) to show the City and County of Swansea contribution towards the delivery of the National Action Plan. Our Leadership Group continues to ensure progress and monitoring. Further information is available at Appendix 1 (see Objective 16).

5.7 United Nations Convention on the Rights of the Child (UNCRC)

Since September 2013, when we became the first local authority to adopt a 'due regard' duty in relation to children's rights, we have developed a Children & Young People's Rights Scheme.

The Children and Young People's Rights Scheme sets out the arrangements the City and County of Swansea have to ensure compliance with the due regard duty for embedding the UNCRC into the local authority policy framework.

The Scheme was launched by the Unicef UK Ambassador and Welsh actor Michael Sheen, who joined 111 children and representatives from Swansea at Pentrehafod Comprehensive School on Thursday November 20th 2014. The event also marked the 25th Anniversary of the United Nations Convention on the Rights of the Child (UNCRC) and saw children, young people and adults work together in a series of rights – based activities.

The main objectives for 2014/15 have focussed on finalising the Children & Young People's Rights Scheme and establishing processes for its implementation, enabling compliance, monitoring and visibility of children's rights within the City & County of Swansea and also measure the impact of the CYP Rights Scheme.

A 2015-16 UNCRC Action plan has been developed which is based on clearly identified priorities for the year and which encompasses a whole council approach to Children's Rights.

There are six key areas which focus on:

1. Making such arrangements as is considered suitable to promote and facilitate participation by children in decisions of the authority which might affect them, as required in the Children and Families (Wales) Measure 2010.
2. Developing knowledge and understanding of the UNCRC through training for all staff and decision makers within the City and County of Swansea including other statutory and key voluntary partners.
3. Promotion and awareness raising of the UNCRC
4. Ensuring appropriate and robust mechanisms in place to receive feedback and complaints in relation to the UNCRC
5. Ensuring compliance, accountability and impact of the UNCRC due regard duty which is evidenced based
6. The first progress report on the due regard duty for embedding the UNCRC into the local authority policy framework will be produced in September 2015 and informs objectives within the annual action plan.

Children's Rights are now fully incorporated into the EIA process and our strategic equality plan within the City & County of Swansea. All service areas have been required to set at least three UNCRC objectives with a focus on:

1. Training & an increased knowledge and understanding of the UNCRC within each service area
2. Promotion and Awareness raising of the UNCRC within each service area by making the explicit link to the relevant articles and use of "Dilly". (Children's Rights logo for Swansea)
3. Compliance with the EIA process.

5.8 Education and schools

Our regional school improvement partner ERW continue to work with Stonewall to provide Train the Trainer events for schools that give participants the tools, techniques and confidence needed to train other staff in school to tackle homophobic bullying, gender stereotypes and celebrate difference. This also gives participating schools Stonewall School Champions membership.

A tool has been developed and launched to allow 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. This was launched in the autumn term, however take up has been slow and further work is needed to promote this tool to schools.

Our work with Show Racism the Red Card has continued in 2015-2016 and funding is in place to continue workshops in our schools in 2016-2017.

5.9 Work with Older People

Work on the local delivery of the Welsh Government's Strategy for Older People and Ageing Well in Wales Programme has included:

- The development of a Swansea Local Service Board & Healthy City Board Ageing Well and Strategy for Older People Action Plan
<http://www.swansea.gov.uk/ageingwell>
Members of the Swansea Network 50+ Reference Group were represented on the Ageing Well Plan partnership group which was set up to oversee the development of the plan and members were also present on each of the 4 Ageing Well theme groups to participate in the production of the plan.
- An event at the Grand Theatre to mark UK Day of Older People attended by nearly 300 people
- A Network 50+ Annual Meeting.

5.10 Poverty

Tackling poverty continues to be a key priority for the Council with the Poverty strategy being implemented through these key themes:

- Empowering local people
- Changing Cultures
- Targeting resources

Over 40% of the actions in the tackling poverty action plan have been started with many of them being continuously developed and some having been delivered. The Performance Management framework encompassing the One Swansea Plan outcomes and measures, with targets for 2017 and 2020, along with references to existing work programmes across the Council and our partners. Arrangements are in place for service areas across the CCS to specify the action they will undertake that contributes to the tackling poverty agenda within the business planning process. The internal Poverty Forum is co-ordinating wider involvement of Council services; alongside a new Swansea Partnership Poverty Forum supporting wider delivery across Swansea, particularly with the voluntary sector.

The Council's five key strategic priorities include a recently reworked corporate priority for tackling poverty building on its cross cutting nature including benefits, early years, education, and young people.

5.11 Welfare Reform

Following on from previous work to mitigate the negative impact of Welfare Reform current activities have included:

- The Financial Inclusion Steering Group developed a "Universal Support Delivered Locally Action Plan against the required themes to ensure readiness for Universal Credit and appropriate support to claimants: Digital Inclusion; Financial Inclusion; Partnership; Triage.
- FISG currently awaits instruction from the Poverty Forum about how some gaps in that plan are going to be addressed (e.g. there does not appear to be any corporate or partnership Digital Inclusion Strategy for Swansea), whilst seeking to deliver and track progress where possible.

5.12 Domestic Abuse

The Domestic Abuse One Stop Shop (OSS) continues to be key to our multi-agency, partnership delivery of domestic abuse services. During its first year of opening (2015-16) we had just over 5000 visits to access the variety of services on offer. These range from a drop-in service, Freedom Programme, Nurturing Programme, surgeries on legal advice, substance misuse, debt advice and activities such as Coffee and Crafts, yoga, mindfulness and alternative therapies and counselling. The OSS services are monitored by the Steering Group who aim to provide services that cover a continuum of care to prevention, crisis and after care.

Strategic work has included looking at the potential impact of the duties included in the Violence against Women, Domestic Abuse & Sexual Violence (Wales) Act 2015. Work has been focussed on the implementation of the 'Ask & Act' duty and implementation of a structured training programme around this.

Awareness raising and the preventative agenda continues to be a focus, with a number of awareness raising days being organised. A Health & Wellbeing Day held at the OSS offered a range of information and activities including substance misuse, parenting support, alternative therapies, YMCA, yoga, mindfulness and 3rd sector agency support. White Ribbon Day (The Day for The Elimination of Violence against Women) continues to be the focus of our awareness raising with support from the Ospreys and The Swans who are key in helping to deliver a positive message to boys and men in the community.

5.13 Training

The following training activities accessed by Members and Officers have continued in 2015 - 2016:

- Anti-slavery / human trafficking awareness
- Hate crime awareness
- Gypsy traveller awareness

5.14 Easy read

Last year we published our annual review in three formats:

- full report
- summary
- easy-read.

We will do the same this year to ensure the information is accessible as possible.

5.15 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, including telephone and face-to-face provision. This does not include in-house Welsh-English translation through our translation unit.

The top five languages requested in 2015 – 2016 were:

1. Romanian
2. Arabic
3. Polish
4. French
5. Mandarin

We will shortly have a SMS text message service for residents.

5.16 Change Fund

Through the Change Fund, 16 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.

5.17 Children and Young People LGBT Funding

Grant funding was made available 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; this pilot was commissioned for 2014/15 and budget provision has been made to continue the project for 2015/16 and 16/17

6. Concluding comments

This annual report has allowed us to assess our progress during the final year of our first SEP. Progress has continued to be 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 close this 4-year SEP cycle, we look ahead to our refreshed Equality Objectives for 2016 – 2020, where our work will continue with some of our objectives continuing and others just beginning.

Appendix 1

Equality Objectives

Equality Objective – Consultation and Engagement

Equality Objective 1		
Ensure consultation and engagement is inclusive and representative		
Associated actions	Deadline	Progress 2016
Corporate		
Implement new Consultation and Engagement Strategy	October 2016	In progress and included in SEP 2016 – 2020 - we are working alongside other departments to review the strategy as we now have to meet the requirements of the Future Generations act in which engagement is a key feature
Departmental		
Economic Regeneration and Planning		
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	March 2013 & ongoing	<p>Complete (2015)</p> <p>Additional information:</p> <p>In recognition of the great strides made in improving overall communication and working practices between the two Service areas it has been agreed that no further formal Officer Group sessions are required. In moving forward, future Officer Group sessions will take place as and when required e.g. in response to significant changes in guidance or legislation rather than undertaking annual, structured sessions.</p> <p>The previous Equalities Stakeholder Group has gradually been replaced by a range of forums representing hard to reach groups and community organisations e.g. Disability Liaison Group (DLG). This has enabled the service to provide more focused and direct</p>

		information to a range of forums. For example, in consideration of the Local Development Plan process a representative of the Planning Policy Team has previously delivered presentations and question and answer sessions at key stages of Plan preparation to the Group. Such sessions will continue to take place as and when required.
Culture and Tourism		
Link with transgender forums/groups to discuss service developments	March 2013	<p>Complete (2013) Additional information: In applying for the Rainbow Mark at Penyrheol Leisure Centre, links were made with transgender forums and groups.</p> <p>Through these links a forum member was kind enough to also conduct some mystery visits on leisure centres and feedback their findings.</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>
Following consultation, review the feasibility and options to provide additional activities across Culture and Tourism services that interest Black Minority Ethnic (BME) communities	March 2016	In progress and included in SEP 2016 – 2020 with a wider equality focus on awareness raising and identification of barriers
Set up an Equality Impact Assessment process for major events and continue to consult with SAFE and Swansea Disability Forum	March 2013 & ongoing	In progress and included in SEP 2016 – 2020 for whole organisation in terms of EIA

Consult with lesbian, gay, bisexual and transgender (LGBT) forums to identify any potential barriers to participation	March 2013	<p>Complete (2013) Additional information: In applying for the Rainbow Mark at Penyrheol Leisure Centre, links were made with LGBT forums and groups.</p> <p>Through these links a forum member was kind enough to also conduct some mystery visits on leisure centres and feedback their findings.</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>
Housing		
Develop, draft, consult and publicise an updated Local Tenant Participation Strategy	April 2012 & ongoing	<p>Complete (2015) Additional information: For this Strategy, consultation with stakeholders included a questionnaire, drop in sessions and face to face events.</p>

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 2016
Corporate		
Review training material and resources relating to equality training & EIA training	April 2013	<p>Complete (2013) Additional information: All training and resources relating to equality training and EIA was</p>

		completed in 2013 to reflect the introduction of the Equality Act.
Consider the developments of E-Learning training provision/blended learning relating to equality and EIA training	April 2013	Complete (2013) Additional information: E-learning modules were created on Equality & Diversity and EIA in order to provide blended learning.
Initially key staff, but eventually all staff to receive mandatory training on the Equality Act 2010	Ongoing	In progress and included in SEP 2016-2020 with a focus on access to appropriate awareness raising training on equality issues
All managers to receive awareness raising training on the Equality Act 2010 and EIA procedures (where appropriate)	Ongoing	In progress and included in SEP 2016-2020 with a focus on access to appropriate awareness raising training on equality issues
Ensure that all training courses, including Corporate Induction reflect up to date equality regulations and best practice	April 2013	Complete (2013) Additional information: All training courses were updated to reflect up to date equality regulations and best practice – they continue to be updated as required
Ensure that monitoring of corporate training is carried out to reflect accurately the attendance on all corporate training courses	Ongoing	In progress and included in SEP 2016-2020
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	Complete (2015) Additional information: The EIA process was applied to the new customer contact strategy. It will continue to be applied as new developments come forward.
Further build knowledge and data covering all protected characteristics and	Ongoing	In progress and will be included within future annual review reports:

<p>maintain a robust demographic picture of the City & County of Swansea</p>		<p>The Council's analysis of protected characteristics in the City & County of Swansea has been maintained and developed in the last year, with additional and updated demographic information included on the Council's 'Statistics' web pages. This includes further local socio-demographic data and analysis from the 2011 Census and other sources, profile and indicator data included in the 2015 'One Swansea Plan Strategic Needs Assessment'. New versions of our Swansea area profiles, including updated data where available for wards and Communities First areas, were completed in October 2015 with another set of updates due shortly. Analysis of people with protected characteristics is also now regularly undertaken as part of the Community Cohesion monitoring requirement for Welsh Government.</p> <p>Analysis of protected characteristics information will continue to be necessary in the coming year(s) for a number of purposes, including as part of the Public Services Board's local assessment of well-being by early next year.</p>
<p>Social Services</p>		
<p>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</p>	<p>Commence April 2012</p>	<p>Complete (2013) Additional information: The Tackling Poverty in Swansea Training was piloted in the Townhill (T1) area of Swansea in September and October 2013. The target was to train 80 staff in 4 weeks.</p> <p>1 x ½ day awareness-raising session was run for managers. 54 people attended. 4 x 2 day courses were run for frontline and policy development staff. 59 people attended. 113 people in total.</p>

		A report on the pilot is available on request.
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	Ongoing	<p>Complete</p> <p>Additional information:</p> <p>In 2015/16, the target for number of advice line days provided was 126 and the number of days delivered was 133 (we previously counted advice line ‘sessions’ rather days, which is why this number appears to be lower than in earlier years – two sessions take place in one day). 532 queries were dealt with.</p> <p>The nature of advice line queries has become far more complex because:</p> <ul style="list-style-type: none"> • Frontline staff who have attended our training programmes have become confident and competent at dealing with basic issues themselves • There have been a number of changes to the Social Security system over the past year through Welfare Reform which have particularly affected minority groups such as EEA nationals; one query may take several days and intense contact with support workers before being resolved • The advice line service has been expanded to include email advice. There may be several email exchanges between advisers and support workers to resolve one query
Continue the programme of informal staff lunch-time forums which raise staff awareness of all equality issues	Minimum of twice a year	<p>Complete</p> <p>Additional information:</p> <p>A timetable of Roadshows (bi-monthly) has been put in place in 2015/16 to enable all staff to be kept informed about the Social Services and Wellbeing (Wales) Act, consultations on each of the sections and draft codes of practice. These events also cover</p>

		Swansea plans for implementation by April 2016, and they will help identify any gaps and equalities issues that may arise.
Explore opportunities to link with corporate training initiatives and plan and develop equality training appropriate to the needs of Social Services staff	December 2012	<p>Complete</p> <p>Additional information:</p> <p>We work closely with colleagues in corporate training to meet strategic priorities and to identify gaps and service pressures. We continue to reflect all aspects of the equalities agenda within service specific training plans, and within all courses that staff undertake, as part of their corporate role, social care role or to meet specific Continuing Professional Development obligations.</p> <p>One good example of a joint development has taken place within corporate safeguarding. Wider awareness raising and training needs have been identified alongside preparation for the Wales Audit Office review of Swansea's arrangements. Since the review, Swansea has put into place a mandatory eLearning packages covering Adult Safeguarding and Safeguarding & Protection of Vulnerable Children</p> <p>In addition, staff can access a number of courses specific to the equalities agenda, such as Equalities and Diversity, Equalities Impact Assessments and Hate Crime Awareness through the Learning Pool. Also 'equalities' are reflected within appropriate all activities that staff undertake, as part of their social care specific CPD obligations.</p> <p>These include:</p> <ul style="list-style-type: none"> • Social Services Induction covering equalities and the Council's Welsh Language policy • a role specific session about equalities included within training provided to new social care staff within in-house domiciliary

		<p>care staff and for foster carers</p> <ul style="list-style-type: none"> Equalities, values and principles are integral parts of many of the ongoing training courses e.g. QCF Diplomas, MCA, DoLS, Safeguarding, Re-ablement, Care Planning etc.
Corporate Building and Property Services (CB & PS)		
Briefing for Managers	April 2012	Complete
All employees of CB & PS receive up-to-date training	March 2013	Additional information: All new starters to CB & PS are required to attend the Customer Care & Equalities training. A discussion also takes place as part of our departmental induction.
Environment		
Develop guidelines for public toilet staff to raise awareness of gender identity issues	Reviewed Six monthly	Complete Additional information: Simple Guidelines were developed in 2013.
Culture and Tourism		
Ensure that all staff in Culture and Tourism are aware of the council's breastfeeding policy	September 2012	Completed (2013) Additional information: The Welsh Government Breastfeeding scheme was disseminated to frontline services. All representatives reported that the scheme's policy had been adopted.
Develop and roll out transgender guidance for all services in Culture and Tourism. To also be applicable for community building volunteer staff	March 2013	Completed (2013) Additional information: A Transgender Guidance document was developed and used to make staff aware of the need to ensure we provide sensitive and accessible services. The guide was also passed on to another local authority to help them develop a similar guide.

Housing and Community Regeneration		
Continue to promote the Welsh language and culture to staff in the on-line induction booklet and the customer services information manual	April 2012 & ongoing	Complete Additional information: Updates continue to be made to both the online induction booklet and Customer Services Information Manual with relevant changes e.g. Staff Welsh Speakers list, new Welsh Language Standards etc.
Continue to provide equality training for all Housing and Public Protection staff with regular updates and monitoring	April 2012 & ongoing with annual updates	Complete Additional information: Staff continue to attend equality training to keep updated on current legislation. In addition, equalities training has been provided to tenants involved in participation. Equalities courses (including e-learning) are regularly promoted in team information sheets e.g. Hate Crime e-learning, BSL course, Equalities e-learning course.

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 2016
Review HR policies via Trade Union Working Group	September 2012	Complete Additional information: This review was completed in 2013-14.
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	Complete Additional information: The handbook was developed and published in 2013-14.
Review HR Policies thereafter on an	September	Complete:

annual basis	2013	Additional information: This will continue.
Brief Managers on key HR policies	September 2012	Complete Additional information: These particular briefings were completed in 2013.

Equality Objective 4		
Attain the Welsh Government's Corporate Health Standard at Gold Level		
Associated actions	Deadline	Progress 2016
Apply on behalf of CCS for assessment against Gold Level	July 2012	Complete Additional information: Further feedback will be received from the assessment, on work required for higher tiers.
Deliver employee attitude/wellbeing survey	March 2013	Complete Additional information: This was adopted into training feedback in 2015 and remains as an ongoing survey.
Review drug and alcohol policy	July 2012	Complete Additional information: Completed as part of HR policy review.
Adopt core values for employee health and wellbeing	July 2012	Complete Additional information: This was achieved in 2014.
To have a healthy vending policy and secure healthy vending in main buildings	July 2012	Complete Additional information: This was achieved in 2013.

Equality Objective 5

Ensure that the Council as an employer is accessible to everyone in the community		
Associated actions	Deadline	Progress 2016
Achieve the Disability Symbol (Two Ticks Scheme) accreditation	April 2013	In progress: In lieu of this the Council has signed up to the 'Disability Confident City' scheme.

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 2016
Continue to consult with Trade Unions to develop a fully equality proofed pay & grading system	September 2012	Complete Additional information: This was achieved (and implemented) in 2013-14.
Continue to consult with Trade Unions to harmonise and modernise terms & conditions	September 2012	Complete Additional information: This was achieved (and implemented) in 2013-14.

Equality Objective 7		
Comply with our duty to publish Workforce Data/Employment Information		
Associated actions	Deadline	Progress 2016
Develop our HR ISIS system to record details in respect of the protected characteristics	April 2013	Complete Additional information: This was achieved in 2013-14.
Undertake a staff survey to collect data in respect of the protected characteristics and language skills	September 2012	Complete Additional information: This was undertaken in 2012-13.
Publish the Employment Information as per our duty	March 2013 & annually	Complete Additional information: This will continue on an annual basis as per the legislative duty.

Analyse the above data to identify key issues for the Authority	July 2013	Complete Additional information: This work will continue.
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Equality Objective – Access to Services

Equality Objective 8		
Improve access to Council services for d/Deaf people		
Associated actions	Deadline	Progress 2016
Identify specific access issues for d/Deaf people within the Council's Contact Centre	March 2013	Complete Additional information: A pilot of Sign Translate was undertaken at the Contact Centre, which allows people whose first language is British Sign Language (BSL) to access immediate translation via video link. While this service is not currently available, other options continue to be explored with a SMS text message service due to be launched shortly.

Equality Objectives – Education

Equality Objective 9		
Improve the performance of Ethnic Minority Learners at GCSE level		
Associated actions	Deadline	Progress 2016
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 progress and included in SEP 2016 – 2020 Additional information: Level 2 inclusive in 2015 was 72.1% for non-White British pupils and was 64.1% for White British pupils.
Children and young people from Asian Bangladeshi backgrounds achieve at	Annual analysis of results in	In progress and included in SEP 2016 – 2020 Additional information:

least as well as their peers	autumn term	Level 2 inclusive in 2015 was 65.1% for Bangladeshi pupils and was 64.1% for White British pupils.
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Equality Objective 10		
Close the Performance gap in educational attainment between boys and girls		
Associated actions	Deadline	Progress 2016
Maintain improving trends in assessment of boys and girls at KS2 and KS3	Ongoing	In progress and included in SEP 2016 – 2020 Additional information: KS2 boys' results up from 83.9 in 2014 to 86.4 in 2015; girls up from 91.0 to 92.4 in same period. KS3 boys' results up from 77.8 in 2014 to 79.9 in 2015; girls up from 83.6 to 86.5 in same period.
Close the performance gap between boys and girls	Ongoing	In progress and included in SEP 2016 – 2020 Additional information: KS2 gender gap -7.1% in 2014 improved to -6.0% in 2015. KS3 gender gap -5.8% in 2014 widened slightly to -6.6% in 2015.

Equality Objective 11		
Improve the educational performance of Gypsy and Traveller children		
Associated actions	Deadline	Progress 2016
Continue to find ways to improve the attendance rates of Gypsy and Traveller children and young people at secondary schools so that attainment improves	Ongoing	In progress and included in SEP 2016-2020

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 2016
Ensure schools are directed to relevant Welsh Government guidance so this can be practiced in schools, for example: provision of counselling, good practice regarding lesbian, gay, bisexual and transgender (LGBT) issues	Ongoing - as guidance is issued	In progress and included in SEP 2016-2020 Additional information: We continue to promote all relevant materials/service to schools via our weekly mailshot

Equality Objective 13		
Improve access to education for physically disabled pupils		
Associated actions	Deadline	Progress 2016
Resume progressive improvement to access to infrastructure in schools	Ongoing	In progress and included in SEP 2016-2020 Additional information: All projects delivered as part of our Quality in Education 2020 programme and the wider national 21st Century Schools Programme ensure progressive improvement to our schools' infrastructure.
Lobby for the reinstatement of the Small Adaptations capital funding to provide for the individual needs of disabled children and young people in schools	Ongoing	Complete Additional information: All small adaptations are carried out in schools as and when required to ensure that the individual needs of disabled children and young people in schools are met.

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 2016
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	Ongoing – as per individual projects and programmes	<p>In progress and included in SEP 2016 -2020 via specific objectives in relation to tackling poverty and children’s rights</p> <p>Additional information:</p> <p>Examples to-date have included:</p> <ul style="list-style-type: none"> • Flying Start • Service delivery (e.g. TAF and Parenting) • Mayhill GP Surgery and Family Centre • Childcare and Play • Families First

Equality Objective – Housing

Equality Objective 15		
Improve customer access to Housing Services		
Associated actions	Deadline	Progress 2016
Attain the Welsh Housing Management Standard (WHMS)	August 2012	<p>Complete</p> <p>Additional information:</p> <p>The Housing Service was awarded the Welsh Housing Management Standard for tackling anti-social behaviour in October 2013.</p>
Develop a Rents Strategy	December 2015	<p>In progress and included in SEP 2016-2020; progress is advanced and the strategy will completed in 16/17.</p>
Implement new Housing Advice Website	September 2012	<p>Complete</p> <p>Additional information:</p> <p>This was achieved in 2013-14.</p>
Fully implement telephone application	September	Complete

service for Disabled Facility Grants, Homelessness and waiting list applications for customers who prefer/need to access services by telephone	2012	Additional information: This was achieved in 2013-14.
Incorporate BME issues into the new Local Housing Strategy to ensure a holistic approach	June 2015	Complete Additional information: The Local Housing Strategy (incorporating BME issues) was approved by Council in October 2015.
Promote the provision of a Welsh Language service at public reception areas and through the Tenants Magazine	April 2012 with annual reports on progress	Complete Additional information: Welsh Speaking staff are provided with badges and lanyards. The promotion of a bilingual service is regularly included in Open House, the tenant's magazine and it is also promoted through the display of bilingual and promotional materials in the reception area.

Equality Objective – Community Regeneration

Equality Objective 16		
Undertake partnership work on the Community Cohesion agenda		
Associated actions	Deadline	Progress 2016
Introduce a volunteer Scheme for the City of Sanctuary	March 2013 & ongoing	In progress: The Council is in the process of updating its volunteering policy and creating a staff volunteering scheme in partnership with Swansea Council for Voluntary services. It is a commitment within the Council's Tackling Poverty Strategy action plan and the scheme should launch in September 2016.
Implement and monitor a corporate Community Cohesion Strategy Action	April 2014 & ongoing	In progress & included in SEP 2016-2020 Additional information:

Plan		<p>The Community Cohesion Delivery Plan is now the Welsh Government's National Delivery Plan with 7 Key Outcomes:</p> <ul style="list-style-type: none"> • Hate Crime • Anti-slavery/human trafficking • Gypsy & Traveller • Immigration • Tackling poverty • Mainstreaming • Tension Monitoring <p>We will develop a Swansea specific Community Cohesion Delivery Plan. To deliver this Plan, we have established an innovative model of governance; Cabinet members are practically involved in providing strategic direction to the delivery of the Community Cohesion Delivery Plan and are responsible for reporting their progress to relevant meetings.</p> <p>Key stakeholders will also be identified to report on the implementation of various actions within the Plan.</p>
Raise awareness of Community Cohesion issues externally and internally	April 2013 & ongoing	<p>In progress: Mainstreaming Community Cohesion has been a focus of the Programme during this phase. Examples of this are:</p> <ul style="list-style-type: none"> • Community Cohesion has now been embedded into section 4 of the Equality Impact Assessment process • The Community Cohesion Leadership group members are championing Community Cohesion. In addition, the Equality Champions have agreed in principle to include Community Cohesion into their remit • One of the Community Cohesion Champions is leading on

		<p>embedding Community Cohesion into the corporate Customer Services and Equalities training programme</p> <ul style="list-style-type: none"> • 13 hate crime awareness sessions were delivered across various Council services and key partners including Police, Health and third sector. In total more than 180 people attended. • A Hate Crime e-learning resource for staff has been developed • Community Cohesion is embedded into the Communities First Cluster Delivery Plans and Community Involvement Plans • Anti-Human Trafficking Awareness sessions were delivered for staff and a Regional Anti-Human Trafficking Multi-Agency Forum established; • Tell MAMA (Measuring Anti-Muslim Attacks) reporting hate crime session was arranged for young members of the Muslim communities in partnership with the Ethnic Youth Support Team (EYST). • A Regional Contest Board has been established which has increased information and intelligence sharing across the region. • Asylum Seeker and Refugee Awareness training sessions were delivered to staff in CCS
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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 2016
Cultural Venues and Parks		
Expand the Archives Education Service across Swansea and Neath Port-Talbot.	March 2013	Complete Additional information:

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		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.
Develop, implement and publicise a project in libraries to introduce or improve the computer skills of the over 50s	March 2013	Complete Additional information: For example, classes have taken place at Brynhyfryd, Fforestfach, Gowerton, Killay, Llansamlet, Oystermouth, Penlan, Pennard & Pontarddulais Libraries.
Ensure all staff in libraries have been trained/refreshed to use the hearing loops	March 2013	Complete Additional information: New and more effective hearing loops were supplied to all sites with full instruction to staff in 2013.
Source and implement additional/improved visual impairment computer aids in libraries	March 2013	Complete Additional information: For example, high visibility keyboard stickers were installed on at least one computer per site in order to improve ease of use (2013).
Arrange a variety of Museum talks that takes the Museum to older people	March 2013	Complete Additional Information: Due to lack of staff resources the museum does not actively promote outreach talks. However we do attend events such as the 50+ Network. The various groups also network with each other and pass on speaker's information. The Evening Post also regularly mentions talks in the community information columns. Links have also been established with specific groups including Swansea Carers Centre and ABMU Community Access

		<p>Swansea Museum talks average about 3 to 4 per month. An estimated 95% plus are older people and the majority over 70. Average per talk is around 25 people.</p> <p>Targeted community groups include those in residential units and dementia support groups.</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>Complete Additional information: 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 with young people aged between 14 – 19 years old, to engage them in the gallery’s programme and the local community.</p> <p>Fundamentally we aim to put young 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</p>	<p>March 2016</p>	<p>In progress: Progress has been made with website updates indicating</p>

potential users advance notice of which parks are accessible to disabled people and where the entrances are		information on each access point to the Park. Further discussions will be held on the possibility of including photographs of slopes within each Park which will be of aid to users.
Review the option to add access information to Parks signage which would indicate accessible routes	March 2016	Complete Additional information: Following further investigation into this matter there is no clear guidance or availability on such signage. Therefore this option will not be progressed; however we will look at the feasibility of including photographs on the website to illustrate the slopes within each park.
Sport and Leisure Services		
Review the feasibility and options to expand the women-only activity programme in leisure centres	March 2013	Complete Additional information: For example: <ul style="list-style-type: none"> • At Penlan Leisure Centre an additional ladies only swimming class was added in 2012 to meet demand. • In March 2013 Penyrheol Leisure Centre added ladies 'soft golf', which was the first time this activity had been brought to Wales. • 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. • Pregnancy Yoga has also been launched at all sites. • Women's Running has been re-introduced at Morriston.
To develop opportunities for participation, volunteering and coaching in sport for disabled people and provide support for existing disability clubs	March 2013 & ongoing	In progress & included in SEP 2016-2020 - Inclusion is an integral element of all Sports Development policies and procedures.
To encourage and support mainstream	March 2013 &	

sport clubs to integrate disabled people into their clubs through national governing body of sport pathways	ongoing	
Review the sports pitch options to provide more opportunities to accommodate mini-football	March 2013 & ongoing	Complete Additional information: We continue to monitor and review local mini pitches in partnership with the league.
Increase opportunities for young people to participate in after-school (extra-curricular) sporting opportunities	March 2013 & ongoing	In progress & included in SEP 2016-2020 - the Active Young People (was 5x60) programme is continuing.
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	March 2013 & ongoing	In progress & included in SEP 2016-2020 - Inclusion is an integral element of all Sports Development policies and procedures.
Across all venues		
Review the Carers Access policies across the Culture & Tourism Department for consistency and fairness. Once completed, ensure policies are promoted to ensure awareness	March 2013	Complete Additional information: Our Plus One Scheme was successfully launched on 29 th Sep 2013. However, this has now been superseded by a pan-Wales HYNT Scheme, which we have rolled out.
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	September 2012	Complete Additional information: All venues have reported that they are signed up to the scheme and our websites promote adherence.

Review the provision of baby changing areas across Culture and Tourism services	March 2013	Complete Additional information: Based on the information received from those venues that responded two thirds (19) have baby changing facilities e.g. leisure centres, libraries. The third of venues (10) without (i.e. libraries) have never had them or the facility is too small to accommodate. Of this 10 only one venue has received comments about the lack of provision. Given the financial pressures the council is under there are no future plans to install them.
Support, target and provide Black Minority Ethnic (BME) events, exhibitions and workshops across Culture and Tourism services	March 2013	Complete Additional information: Good progress reported with a variety 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.
Improve 'What's on' communication with BME organisations so that communities are aware of the services and opportunities provided by Culture and Tourism	March 2016	In progress and included in SEP 2016 – 2020 with a wider equality focus on awareness raising and identification of barriers
Ensure Culture and Tourism services and events are aware of and where possible make reasonable adjustments to respond to cultural/religious customs	March 2013	Complete Additional information: For example: Calendar of cultural and religious holidays/events circulated so that services can identify possible clashes.

		The Wales National Pool is 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.
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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 2016
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 & ongoing	Complete Additional information: Take-up of Direct Payments has continued to increase with information communicated via a wider group of staff including domiciliary care and Intake.
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 2015	Complete Additional information: Commissioning continues to be an on-going, iterative process that reflects the changing needs and aspirations of the population alongside the demand, services available to set out what is needed and the resources available.
As part of the revision of the Unified Assessment form, investigate the collection of information on a wider range of protected characteristics	December 2015	Complete Additional information: Unified assessment has been revised in accordance with Social Services and Well-being (Wales) Act. The final dataset to be collected by the unified assessment, will be in line with a citizen centred approach, the new national outcomes framework, and the future commissioning requirements.

Continue with the Transformation of Adult Services Strategic Programme in order to ensure more personalised and citizen directed services	Ongoing	Complete Additional information: This phase of Transformation of Adult Services (TASS) has focused on the implementation of the Social Service and Wellbeing (Wales) Act.
Maintain the Social Services sections of the Swansea Lives and Swansea People websites for people with a learning disability	December 2013 (review)	Complete Additional information: A review and update was completed in 2013.
Introduce a one-stop website for parents and carers of children and young people	October 2013	Complete Additional information: This was completed in 2013
Undertake carers assessments within the Child Disability Service	December 2013	Complete Additional information: Child Disability Team fully trained and supported to undertake specialist Carer Assessments
Develop a Young Carer's Strategy	April 2014	Complete Additional information: This was completed in 2013: http://www.swansea.gov.uk/article/8397/Swansea-Carers-Strategy
Further the Corporate Parenting work through provision of training for Elected Members	October each year	Complete Additional information: Designated training is routinely delivered to corporate parents, and the terms of reference for the Board have been revised.
Establish a multi-agency transition process between child and adult disability services	Summer 2013	Complete Additional information: Completion of a Transition Protocol to support multi-agency working. Further work is ongoing to explore the development of Transition Team to support children in need into adulthood.

Involvement of young people in need in the roll out of the Commissioning Plans	Summer 2014	Complete Additional information: Feedback from the participation of looked after children, and children in need has now become a central part of the Service Quality Unit, and will be better placed to link into the development of service business plans and commissioning strategy.
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Equality Objective 19		
Provide a high level of information about domestic abuse and support services available		
Associated actions	Deadline	Progress 2016
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	December 2012	Complete Additional information: Please refer back to section 5.12 of the narrative report for further details
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	April 2013 & ongoing	
Attend other events such as World Mental Health Day to raise awareness of the issues around domestic abuse	April 2013 & ongoing	
Establish a specific domestic abuse service within Child and Family Services in partnership with PEI and the Domestic	December 2013	

violence Strategy group.		
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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 2016
Plan and undertake a variety of activities and initiatives to achieve target, as set out in our Take Up Strategy	March 2013 & ongoing on an annual basis	<p>Complete</p> <p>Additional information:</p> <p>The team continues to work hard to raise awareness and to support Swansea residents to claim Council Tax Reduction (which replaced Council Tax Benefit) and Housing Benefit, taking referrals, e.g. from the Council Tax Teams and the Housing Department as well as direct calls from taxpayers. For example, for 2014/2015 the team's work increased the number of Council Tax Reduction recipients by 801 cases and increased Housing Benefit recipients by 592.</p> <p>The team's focus has shifted since 2013/2014 to provide advice and support to residents on the range of welfare reform changes, particularly in relation to the spare room subsidy commonly referred to as the "Bedroom Tax" and the Benefit Cap.</p> <p>The Take-up Team is heavily involved in supporting tenants claim Discretionary Housing Payments and helping to find longer term solutions to mitigate the effect of the "Bedroom Tax" such as finding work, moving to smaller accommodation etc. The team is also responsible for administering Free School Meals and carries out work to maximise FSM entitlement by working with schools and</p>

		parents and data matching with Benefit records. The team has also focused on assisting customers by providing information/advice on a range of financial grants/discounts/assistance available to help mitigate the effects of the welfare reform changes and alleviate poverty.
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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 2016
Implement the Pavements for People Policy	April 2013 & ongoing	In progress and included in SEP 2016-2020
Installation of dropped kerbs to assist access where needed	Ongoing	In progress and included in SEP 2016-2020: Dropped kerbs installed on a case by case basis.
Provide pedestrian crossing with facilities for disabled people	95% by April 2012	In progress and included in SEP 2016-2020
Consider equality issues when designing highway and traffic schemes	Incorporate in design process for each project	In progress and included in SEP 2016-2020: Improved consultation with disability groups has been targeted through the introduction of a new stage in the design development process. The format is in line with the Pavements for People protocol which is used as an Authority wide standard. Projects are formally assessed using the Equality Impact Assessment process, thereby providing greater continuity between schemes, a detailed record of implemented measures and appropriate consideration over the relevant groups. Post completion workshops are introduced on relevant projects to invite comment from key stakeholders in order to provide continuous

		improvements
Provide permits for qualifying care organisations and carers to park within residents parking bays	Ongoing	In progress and included in SEP 2016-2020

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 2016
<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 concourse</p>	October 2011	<p>Complete</p> <p>Additional information:</p> <p>This was implemented in 2011 and also operates on the ftrMetro vehicles and at key Metro stops. In conjunction with this, in 2012, tactile and large print maps of the Bus Station and the Railway Station were developed with the RNIB and Guide dogs for the Blind and are distributed at both facilities. Braille maps of the Bus Station and Railway station have also been produced.</p>
<p>Develop a programme to provide raised kerbs at bus stops to allow easy access for passengers with mobility problems.</p> <p>Meet with Disability Groups to seek views on prioritisation</p> <p>Legislation is in place which requires buses to be accessible by 2015, which</p>	Programme in place by 2015	<p>Complete</p> <p>Additional information:</p> <p>Following consultation with Swansea Access For Everyone (SAFE), a programme was developed and initially raised kerbing were installed at key bus stops across the County. Raised kerbs have also been provided along main bus service corridors including Carmarthen Road, Mumbles Road and Gower Road. In future raised</p>

will increase the need for the Council to provide raised kerbs		kerbing will be installed when new bus shelters are provided.
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Equality Objective 23

Improve Community Safety provision – and perceptions of safety – across Swansea’s communities.

Associated actions	Deadline	Progress 2016
Provision of fixed and mobile CCTV	Continuous	<p>In progress:</p> <p>There is now a comprehensive CCTV system in place which provides coverage of the city centre and other key areas which is of benefit to the community at large.</p> <p>A review has been completed and the number of cameras has been reduced ensuring the ones which remain (64) are suitable and appropriately located, ensuring compliance with the requirements of the Information Commissioner.</p> <p>Following detailed analysis and consultation with police, new CCTV cameras will be installed at Northampton Lane in and the Strand in September 2016</p> <p>A Commissioning Review of the CCTV service is currently under way, entailing detailed engagement with relevant stakeholders, and will be completed and implemented by September 2016</p>
Provide crime prevention advice		<p>Crime Prevention advice is provided by qualified and experienced staff whenever requested, approximately 20 surveys p.a.</p> <p>“Secured by Design” principles are actively promoted.</p>
Positive communication and reassurance Community engagement by officers		<p>A large number of community engagement activities have been undertaken throughout the area, using both fixed venues and vehicle based. Initiatives include visits/talks to community groups, attendance at events and neighbourhood “door knocking” exercises</p>

Anti-Social Behaviour reduction		<p>to reduce fear and promote confidence and self-help. These total approximately 84 p.a.</p> <p>The Night Time Economy “Help Point” And “Drop Off Zone” have been expanded and mainstreamed in 2016.</p> <p>The role of Night Time Ambassador has been successfully trialled and transferred to BID to continue in 2016/17</p> <p>The ATCM Purple Flag Award has been retained for the second year in 2016.</p> <p>A successful campaign to promote engagement with the Night Time Economy was carried out in September 2016, and is to be further expanded to promote diversification in the NTE in September 2016. Positive media communication is maintained to support public confidence and reduce the fear of crime.</p> <p>Anti-social behaviour reduction remains a Safer Swansea Priority. Two part-time specialist staff are employed, based at the Partnership Office in Neath Police Station. Monthly management figures are produced and made available to Ward Members.</p>
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Equality Objective 24 – amended for 2013		
To design a Council-wide Hate Crime Strategy in partnership with key organisations		
Associated actions	Deadline	Progress 2016
Liaise with local disability groups to capture experiences of hate and harassment & include information gathered in a report	April 2013	<p>Complete</p> <p>Additional information:</p> <p>Report completed in April 2013 following a series of interviews/telephone conversations with volunteers who responded to posters and flyers displayed in public buildings</p>

Include campaign details and information on methods of reporting on SW Police & CCS websites	April 2013	Complete Additional information: Details available at: http://www.swansea.gov.uk/hatecrime (as this campaign was completed in 2013 the online information has since been updated due to changes in reporting procedures)
Undertake a minimum of 4 awareness raising sessions with community groups within the first year of the campaign	April 2013	Complete Additional information: 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).
Draft a Hate Crime Strategy	April 2015	In progress & included in SEP 2016-2020

Equality Objectives 25		
Work in partnership locally on health promotion initiatives that focus on outcomes for all communities		
Associated actions	Deadline	Progress 2016
Set out the terms of reference for the Tobacco Action Group	January 2012	Complete Additional information: Terms of reference agreed and adopted April 2012
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	Complete Additional information: The new plan for 2014 – 2017 was presented and approved at the January Healthy City Board
Increase the number of young people travelling to / from school in the Safer Routes in Communities project areas by	To be set when funding known for 2012/13	In progress & included in SEP 2016-2020 Additional information: One Safe Routes in Communities scheme is delivered each year.

cycling or walking		Schools are encouraged to increase the number of children walking or cycling to school.
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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 2016
Building Control		
Continue with customer consultation surveys covering all users of the service	Continuous survey issued on project completion	Complete Additional information: Survey ongoing.
Check all levels of impact on different society groups, including any adverse level of enforcement	6 monthly	Complete Additional information: Results analysed. No evidence to suggest any adverse impact or levels of enforcement on any group.
Analyse complaint / comment data	Continuously on receipt	Complete Additional information: All returns analysed individually. Response or action initiated where necessary.
Publish results	April 2012 & ongoing (annually)	Complete Additional information: Published online.
All information, forms, leaflets etc to be made available in any language / format on request	Available on demand	Complete Additional information: No requests made to date.
Advertise WITS / provide interpreter when necessary	Available on demand	Complete Additional information: No requests made to date.

Burials and Cremations		
Provide burial/cremation arrangements in line with the requirements of ethnic and religious/belief groups in Swansea	Ongoing	Complete Additional information: Viewing area included in Crematorium refurbishment 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 e.g. Mandaean and Baha'l faiths.
Waste Management		
Assisted waste collections for disabled people and older people	Review Monthly	Complete Additional information: This service continues to be provided to all residents who require assistance with their bags of waste items.

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 2016
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	March 2013 & ongoing on an annual basis	Complete Additional information: CB & PS apprenticeship recruitment for 2015 started in March. As usual the opportunities were advertised in the local press, job centre and on the Career's Wales website. We also engaged with the Construction Youth Trust and met with potential applicants through the construction workshops. We also engaged with Beyond Bricks and Mortar and Workways.

programme is dependent on future budget approval		
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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 2016
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	Complete Additional information: All procurement activity undertaken by the Council must have due regard to the general equality duty. In addition all procurement activity with a potential cross border interest must comply with the EC Treaty principles which ensure fairness and transparency. Minimum acceptance criteria for equalities [in particular any breaches] are requested for all procurement contracts at pre-qualification stage. All tenderers are required to disclose breaches of equalities legislation and have the opportunity to evidence self-cleansing.

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 2016

Research supplier modifications	June 2012	Complete Additional information: Options identified through initial research and tender which was awarded to Konica Minolta in March 2013
Consult with multi-functional device users in relation to requirements	June 2012	Complete Additional information: There were a number of meetings with schools, school managers and libraries regarding the new MFD contract.
Write multi-functional device tender to include costs and availability of modifications for access	July 2012	Complete Additional information: All new MFDs have a flip down screen (control panel) which allows wheel chair user access.
In conjunction with multi-functional device customers, identify and install multi-functional device fleet with regard to access requirements	Ongoing from March 2013	In progress: MFDs installed from June 2013 with low level controls and tilt screens to allow wheelchair access. MFDs in Morriston and Swansea Central Library will be replaced in May 2016. Replacement of other Library MFDs on hold pending decision on equipment and software solution by Library Services. New MFD contract for March 2017 will see removal of old equipment due to contract termination.

Equality Objective 30		
Take appropriate action to ensure that the Swansea Leader is appropriately accessible to visually impaired people		
Associated actions	Deadline	Progress 2016
Review current provision for visually impaired people	June 2012	Complete Additional information: A 'talking tapes' service has operated since Swansea Leader was launched. The customers were self-selecting and received a cassette tape soon after publication.

		The online version of the Leader could be increased in size to 500% to aid accessibility.
Research other local authorities on how they provide services to visually impaired people in relation to their community newspaper	June 2012	Complete Additional information: A round-robin email was sent to the other 21 local authorities to ask this question. There were seven respondents. From the responses, there was no common approach to provision. The service appeared to be delivered on the basis of responding to local preferences.
Research views of relevant local organisations	July 2012	Complete Additional information: Visually Impaired West Glamorgan suggested the Council provides Swansea Leader minus the pictures in Word Documents at 14pt Arial.
Review resource implications of report and develop action plan	October 2012	Complete Additional information: This was reviewed in February 2014.
Sign-off action plan	December 2012 & ongoing	Complete This was achieved in February 2014.
Implement action plan, undertaking annual reviews and amendments where appropriate	From April 2014	Complete Additional information: Following an annual review in 2015, the talking tapes service has been discontinued due to lack of take-up. The tapes to two remaining users were returned un-used in the period 2014-15. Swansea Leader continues to advertise that alternative formats are available upon request. An alternative format which can be read by word-to-voice software is available on the council website.

Appendix 2

Employment and Training Information

Note: Data correct on 20 June 2016

The system used to collect employment and training data continues to be updated to collect more detailed information. However the equality data available is not complete because staff are not required to provide this information. Work is ongoing to increase reporting.

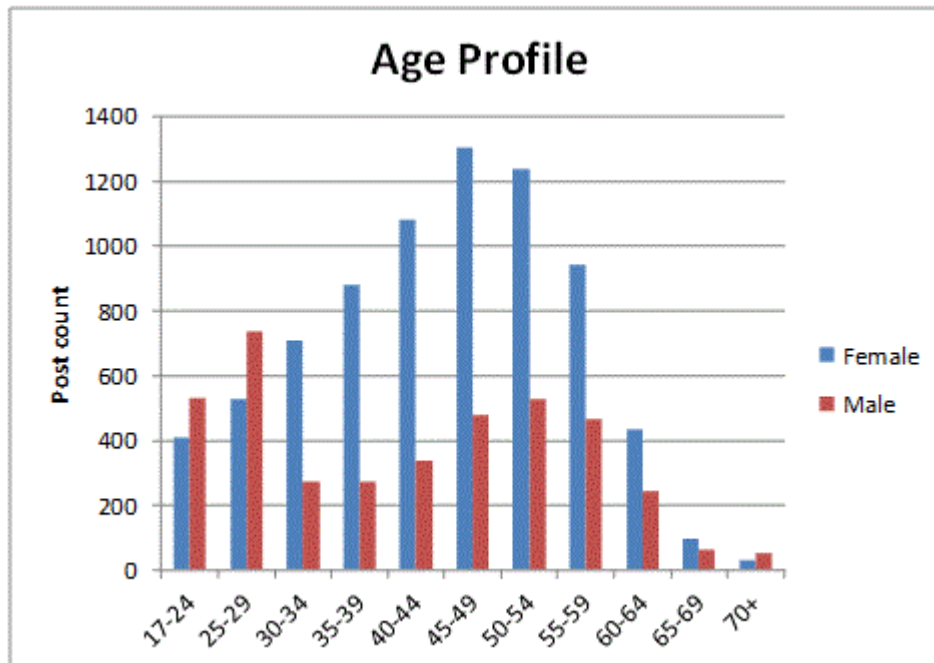
General Workforce: Gender Contract and Working Pattern Profile

Gender	Contract Type / Working Pattern	Total
Female	Permanent - Full Time	1346
	Permanent - Job Share	99
	Permanent - Part Time	2896
	Temporary - Full Time	315
	Temporary - Job Share	10
	Temporary - Part Time	2979
Female Total		7645
Male	Permanent - Full Time	1989
	Permanent - Job Share	9
	Permanent - Part Time	385
	Temporary - Full Time	218
	Temporary - Job Share	1
	Temporary - Part Time	412
Male Total		3014
Grand Total		10659

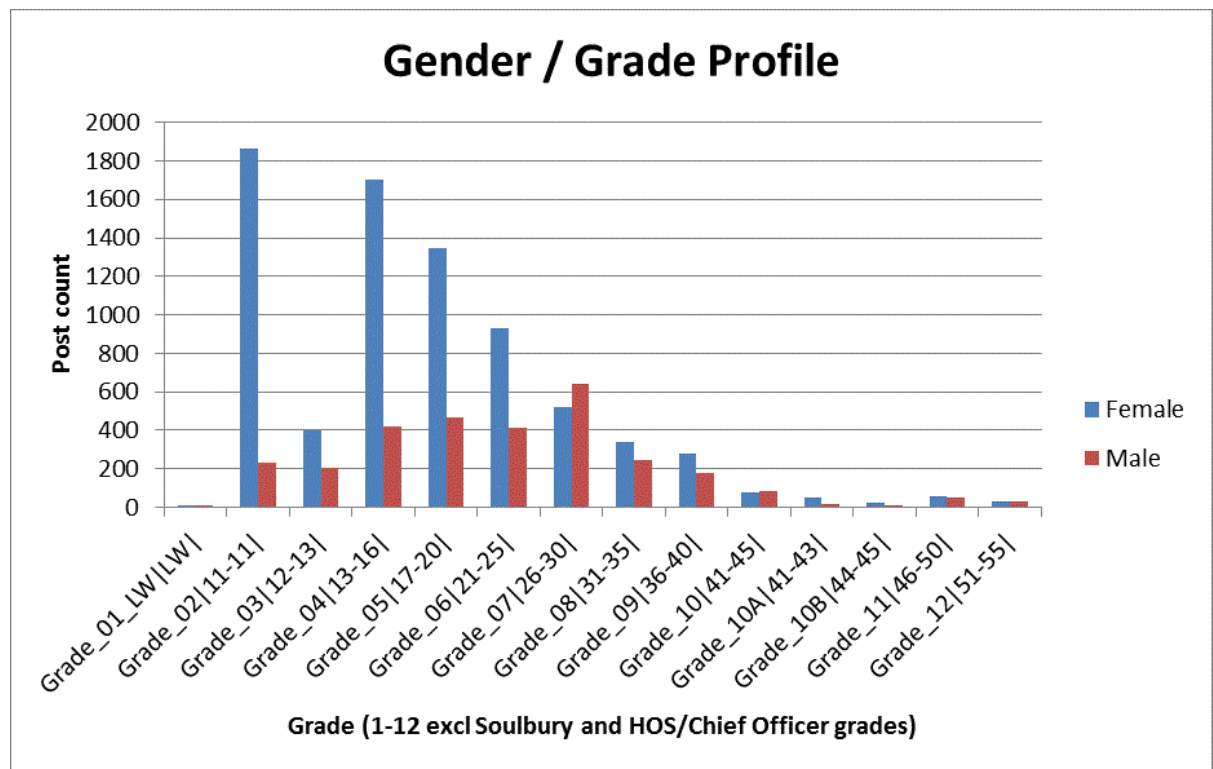
Teaching Workforce Overview

Gender	Employment Category	Total
Female	Permanent - Full Time	932
	Permanent - Job Share	13
	Permanent - Part Time	283
	Temporary - Full Time	224
	Temporary - Job Share	2
	Temporary - Part Time	168
Female Total		1622
Male	Permanent - Full Time	416
	Permanent - Part Time	23
	Temporary - Full Time	72
	Temporary - Part Time	18
Male Total		529
Grand Total		2151

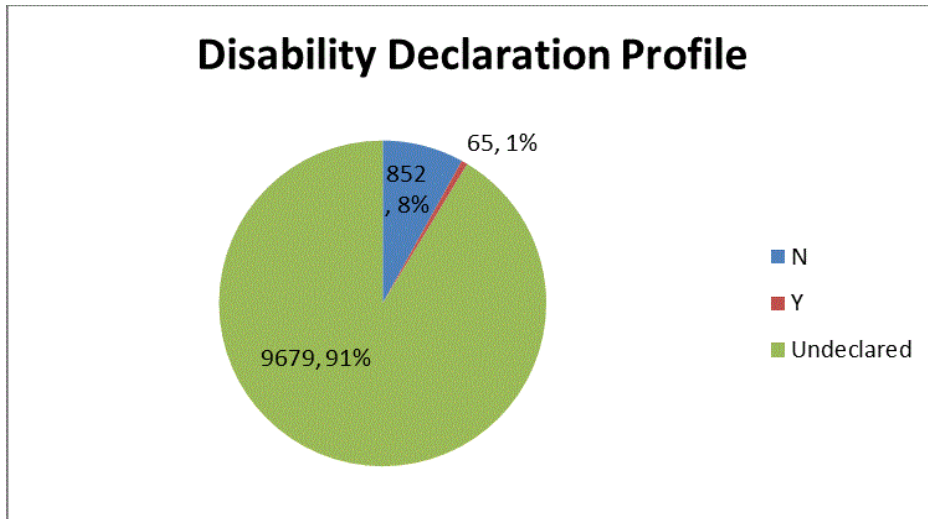
General Workforce: Age Profile



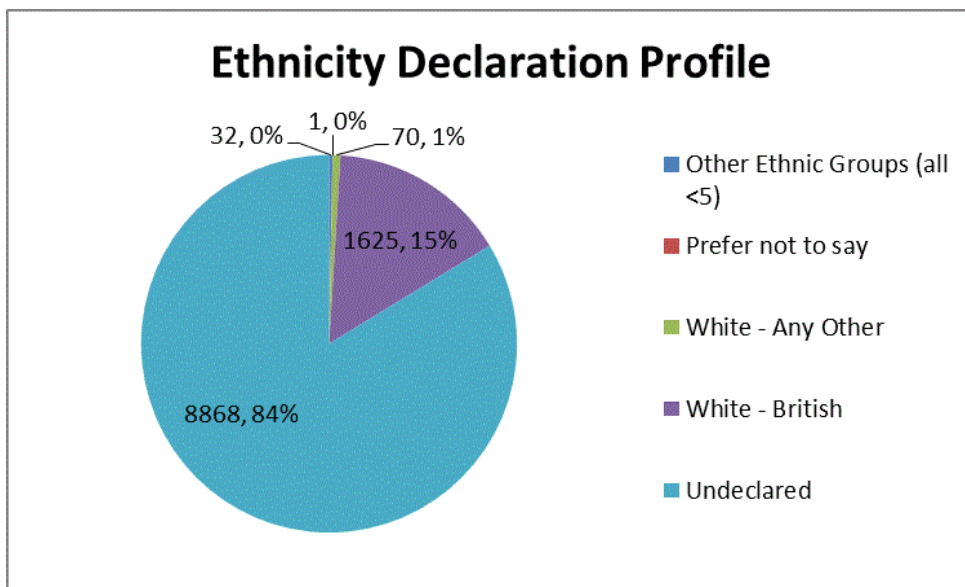
General Workforce: Gender and Grade Profile



General Workforce: Disability Declaration Profile



General Workforce: Ethnicity Declaration Profile



Training information collected 2015 – 16

By gender:

Male	1693
Female	1803

By age:

24 and under	149
25 – 39	900
40 – 49	1018
50 – 59	1092
60+	337

By nationality:

British (including Welsh, Scottish, English and Irish)	1221
Non-British	34
Not specified	2241

By ethnic group:

White	707
Other (including Asian, Black, Chinese, etc.)	10
Not specified	2778

By religion:

Christianity	396
Other (including Jewish, Muslim, Buddhist etc)	13
None	251
Not specified	2812

By disability:

Long term illness, health problem or disability	29
None	87
Not specified	3375

By sexual orientation:

Straight / heterosexual	669
Gay / lesbian	15
Bisexual	*
Other	*
Not specified	2800

By gender identity:

Identify as transgender	*
Do not identify as transgender	698
Not specified	2792