



City and County of Swansea

**Equality and Diversity Review
2013/14
(Year ending March 2014)**

Report

Equality & Diversity Review Report 2013/14

1. Introduction

This is the City and County of Swansea's Equality and Diversity Review Report for 2013-14. This is our third 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 review of progress for our Equality Objectives
- 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 2014 and all departments provided details of their progress. All of the information can be found at Appendix 1. In terms of the small number of actions that have not progressed in 2013 - 2014, officers have provided details and updated deadlines where appropriate (as is permitted under the regulations). Where actions have needed to be changed or progressed in different ways, this has been highlighted throughout the action plan.

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 was completed to inform our first Single Integrated Plan – The One Swansea Plan:
<http://www.swansea.gov.uk/sna>
- Detailed equality information was gathered last year 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. Work with the EHRC has continued into 2013 with further consideration of both the data and emerging issues.
- A Children and Young People's Super Survey was undertaken across secondary schools in Swansea in the summer term of 2013 to seek the views of young people about things that affect their lives. The information gained from this survey has 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 second survey will be run in the summer term of 2014 and the results 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 2013-14.

5.1 Equalities Committee

The Equalities Committee was set up in May 2012. The Committee, made up of councillors, meets monthly and will complete its second annual review in April 2014.

Committee meetings through 2013 have focused on departmental visits and presentations, in order to learn more about equality practices 'on the ground'. This year's work-plan has included:

- Equality Impact Assessments –
 - New protocol for Officers and Members
 - EIAs in practice – presentation and workshop
- Census information
- Departmental presentations and / or visits with:
 - Culture, Sport, Leisure & Tourism
 - Housing & Public Protection
 - Social Services
 - Education
 - Poverty & Prevention.

For more information and to see the minutes of Committee meetings, visit <http://democracy.swansea.gov.uk/ieListMeetings.aspx?CId=152&Year=0&LLL=0>.

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) 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. They make regular reports to the Equalities Committee. They also receive information and training from external organisations such as the Welsh Local Government Association.

The Member Champions meet on a quarterly basis and have dedicated Officer support from the Access to Services Team. The meeting themes for this year have included:

- Community cohesion (including a proposal to incorporate this into the generic Champion role)
- A Sign Translate demonstration at the Contact Centre (as part of a pilot held to enable immediate interpretation in British Sign Language (BSL))
- Budget proposals in relation to equality issues.

For more details, visit

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

5.3 Equality Impact Assessments

We have done further work to improve our EIA process this year. We have widened the process further to incorporate carers as well as an increased emphasis on poverty, community cohesion and Welsh language. We have also updated our guidance to include consideration of intergenerational issues and dementia. Currently, work is underway on integrating the UNCRC into the process too – this work is still under development, with the pilot phase due to start in Summer 2014. As always, our focus is on ensuring that the process remains user-friendly, effective and workable for colleagues across the organisation.

We have introduced an Equality and Engagement protocol to ensure that EIAs are tracked and monitored through the Council's reporting and decision making process. This came into force in June 2013 and has proved very useful in ensuring that any equality issues are considered and addressed where needed.

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 2013/14 was subject to the EIA process.

5.4 Consultation and Engagement

Our Consultation and Engagement Strategy and some of the 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.

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:

- 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.

Together the forum members have taken part and supported events such as Swansea Sparkle, International Day Against Homophobia and Transphobia (IDAHOT) Day, 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 Remembrance Day and for Swansea Sparkle in 2013.

Forum meetings have included:

- Information exchanges
- Event planning
- Discussions focussed on:
 - Health
 - Hate crime
 - LGBT Youth Project
 - Combatting gay conversion therapy
 - Children and young people's play needs

The forum has recently undergone a two-year review which enabled members to revisit aims and objectives and plan for future meetings with a more targeted themed approach (this work is currently ongoing). Forum members were happy with the progress made since its conception and happy to continue to support the work of the forum.

BME Forum

The Swansea Bay Black and Minority Ethnic (BME) Forum has met on six occasions since April 2013 and meetings have been well supported by community members, voluntary groups and public sector organisations.

Forum meetings have included:

- A workshop session to identify key issues and opportunities
- Information exchanges
- Event planning
- Discussions focussed on:
 - Health
 - Hate crime
 - BME children and their participation in school swimming lessons.

The Forum's first community event entitled 'Elimin8 Race H8!' was held in March 2014 to mark the International Day for the Elimination of Racial Discrimination and to raise awareness of hate crime reporting mechanisms. The event attracted over 100 people and featured information stalls, inspirational speakers and performances from local BME artists.

5.5 Harassment and Hate Incidents (HHIs)

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. With the victim's permission, all reports are passed on to the South Wales Police Hate Crime Team.

This year (2013-2014) 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 website) and the creation and work of South Wales Police's Hate Crime Team.

We continue to share the information obtained from 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.

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 strategy will focus on areas such as:

- promotional work of the Council's third party reporting process
- training of frontline staff

- mapping incidents across City & County of Swansea to establish hate crime hotspots
- monitoring identity based bullying in schools.

This will be reviewed once the Welsh Government's 'Tackling Hate Crime and Incidents: A Framework for Action' is published.

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. Our meetings are still facilitated by colleagues from the Welsh Local Government Association; this year, discussions have taken place around issues including hate crime and equality impact assessments.

5.7 Stonewall

Stonewall Cymru is an all-Wales charity that aims to achieve legal equality and social justice for lesbian, gay and bisexual (LGB) people across Wales. The City & County of Swansea became members of Stonewall in 2013, when we joined the Diversity Champions and Education Champions programmes.

Stonewall's Diversity Champions Programme is a good practice forum for workplace-related issues. By joining this programme we commit to promoting diversity and improving the workplace for LGB people. As part of that commitment we took part in the Workplace Equality Index which benchmarks employers in terms of its fairness to LGB employees. We were ranked 329 in our first attempt at the Index.

Stonewall's Education Champions programme provides support and guidance to local authorities in tackling homophobia and homophobic bullying in their schools in order to promote a safe and inclusive learning environment for all young people. Similar to the Workplace Index, the Education Equality Index is an annual benchmarking exercise, to demonstrate how well local authorities are tackling homophobia and homophobic bullying in their schools and supporting LGB young people in their local community.

At the time of writing, our first Education Equality Index has been submitted and we are awaiting feedback, as well as notification of our national ranking.

5.8 Education and schools

Work has continued 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. Initial discussions with head teachers have proved positive, with a pilot phase planned for later in 2014.

Our work with Show Racism the Red Card has continued in 2013-14 with the organisation working in a total of 19 schools across the City and County.

5.9 Work with Older People

Work around the local delivery of the Welsh Government's Strategy for Older People in Wales has included:

- three Health, Social Care & Well Being Forums
- production of a Network 50+ newsletter
- an event at the Grand Theatre to mark the UK Day of Older People
- a Network Annual Meeting featuring the Older People's Commissioner for Wales as guest speaker.

In February 2014, the Council made a public commitment to promoting the rights, needs and potential of older people having signed the Dublin Declaration for Age Friendly Cities. Following on from this, we joined the Ageing Well in Wales Programme, which is facilitated by the Older People's Commissioner's office.

5.10 Welsh Government Framework for Independent Living

In January 2014, Local Service Boards received correspondence from Welsh Government about this framework. All partners were asked for details of their work in relation to the key themes of the framework. We collated information from across the Council in order to contribute to the local response.

5.11 Working with carers

In November 2013 we held a very successful Carers Rights Day event at the Liberty Stadium. Attendees were updated on the latest initiatives and action plans in relation to carers and were given the opportunity to put questions to a panel of professionals. Carers, staff and providers spent time discussing what works well and what doesn't for carers and suggested some improvement opportunities.

In June 2013 we organised the annual Carers Week activities in partnership with Swansea Carers Centre and Sainsbury's stores. Staff and volunteers spent the week strategically placed in various locations around Swansea raising awareness of carers and the issues they face. This was also an opportunity to advise carers on the support available to them locally.

The Swansea Carers Action Group has continued to meet quarterly throughout 2013/14. Attendance is made up of local carer organisations and Social Services representatives. The group discusses local issues and initiatives and contribute to the development of a local Carers Action plan.

The Young Carers Action Group developed a draft action plan, which is currently being considered by a number of agencies involved in supporting young people. An event was held in March 2014 to raise awareness of young carers and the challenges they face. A follow up meeting is scheduled for Autumn 2014.

A new version of the Carers Assessment was introduced in September 2013. This tool for Social Care professionals ensures that the assessment is meaningful and focuses on the areas that are important to the carer. The

assessment has been amended throughout the year to reflect improvements identified by care management staff and carers themselves.

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

In September 2013, we became the first local authority to adopt a 'due regard' duty in relation to children's rights, which applies to corporate decision making.

At the time of writing, a draft Children and Young People's Rights Scheme is being written and work is underway on incorporating the requirements of the UNCRC into our EIA process.

The draft Children & Young People's Rights Scheme will be published for public consultation during the summer and launched on the 20th November 2014.

Task and Finish Groups have been set up to work on different aspects of this development, such as promotion, awareness raising and training.

5.13 Community Cohesion

The local delivery plan for Community Cohesion has been updated in line with work undertaken by the Welsh Government. Our Leadership and Assurance Groups continue to ensure progress and monitoring. Further information is available at Appendix 1 (see Objective 16).

5.14 Poverty

Tackling poverty continues to be a key priority for the Council and building on the previous work of the Poverty Forum a Tackling Poverty Strategy was adopted by Full Council on 4th November 2014. The key themes within the new strategy are:

- Empowering local people
- Changing Cultures
- Targeting resources

There is a clear action plan for the Council split into these three themes, along with a Performance Management framework encompassing the One Swansea Plan outcomes and measures, with targets for 2017 and 2020, along with referenced to existing work programmes across the Council and our partners.

5.15 Welfare Reform

Following on from previous work to mitigate the negative impact of Welfare Reform current focus is specifically on ensuring the City and County Of Swansea and partner organisations are ready for the national roll out of Universal Credit.

Current activities include:

- Developing training and awareness raising seminars for advice providers within the Council and partner organisations
- The Financial Inclusion Steering Group, a multi-agency group of service providers, is developing an action plan that specifically addresses areas likely need.

- Ensuring support is in place to ensure citizens of Swansea are supported with Digital by Default.
- Housing colleagues are profiling tenants to identify those that are likely to require additional support when Universal Credit is introduced in Swansea.

5.16 Domestic Abuse

Swansea's Domestic Abuse One Stop Shop is on target for completion in December 2014 with its opening due in January 2015. This has been built and furnished to a very high standard, to enable us to deliver a range of services to all those that have experienced domestic abuse. There will be a multi-agency presence to provide a holistic approach to services.

We have been awarded the White Ribbon Town Award for our achievements in our multi-agency work in ending violence against women in all its forms. This award is focussed on involving men and boys in this work. We continue to raise awareness of the issues around domestic abuse especially during White Ribbon Day events in November.

Training for staff has been rolled out across a number of departments this year with a core group of staff becoming accredited trainers.

5.17 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.

5.18 Training

A key training activity this year has included the commencement of an Action Learning Set for our Equality Member Champions – delivered by the Welsh Local Government Association.

5.19 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.

5.20 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.

At the time of writing, a breakdown of the languages requested during 2013-4 was not available from WITS. This information will be collated separately once received.

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 now fairly constant throughout the year. Work has continued on a Sign Translate pilot for our Contact Centre, where people whose first language is British Sign Language (BSL) will be able to access immediate interpretation via a video web-link. Initial feedback has been very positive.

5.21 Change Fund

Through the Change Fund, 17 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.

5.22 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 is currently under review and may continue for 2014/15.

6. Concluding comments

This annual report has allowed us to assess our progress during the second 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 be looking to commence work on a refreshed SEP in preparation for 2016, containing new and/or continuing Equality Objectives.

Appendix 1

Equality Objectives

Equality Objective – Consultation and Engagement

Equality Objective 1		
Ensure consultation and engagement is inclusive and representative		
Associated actions	Deadline	Progress 2014
Corporate		
Implement new Consultation and Engagement Strategy	March 2016	In progress: Scrutiny has conducted an inquiry into Public Engagement. The outcomes of this will be used to inform the new strategy. Once drafted we will follow the usual process of adopting the strategy (including consultation and approval by full council) by March 2016.
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"> œ Deliver at least 3 Officer Group sessions a year; œ Utilise the Equality Stakeholder Group as a forum to consult on ongoing/forthcoming key work programmes; 	March 2013 & ongoing	<p>Complete</p> <p>Additional information: In relation to the associated actions established:</p> <ul style="list-style-type: none"> œ An Officer Group meeting took place on the 12th June, 2013. This session provided a detailed overview of recent developments in equality legislation and practice over the previous year. Various work related equality issues were highlighted and discussed further. It was agreed that any additional information sources would be circulated to the Group throughout the year. It was agreed that the representatives present would highlight any potential issues that would prompt additional sessions to be arranged. No further Officer Group sessions were called given that representatives are now more

<ul style="list-style-type: none"> œ Ensure responsive and continuous communication between Officer and Stakeholder Group representatives; œ Identify equality issues and potential responses which will help improve the delivery of ongoing work programmes 		<p>inclined to communicate with the Access to Services Team directly throughout the year on an individual basis. It is proposed that this approach is maintained.</p> <ul style="list-style-type: none"> œ The 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 information to a range of forums. For example, in consideration of the Local Development Plan process the Planning Policy Team delivered a presentation and question and answer session on the Preferred Strategy consultation to the Group. Such sessions will continue to take place as and when required. œ In doing so, this has ensured responsive and continuous communication between officers and forums representing hard to reach groups and community organisations. This provided an opportunity to consider issues further which culminated with the submission of formal representations to consultations. It was agreed that officers would ensure that any work programmes of interest would be highlighted to the Group and alternatively the Group would invite officers to individual sessions in the future. œ The identification of equality issues in work programmes is an ongoing process. This is particularly true during the last year in the work undertaken associated with the search for Gypsy and Traveller site provision. A custom built Equality Impact Assessment (EIA) was produced in partnership with the Access to Services Team and further input and general advice was sought throughout. Furthermore, the Development and Physical Regeneration Team completed an EIA on its Waterfront City work programme, which informed its consultations with Access stakeholder groups on its Swansea Boulevard and Waterfront
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		Connections development projects. In addition, specific equalities based training opportunities are now being directed to appropriate specialist officers immediately e.g. Welsh Local Government Association Equality Impact Assessment Training for the Built Environment.
Culture and Tourism		
Link with transgender forums/groups to discuss service developments	March 2013	Complete
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: This was carried forward into 2013-14 but was not achieved because the consultation officer post ceased as a result of a budget savings in 2014/15. In order to progress, services will trial an alternative means of direct consultation with the BME Forum, hence the deadline change.
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: Major events will be Equality Impact assessed as they occur. This started with the Waterfront Winterland in November 2012 (which was completed and is updated annually). 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. Events continue to consult with Swansea Access For Everyone (SAFE) in particular over major events. In order to progress this further, officers in Events will meet with the Swansea Disability Forum and Access to Services to obtain their views, and seek a way forward. This will begin with the planning for the Wales National Air Show, the next major event for 2015. This will in turn inform any future Events planning.

Consult with lesbian, gay, bisexual and transgender (LGBT) forums to identify any potential barriers to participation	March 2013	Complete (as part of other LGBT actions within this document)
Housing		
Develop, draft, consult and publicise an updated Local Tenant Participation Strategy	April 2012 & ongoing	Complete Additional information: The current LTPS was approved by Cabinet in December 2011. Work is currently ongoing on implementing the action plan e.g. increase in group membership, completion of the Tenants Consultative Panel Review. The annual update has been completed and the review for the next Strategy is due to commence summer 2014 to be completed by March 2015. This will include consultation with stakeholders prior its submission to the Welsh Government

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 2014
Corporate		
Review training material and resources relating to equality training & EIA training	April 2013	Complete
Consider the developments of E-Learning training provision/blended learning relating to equality and EIA training	April 2013	Complete
Initially key staff, but eventually all staff to receive mandatory training on the	Ongoing	In progress: A number of training programmes relating to equalities development

Equality Act 2010		(bespoke and generic) have been developed and delivered since the Act's introduction for staff to access, both via face to face and e-learning means. A breakdown by year is included in Appendix 2. The current Customer Service & Equalities course is being split into two distinct courses (to be completed by 26/01/2015). It will then be possible to run the equalities course (e-learning and face to face versions) as a mandatory course for all staff and managers. The success of this will rely on this course being defined as mandatory by Director's Group. Internal communications and roll-out to commence February 2015.
All managers to receive awareness raising training on the Equality Act 2010 and EIA procedures (where appropriate)	Ongoing	In progress: As with the general staff, a number of training programmes relating to equalities development have been developed and delivered for managers to access, both via face to face and e-learning means. A breakdown by year is included in Appendix 2 below. Further roll-out for managers is as outlined above.
Ensure that all training courses, including Corporate Induction reflect up to date equality regulations and best practice	April 2013	Complete
Ensure that monitoring of corporate training is carried out to reflect accurately the attendance on all corporate training courses	Ongoing	In progress: With the introduction of the new Learning management system in ISIS all delegate applications match to their central personnel records. This enables a full assessment of attendance by all protected characteristics. N.B. Please note that the above is based on the assumption that ISIS records are up to date and that employees have completed the equalities questionnaire circulated by HR in 2013.

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	In progress: An EIA screening was carried out as part of the report going to Cabinet on July 1 setting out a new customer contact strategy. Further in-depth EIAs will be carried out as new developments come forward.
Further build knowledge and data covering all protected characteristics and maintain a robust demographic picture of the City & County of Swansea	Ongoing	In progress: The Council's analysis of protected characteristics in the City & County of Swansea has been maintained and developed where possible (subject to resource limitations) in the last year, with additional and updated demographic information included on the Council's 'Research & Information' web pages. This includes further local socio-demographic data from the 2011 Census (including a topic report – "2011 Census: Population by Ethnic Group and Religion", July 2013, with further planned, including a report on the Welsh language in Swansea) and profile and indicator data included in the second (2013) 'One Swansea Strategic Needs Assessment '. New versions of our Swansea ward profiles , including updated data where available, are due to be completed during summer 2014.
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	Complete Additional information: This training was re-configured to reflect the commitment made by Cabinet to target resources on the most deprived communities in Swansea. Townhill and Penderry Wards and a portion of Castle Ward are now T1 Target Areas and the other Communities First areas are T2. The revised Tackling Poverty in Swansea Training was piloted in the Townhill (T1) area of Swansea in September and October 2013. The

		<p>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.</p> <p>4 x 2 day courses were run for frontline and policy development staff. 59 people attended.</p> <p>113 people in total.</p> <p>A report on the pilot is available on request; further work needs to be undertaken regarding on-going delivery due to the success of the pilot. Resources are limited though.</p>
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>In progress:</p> <p>The target for 2013/14 was to deliver 260 advice line sessions. The actual number of sessions run during this period was 277 (244 in 2012/13). This was in part due to the additional capacity that was created by the appointment of an additional Welfare Rights Adviser in September 2013. 647 queries were dealt with to a point of closure during this period. This is slightly lower than the 691 in 2012/13 this is in part due to the nature of queries becoming increasingly complex as frontline staff who have attended training session become more confident and competent at dealing with the more basic issues themselves.</p> <p>In addition the service delivered a weekly public access advice session in the temporary Advice Centre within the Contact Centre. During the period 3 June 2013 to 31 March 2014 40 sessions were run during which advice, support and form filling was provided to 170 members of the public.</p>
Continue the programme of informal staff	Minimum of	Not achieved for 2013/14:

lunch-time for a which raise staff awareness of all equality issues	twice a year	Whilst we have been unable to progress the lunchtime sessions this year due to a lack of suitable speakers, a range of training opportunities continue to be provided for Social Services staff – please see below.
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>In progress: While we have been unable to progress a link with corporate training this year due to other priorities and pressures, we continue to reflect all aspects of the equalities agenda within specific training courses that staff undertake as part of their social care specific CPD obligations.</p> <p>Staff in Social Services continue to access corporate training about equalities and are also able to access the e-learning modules that are available via Staffnet. In addition, all aspects of the equalities agenda are also reflected within appropriate activities that staff undertake as part of their social care specific CPD obligations. This includes:</p> <ul style="list-style-type: none"> • a session on every Social Services Induction about equalities and the Council's Welsh Language policy • a session about equalities on induction training that is provided to new social care staff being recruited for in house domiciliary care staff • covering equalities and values as integral parts of many of ongoing training courses e.g. as part of values training for staff undertaking QCF Diplomas, MCA DoLS, Safeguarding, re-ablement etc. • planning to run a number of equality and diversity courses for foster carers during 2014-15 • providing books and reading material about equalities and

		related issues within the Social Services library. Provision and future coverage will be reviewed as part of planning for 2015-16.
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
Culture and Tourism		
Ensure that all staff in Culture and Tourism are aware of the council's breastfeeding policy	September 2012	Complete
Develop and roll out transgender guidance for all services in Culture and Tourism. To also be applicable for community building volunteer staff	March 2013	Complete
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: Welsh Language and culture is promoted to staff in the on-line Induction Booklet, Customer Services Information Manual and Team Information Sheet. Use of the Welsh Speakers service by customers

		is monitored on a quarterly basis. The Team information sheet for June 2013 reminded staff of their responsibilities in relation to the Welsh Language scheme. Housing Induction Booklet encourages staff to access Welsh Language awareness training in the e-learning pool.
Continue to provide equality training for all Housing and Community Regeneration 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, and further training is likely in the coming year.

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 2014
Review HR policies via Trade Union Working Group	September 2012	Complete
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
Review HR Policies thereafter on an annual basis	September 2013	In progress: Review to be undertaken in April 2015.
Brief Managers on key HR policies	September 2012	Complete

Equality Objective 4		
Attain the Welsh Government's Corporate Health Standard at Gold Level		
Associated actions	Deadline	Progress 2014
Apply on behalf of CCS for assessment against Gold Level	July 2012	In progress: Mock assessment booked 23/1/15 for regaining Bronze standard within current resources. Further feedback from assessment, on work required for higher tiers.
Deliver employee attitude/wellbeing survey	March 2013	In progress: Adopted into training feedback process - implementation January 2015.
Review drug and alcohol policy	July 2012	Complete
Adopt core values for employee health and wellbeing	July 2012	Complete
To have a healthy vending policy and secure healthy vending in main buildings	July 2012	Complete

Equality Objective 5		
Ensure that the Council as an employer is accessible to everyone in the community		
Associated actions	Deadline	Progress 2014
Achieve the Disability Symbol (Two Ticks Scheme) accreditation	April 2013	In progress: Work is ongoing with Job Centre Plus with the aim to achieve accreditation and improve the service to disabled applicants and employees.

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 2014

Continue to consult with Trade Unions to develop a fully equality proofed pay & grading system	September 2012	Complete
Continue to consult with Trade Unions to harmonise and modernise terms & conditions	September 2012	Complete

Equality Objective 7		
Comply with our duty to publish Workforce Data/Employment Information		
Associated actions	Deadline	Progress 2014
Develop our HR ISIS system to record details in respect of the protected characteristics	April 2013	Complete
Undertake a staff survey to collect data in respect of the protected characteristics and language skills	September 2012	Complete
Publish the Employment Information as per our duty	March 2013 & annually	Complete for 2013-4
Analyse the above data to identify key issues for the Authority	July 2013	In progress: Outcomes will depend on the analysis of results

Equality Objective – Access to Services

Equality Objective 8		
Improve access to Council services for d/Deaf people		
Associated actions	Deadline	Progress 2014
Recruit a dedicated Policy and Service Development Support Worker (d/Deaf people and groups) (part-time	September 2012	In progress: As agreed, work with the d/Deaf community will continue, for example, via the work outlined in the action below.

secondment basis – 2-year contract)		As a result, this action will be removed.
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. This service will continue into 2014-5.

Equality Objectives – Education

Equality Objective 9		
Improve the performance of Ethnic Minority Learners at GCSE level		
Associated actions	Deadline	Progress 2014
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: <ul style="list-style-type: none"> In 2013, children from ethnic minority backgrounds performed behind their all Swansea and all Wales peers on the Foundation Phase Indicator at end of Foundation Phase by -6% points and by -1.0% point at KS2 (CSI). In 2013 at end of key stage 3 children and young people from ethnic minority backgrounds performed better than their all Swansea and all Wales peers on the Core Subject Indicator by +7.0% points. <p>In 2013 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 +10.0% points, the Level 2i Threshold by +11.0% points.</p>
Children and young people from Asian Bangladeshi backgrounds achieve at least as well as their peers	Annual analysis of results in autumn term	In progress: <ul style="list-style-type: none"> In 2013 children from Asian Bangladeshi backgrounds performed behind their all Swansea and all Wales peers on the Foundation

		<p>Phase Indicator at end of Foundation Phase by -3.0% point and by -4.0% points at KS2 (CSI).</p> <ul style="list-style-type: none"> In 2013 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 +7% points. <p>In 2013 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 + 10.0% and the Level 2 Threshold by +10.5% points.</p>
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Equality Objective 10		
Close the Performance gap in educational attainment between boys and girls		
Associated actions	Deadline	Progress 2014
Maintain improving trends in assessment of boys and girls at KS2 and KS3	Ongoing	<p>In progress:</p> <ul style="list-style-type: none"> The Core Subject Indicators at KS2 and KS3 are maintaining an upward trend. KS2 CSI – results up by 9.9% 2009 to 2013 although the 2013 performance rose only slightly on the previous year (0.7%). KS3 CSI - results up by 18.4% 2009 to 2013, with 2013 results up 3.1% compared to 2012.
Close the performance gap between boys and girls	Ongoing	<p>In progress:</p> <ul style="list-style-type: none"> KS2 CSI gender gap – consistently around 8%. Boys and girls both show similar improvement of 10% since 2009. KS3 CSI gender gap – reduced from a high of 12.8% in 2011 to 10.0% in 2013 Boys and Girls both show significant improvement in the CSI since 2009, but girls results have improved faster than boys (by 4.8%).

		In English over the last 5 years, the gender gap is static at KS2 but has closed 10.3% to the lowest in 5 years at KS3.
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Equality Objective 11

Improve the educational performance of Gypsy and Traveller children

Associated actions	Deadline	Progress 2014
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	<p>In progress:</p> <p>The Young People Service's Engaging Learners in Swansea Service (ELiS) is an appropriate curriculum service that works with secondary aged pupils across Swansea, that have poor attendance and personal circumstances that present barriers for their engagement into learning.</p> <p>The Traveller Education Service (TES) is based at The Learning House – Cefn Hengoed Community School Campus, but is also now delivering from a Youth Club – Stadwen – which is based closer to the young people's community.</p> <p>Whilst all efforts are made by the TES to try and engage our children and young people in mainstream schools; due to the parental concerns and cultural values, this in the majority of cases at KS3 and 4, full attendance does not take place. All of the young people are offered full access to the secondary comprehensive schools in their community. Due to this issue we have designed, developed and initiated individual learning pathways for the KS3 and 4 pupils.</p> <p>We have increased the amount of hours young people are educated within school hours and this has been supported by more academic and vocational accreditation.</p>

		<p>We hired out rooms at Swansea YMCA to deliver Maths and English sessions to two pupils, as it was a more appropriate learning environment and would help support regular attendance.</p> <p>With the support of 14-19 funding as well we have funded 4 of our pupils to complete a CITB construction Course with Neath College.</p> <p>We have continued to support our year 11 leavers by working in partnership with Careers Wales and also Swansea's Post 16 outreach team. We now have a designated Careers Officer who supports all of our KS4 pupils. This helped in providing a seamless transition into employment, further education and training and will continue for our current year 11 leavers</p> <p>We have used Families First funding to continue to employ a Support Worker as an additional member of our team. The role works in a multi-agency capacity, exploring, developing and implementing additional opportunities for the young people to access. It included forging links with external partners and supporting the young people on the educational activities.</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 2014
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	Ongoing - as guidance is issued	<p>In progress: 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 intranet site.</p>

transgender (LGBT) issues		
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Equality Objective 13		
Improve access to education for physically disabled pupils		
Associated actions	Deadline	Progress 2014
Resume progressive improvement to access to infrastructure in schools	Ongoing	In progress: The QEd Programme continues to ensure improved access to infrastructure in schools.
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	In progress: Reducing budgets doesn't currently allow for this funding to be reinstated at this time, however all small adaptations are carried out in schools as and when required to insure 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 2014
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	In progress: Examples include: 1. Flying Start The Programme continued to expand with 2,174 0-3 year olds and their families benefitting from services during 2013/14. To date Swansea Flying Start is performing above the national average in terms of attendance, numbers of unauthorised absences have declined significantly and SOGs (Schedule of Growing Skills) at

		<p>36 months show higher levels of children performing at or above the developmental norm compared to 24 months.</p> <p>2. Team Around the Family (TAF) Between April 2013 and March 2014, 299 families have been supported by Team Around the Family arrangements in Swansea via an holistic and co-ordinated approach to meet identified needs at an early intervention stage. The externally commissioned review highlighted the effectiveness of Swansea’s TAF model.</p> <p>3. Mayhill GP Surgery and Family Centre Update report on this project January 2015 to Corporate Briefing. Further reports due at the end of January 2015. A full EIA has been completed on this development.</p> <p>4. Childcare and Play Supporting the provision of accessible childcare and play opportunities across Swansea including specific provision for disabled children and young people.</p> <p>5. Families First A continuum of parenting support has been developed and implemented in order to offer a pathway for parents tailored to their individual circumstances. During the course of the year a total of 717 families including 1578 children were supported through the team. Only 1.14% of the families required a statutory Child and Family service in order to meet their needs. The workshops held during Swansea’s Parenting Conference in early 2014 were led by parents who shared their own journey with participants via a digital story method and facilitation.</p>
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		A re-commissioning exercise is taking place across the whole of the Families First programme based on a revised and updated model.
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Equality Objective – Housing

Equality Objective 15		
Improve customer access to Housing Services		
Associated actions	Deadline	Progress 2014
Attain the Welsh Housing Management Standard (WHMS)	Consult tenants August 2011- Work towards achieving Standard by August 2012	Complete Additional information: The Housing Service was awarded the Welsh Housing Management Standard for tackling anti-social behaviour in October 2013. We have continued to liaise with tenants who are part of the Estate Management group on a quarterly basis to agree targets for the coming year and discuss estate management issues and anti-social behaviour.
Develop a Rents Strategy	December 2015	In progress: Rents strategy was originally scheduled for completion in April 14. Work has been carried out to ease the impact of benefit changes on tenants including over 2200 visits to those affected by the under-occupation charge, the provision of a dedicated Financial Inclusion Officer in the Rents Team and the promotion of a “Your Benefits are Changing” campaign. Whilst some aspects of Welfare Reform have been introduced, the earlier than anticipated introduction of Universal Credit will have a big impact on what the strategy will say about how the Council will deal with those affected. The service is currently undertaking a survey to all tenants to gauge awareness and help inform the council as to what support mechanisms need to be put in place.

		With this in mind the strategy will now continue with an estimated completion date for the end of 2015.
Implement new Housing Advice Website	September 2012	Complete Additional information: Website is now up and running and is currently being promoted to various Departments/Agencies. Monitoring has shown that the website continues to be one of the highest visited advice websites in Wales. Further promotion of the website will take place in September/October 2014.
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	Complete Additional information: Telephone service is fully implemented and is now the primary way to apply for housing and for Disabled Facilities Grants. A reduction in the time taken to complete the DFG process from 321 days in financial year 2011-12 to 263 days in financial year 2013-14, is partly due to the use of the telephone application service. The shift to a telephone based application has increased the ability of customers to access the service, and improved the quality of the information obtained reducing the drop-out rate.
Develop, consult and produce a Local Black Minority Ethnic (BME) Housing Strategy	December 2012	Action updated In progress: BME issues are to be mainstreamed into the Local Housing Strategy (LHS). The LHS is under development and should be ready in the Autumn of 2014
Incorporate BME issues into the new Local Housing Strategy to ensure a holistic approach	June 2015	The previous deadline has not been met as the draft Local Housing Strategy has had to be significantly altered as a result of some major housing initiatives introduced by the Welsh Government recently that needed to be incorporated into the strategy

Promote the provision of a Welsh Language service at public reception areas and through the Tenants Magazine	April 2012 with annual reports on progress	<p>Complete</p> <p>Additional information:</p> <p>Promotional materials made available and displayed. Increased percentage of customers requesting the Welsh language service. The Welsh language service is promoted in every issue of the Tenants Magazine.</p> <p>Welsh language promotional materials for the public reception areas are refreshed on a regular basis. Welsh speaking staff have been issued with badges identifying them as a Welsh speaker. Welsh speaking staff issued with Lanyards displaying the “Cymraeg” logo.</p>
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Equality Objective – Community Regeneration

Equality Objective 16		
Undertake partnership work on the Community Cohesion agenda		
Associated actions	Deadline	Progress 2014
Introduce a volunteer Scheme for the City of Sanctuary	March 2013 & ongoing	<p>Not yet achieved:</p> <p>The current climate of staff reduction strategies has meant that sections are reluctant to offer placements for such a scheme. However, this is something that can be encouraged in the future especially in line with the new Sustainable Swansea agenda. It may be more about staff volunteering than City of Sanctuary members – changing the focus of the schemes original intention.</p>
Implement and monitor a corporate Community Cohesion Strategy Action Plan	April 2013 & ongoing	<p>In progress:</p> <p>The City and County of Swansea (CCS) has developed a Community Cohesion Delivery Plan, in collaboration with key services and external partners. This sets out the goals and actions that will help to promote cohesion in the City & County of Swansea. The Delivery Plan comprised five key outcomes:</p>

		<ul style="list-style-type: none"> • Committed and motivated leadership on Community Cohesion • A workforce that understands and is responsive to the issues around Community Cohesion • Promoting Community Cohesion by bringing communities, and generations together • Reduce the incidence of hate crime against those with protected characteristics • Community Cohesion key messages and actions in all relevant key strategies and plans – (mainstreaming) <p>To deliver the Swansea Community Cohesion Delivery Plan, CCS has established an innovative model of governance. This is due to the fact that 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>Raise awareness of Community Cohesion issues externally and internally</p>	<p>April 2013 & ongoing</p>	<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 embedding Community Cohesion into the corporate Customer Services and Equalities training programme • 13 hate crime awareness sessions were delivered across various

		<p>Council services and key partners including Police, Health and third sector. In total more than 180 people attended.</p> <ul style="list-style-type: none"> • 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 <p>The delivery of the Community Cohesion programme in the Western Bay region was deemed by the Welsh Government to be one of the highest performers in Wales in 2012/13.</p>
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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 2014
Cultural Venues and Parks		
Expand the Archives Education Service	March 2013	Complete

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		
Develop, implement and publicise a project in libraries to introduce or improve the computer skills of the over 50s	March 2013	Complete
Ensure all staff in libraries have been trained/refreshed to use the hearing loops	March 2013	Complete
Source and implement additional/improved visual impairment computer aids in libraries	March 2013	Complete
Arrange a variety of Museum talks that takes the Museum to older people	March 2013	Complete
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	March 2013	<p>Complete</p> <p>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</p>

		<p>between 14 – 19 years old, to engage them in the gallery’s programme and the local community.</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 (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. 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.</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.</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.</p>
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		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.
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	March 2016	In progress: 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. However, it has been recognised that this information is quite limited and would not help disabled people to know how accessible the park is once inside. Some parks have had access information added to their web page (not all) but this remains focussed on entrances with no mention of the accessibility within the park. More information is needed, hence the deadline change. This will be re-visited during the coming year.
Review the option to add access information to Parks signage which would indicate accessible routes	March 2016	In progress: We are discussing the possibility of adding symbols to signs regarding access. This may have to take sticker form to save on costs. We are actively seeking guidance on appropriate signage/pictograms available to display at individual parks gates so as to inform wheelchair users as to suitability of access – this is ongoing, hence the deadline change.
Sport and Leisure Services		
To achieve the Rainbow Mark across the Leisure Operations department	March 2013	No longer achievable: The LGBT excellence centre has ceased operating and therefore

		the Rainbow Mark has also stopped. However, our commitment to ensuring that our venues are accessible to the LGBT community continues as per our previous and ongoing work in this area. This action will be removed.
Review the feasibility and options to expand the women-only activity programme in leisure centres	March 2013	Complete
To develop opportunities for participation, volunteering and coaching in sport for disabled people and provide support for existing disability clubs	March 2013 & ongoing	<p>In progress: The nationally recognised INSPORT Accreditation Ribbon Award has been completed, we have been asked by disability sport Wales to apply for Bronze accreditation in June 2015.</p> <p>In the meantime we have been successful in gaining Youth Sport Trust Funding to appoint (in partnership with Swansea University) an “Inclusive Futures” officer who has a remit to build on the legacy of the recent IPC athletics championship through Leadership and volunteering programmes</p>
To encourage and support mainstream sport clubs to integrate disabled people into their clubs through national governing body of sport pathways	March 2013 & ongoing	<p>In progress: In addition to the above programmes we have targeted a number of key clubs within Swansea to achieve INSPORT accreditation in their own right with the support of our disability sports officer. There are currently 7 clubs awaiting accreditation with a further 3 planned by the end of this financial year.</p> <p>We are also supporting facility partners (the LC and Swansea University) to achieve the facility version of the INSPORT Ribbon award.</p>
Review the sports pitch options to provide more opportunities to	March 2013 & ongoing	<p>In progress: The Cwmbwrla Park project mentioned in last year’s review is still</p>

accommodate mini-football		<p>ongoing, however, this is likely to accommodate senior pitches as the x4 changing rooms will allow for maximum usage. This may free up alternate space elsewhere as games are displaced to Cwmbwrla and may allow for new mini pitches to be developed at these sites.</p> <p>We continue to monitor and review local mini pitches in partnership with the league.</p>
Increase opportunities for young people to participate in after-school (extra curricular) sporting opportunities	March 2013 & ongoing	<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>The Sport Wales National School sport survey results were received in November 2013 with Swansea having the 3rd highest level of the Key Sport Wales national target “Hooked on Sport” in all of Wales.</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	March 2013 & ongoing	<p>In progress: However, there is still a gap between boys and girls participation 46.6% boys and 40.4% girls in this key “Hooked on Sport” figure representing a 6% gap. We are above the Welsh average gap of 9%, but are still working to reduce the inequality further.</p> <p>As a result we are involved in a regional programme called “us girls” which is being led by Streetgames Wales and piloted in Swansea. The programme involves a sizeable bid to sport Wales as part of their “Calls for Action” fund which is based on evidence of inequality. The outcome of this bid will be known in January 2015.</p> <p>We are also targeting girls only activities as part of our Streetsports</p>

		Swansea programme as of autumn term 2014.
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. Consultation with disability groups was key to developing a workable scheme for its target customers. The scheme is working well at participating sites with the Theatre being the most visited venue. In 8 months of operation around 2,100 members have joined. A 12 month review is due in October 14.
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

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: While there has been no further progress to date, we will liaise with the BME Forum to take this forward and encourage BME groups and individuals to sign up to event information on www.enjoyswansea.com , hence the deadline change.
Where possible introduce 'Welcome Boards' in different languages at Culture and Tourism venues	March 2016	No longer achievable: Whilst this particular action is no longer achievable due to financial pressures, we have committed to liaising with the BME Forum directly to mitigate any potential impact. This action will be removed.
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: Calendar of cultural and religious holidays/events circulated in December 2013 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. Brangwyn Hall is supportive of the Chinese New Year and has given free hall hire for the celebrations.
To achieve the Rainbow Mark across other applicable Culture & Tourism services	March 2014	No longer achievable: The LGBT excellence centre has ceased operating and therefore the Rainbow Mark has also stopped. However, our commitment to ensuring that our venues are accessible to the LGBT community continues. This action will be removed.

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 2014
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	In progress: 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 2012	Complete Additional information: Commissioning plans reviewed - 2014 Co-production built into transformation processes Commissioning continues to be an on-going cyclical process reflecting the changing needs and aspirations of the population
As part of the revision of the Unified Assessment form, investigate the collection of information on a wider range of protected characteristics	December 2012	Complete Additional information: Unified assessment has been revised in accordance with Social Services and Well-being (Wales) Act, data will be collected in line with the outcome framework.
Continue with the Transformation of Adult Services Strategic Programme in order to ensure more personalised and citizen directed services	Ongoing	In progress: Transformation / implementation continuing, Adult Services restructured in line with SSWB Act. Integration of health and social care services to provide better outcomes, person centred support/care and specialist services
Maintain the Social Services sections of the Swansea Lives and Swansea People	December 2013 (review)	Complete

websites for people with a learning disability		
Introduce a one-stop website for parents and carers of children and young people	October 2013	Complete
Undertake carers assessments within the Child Disability Service	December 2013	Complete Additional information: Child Disability Team has been fully trained and supported to undertake specialist Carer Assessments.
Develop a Young Carer's Strategy	April 2014	Complete
Further the Corporate Parenting work through provision of training for Elected Members	October each year	In progress: 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 ongoing to explore the development of a Joint Transition Team to support children in need into adulthood.
Involve 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.

Equality Objective 19		
Provide a high level of information about domestic abuse and support services available		
Associated actions	Deadline	Progress 2014

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	In progress: Due to structural problems encountered during the refurbishment of the building, this is now due to be open at the end of 2014.
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	Complete Additional information: Both these events have taken place successfully. For White Ribbon Day there were 3 days of coverage in the local Evening Post covering domestic abuse and violence against women and a Community Events Van in the city centre. For International Women's Day there was a day event held at the Women's Centre. Both events were for professionals and service users.
Attend other events such as World Mental Health Day to raise awareness of the issues around domestic abuse	April 2013 & ongoing	Complete Additional information: The World Mental Health Day event was attended with a display of leaflets and information. The stall was very popular with students from local colleges and service users alike.
Establish a specific domestic abuse service within Child and Family Services in partnership with PEI and the Domestic violence Strategy group.	December 2013	Complete

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 2014

<p>Plan and undertake a variety of activities and initiatives to achieve target, as set out in our Take Up Strategy</p>	<p>March 2013 & ongoing on an annual basis</p>	<p>Complete Additional information: Council Tax Benefit was abolished on 31 March 2013 as part of the UK Government’s Welfare Reform programme. The team’s focus shifted in 2013/2014 to provide advice and support to residents on a range of welfare reform changes, particularly in relation to the spare room subsidy commonly referred to as the “Bedroom Tax”. A temporary Advice Centre was set up in the Contact Centre, facilitated by the Take-up Team which involved daily surgeries provided by services from both within the Council and a range of third sector agencies such as Age Cymru, Shelter, Red Cross, Money Advice Service and LASa Credit Union. The Take-up Team was and still 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 also worked jointly on a new initiative with a Job Centre “Want to Work Advisor” to support and advise tenants to get back into employment. The team continued to work with organisations such as Cyrenians, the Alzheimers Society, Chinese Community, Penybryn Special School, Gwalia and Coastal Housing Associations. The team also worked hard to raise awareness and support Swansea residents to claim the new Council Tax Reduction (which replaced Council Tax Benefit) taking referrals, e.g. from the Council Tax Teams and the Housing Department as well as direct calls from taxpayers. For 2013/2014 the team’s work increased the number of Council Tax Reduction recipients by 1,225 cases and increased Housing Benefit recipients by 897.</p>
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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 2014
Implement the Pavements for People Policy	April 2013 & ongoing	In progress: Policy in place - to be reviewed in 2014-5.
Installation of dropped kerbs to assist access where needed	Ongoing	In progress: Dropped kerbs installed on a case by case basis.
Provide pedestrian crossing with facilities for disabled people	95% by April 2012	Complete Additional information: As of 31/3/2014 the total percentage meeting criteria is 96.5%
Consider equality issues when designing highway and traffic schemes	Incorporate in design process for each project	In progress: 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	Complete Additional information: During the period of April 2013 - March 2014 we issued 960 carers permits

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 2014
<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>The RNIB React system is operational in the Bus Station and also at key ftr Metro stops and on board the Metro vehicles.</p> <p>Braille maps have been produced for both the bus and railway stations.</p> <p>The refurbishment of Swansea Railway Station concourse in 2013 included additional features to assist disabled customers such as braille signage, lower counters and a changing places facility. A tactile route has also been provided between the entrance to the railway station and the main bus stop.</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 will increase the need for the Council to provide raised kerbs</p>	Programme in place by 2015	<p>In progress:</p> <p>A priority list of bus stops for raised kerbing was agreed with Disability Groups and has been implemented. Raised kerbing has also been provided at stops on the Mumbles Road and Carmarthen Road corridors. Further work to provide raised kerbing at stops on the Gower Road corridor will take place in 2014.</p>

Equality Objective 23

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

Associated actions	Deadline	Progress 2014
<p>Provision of fixed and mobile CCTV</p> <p>Provide crime prevention advice</p> <p>Positive communication and reassurance</p> <p>Community engagement by officers</p> <p>Anti-Social Behaviour reduction</p>	<p>Continuous</p>	<p>There is a comprehensive CCTV system which provides coverage of the city centre and other key areas which is of benefit to the community at large. A significant budget review will be carried out in 2014.</p> <p>Crime Prevention advice is provided by qualified and experienced staff whenever requested. "Secured by Design" principles are actively promoted.</p> <p>A large number of community engagement activities have been undertaken throughout the area, using both fixed venues and vehicle based. The Night Time Economy "Help Point" And "Drop Off Zone" have been expanded and mainstreamed. These are promoted as best practice by the Home Office due to Swansea's participation in the Local Alcohol Action Areas initiative.</p> <p>Positive media communication is maintained to support public confidence and reduce the fear of crime. Two large scale media initiatives have been undertaken; "One Punch Ruins Lives" and "Drinkaware" messaging.</p> <p>Anti-social behaviour reduction remains a Safer Swansea Priority. Two part-time specialist staff are employed, shared with Neath Port Talbot. Monthly management figures are produced and made available to Ward Members.</p>

Equality Objective 24 – amended for 2013

To design a Council-wide Hate Crime Strategy in partnership with key organisations		
Associated actions	Deadline	Progress 2014
Liase with local disability groups to capture experiences of hate and harassment & include information gathered in a report	April 2013	Complete
Include campaign details and information on methods of reporting on SW Police & CCS websites	April 2013	Complete
Undertake a minimum of 4 awareness raising sessions with community groups within the first year of the campaign	April 2013	Complete
Draft a Hate Crime Strategy	April 2015	In progress: The Welsh Government has recently published 'Tackling Hate Crimes and Incidents - A Framework for Action'. As a result work will be undertaken with partners in order to draft a local Hate Crime Strategy for Swansea, taking the national framework into account.

Equality Objectives 25		
Work in partnership locally on health promotion initiatives that focus on outcomes for all communities		
Associated actions	Deadline	Progress 2014
Set out the terms of reference for the Tobacco Action Group	January 2012	Complete
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: Tobacco Action Plan agreed to March 2014, and progress reports being submitted to Healthy City Board every six months. Final report for this plan to be presented at the Board meeting in June 2014.

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	<p>In progress:</p> <p>One Safe Routes in Communities scheme is delivered each year. In 2013/14 a scheme was carried out in Morrision. We are unable to monitor the success of the scheme due to lack of resources. Schools are encouraged to increase the number of children walking or cycling to school. We have requested schools confirm how many children have changed their mode of transport to school as a result of the schemes, but they do not have the resources to do this.</p> <p>We are attempting to re-allocate resources within the Road Safety Team to undertake modest travel surveys amongst schools that have implemented Safe Routes in Communities.</p>
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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 2014
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
All information, forms, leaflets etc to be made available in any language / format on request	Available on demand	Complete Additional information: No requests made.
Advertise WITS / provide interpreter when necessary	Available on demand	Complete Additional information: Service available on request. No requests received
Burials and Cremations		
Provide burial/cremation arrangements in line with the requirements of ethnic and religious/belief groups in Swansea	Ongoing	Complete Additional information: Positive reaction from Muslim Community in particular with a single point of contact for all arrangements. No complaints received.
Waste Management		
Assisted waste collections for disabled people and older people	Review Monthly	In progress: This service continues to be provided to all residents who require assistance with their bags of waste items. we are constantly looking at ways to further improve and welcome any suggestions for improvement
Additional information provided: <i>Community language speakers</i>	<i>Review Monthly</i>	<i>Leaflets produced with pictorial guidance</i> <i>Recycling guidance has been produced in Mandarin</i> <i>Face to face visits to discuss recycling and refuse collections</i> <i>Promotional activity will take place in Hafod next month (June 2014) as part of the door knocking project</i>

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 2014
<p>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</p>	<p>March 2013 & ongoing on an annual basis</p>	<p>Complete Additional information: CB & PS apprenticeship recruitment for 2014 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.</p> <p>In the last year we have also been working closely with the South West Wales Regional Shared Apprenticeship Scheme (Cyfle). This involves apprentices who are employed by the Scheme completing a short term work placement with CB & PS. They will gain valuable experience in the workplace and also complete the required units in line with the NVQ qualification they are working towards.</p> <p>Since October 2013 we have linked with the COASTAL project to offer placements (over a 13 week period) to their participants.</p>

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 2014
<p>When procuring works, goods or services, we will:</p> <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 	<p>April 2012</p>	<p>Complete</p> <p>Additional information:</p> <p>‘Public procurement’ is the purchase of goods, works or services by certain public bodies. To ensure the free movement of goods and services, the European Union issued a series of public procurement directives to provide that contracts are awarded fairly and without discrimination on the grounds of nationality. They are aimed at ensuring fair, open and transparent competition for public contracts, through advertising in the Official Journal for the European Union (OJEU) and the following of precise procedures. These directives have been implemented in England and Wales by the Public Contracts Regulations 2006 (as amended) (the ‘Procurement Regulations’) and various other regulations.</p> <p>All procurement activity undertaken by the procurement team must by default be without discrimination or the procurement process and subsequent contract award will be void and the council would be open to legal challenge.</p> <p>A sustainable risk assessment is carried out to determine the risks and utilise this information to inform the specification document in the tender.</p> <p>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 is monitored during the contract life.</p>

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 2014
Research supplier modifications	June 2012	Complete
Consult with multi-functional device users in relation to requirements	June 2012	Complete
Write multi-functional device tender to include costs and availability of modifications for access	July 2012	Complete
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. Replacement of Library MFDs on hold pending decision on equipment and software solution by Library Services.

Equality Objective 30		
Take appropriate action to ensure that the Swansea Leader is appropriately accessible to visually impaired people		
Associated actions	Deadline	Progress 2014
Review current provision for visually impaired people	June 2012	Complete
Research other local authorities on how they provide services to visually impaired people in relation to their community newspaper	June 2012	Complete
Research views of relevant local	July 2012	Complete

organisations		
Review resource implications of report and develop action plan	October 2012	Complete Additional information: This was reviewed in February, 2014. The current cost of talking tapes is £900pa. There are no other resource implications of the service.
Sign-off action plan	December 2012 & ongoing (regular review)	In progress: While there is no current proposal to discontinue talking tapes, the three current users were contacted to seek views on whether they wished to continue with the service and two replied. One requested that the service continue, the other requested that it continue but said they would understand if it did not. Potential options to be considered include status quo; alternative provider; discontinue service;
Implement action plan, undertaking annual reviews and amendments where appropriate	From April 2014	In progress: Action plan to be revised in 2014

Appendix 2

Employment and Training Information

Employment data as at December 2014

Due to the ongoing introduction of the new monitoring system, we have been unable to report on data from March this year. It is being built in as a system requirement from 2015.

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

Posts	Number of people employed by the authority on 31 March 2013 (posts)
Age	15635
16-24	1029
25-39	4788
40-49	4676
50-59	3882
60+	1260
55-59	928

Gender	15635
Male	4379
Female	11256

Disability	
Disabled	88
Not disabled/Prefer not to say	15547

The percentage of employees including teachers and school based staff who leave the employment of the local authority, whether on a voluntary or involuntary basis (PI Number CHR/001)

Turnover/Leavers	
Number of Leavers (Headcount)	727
Number of staff (Headcount)	11195
Percentage	6.5

Ethnicity

Ethnic group	
White - British	2031
White - Any Other	98
Asian or Asian British – including Bangladeshi, Chinese, Indian, Pakistani, African and any other	21
Black or Black British – including African, Caribbean and any other	14
Mixed	*
Other Ethnic Group	*
NULL	13,464
Grand Total	15635

Religion

Religion or belief	995
No religion	174
Christian (all denominations)	652
Any other religion (including Buddhist, Jewish, Muslim, etc.)	133
Prefer not to say	36

Training information collected 2013 – 14

By gender:

Male	401
Female	708

By age:

24 and under	81
25 – 39	402
40 – 49	346
50 – 59	250
60+	22
Not specified	9

By nationality:

British	1090
Non-British	17
Refugee	0
Not specified	*

By ethnic group:

White	1078
Other (including Asian, Black, Chinese, etc.)	27
Not specified	5

By religion:

Christianity	568
Other (including Jewish, Muslim, Buddhist etc)	28
Don't know	*
None	470
Not specified	40

By disability:

Long term illness, health problem or disability	67
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**Staff and Manager Attendance on Equalities Related Training Courses
(2010 – 2014)**

Face to Face Training

Staff	2010	2011	2012	2013	2014	Total
Customer Service and Equalities	84	61	80	99	55	379
Equalities 2010				50		50
Equalities 2010 Corporate Building Service			567			567
Enforcement Officers					32	32
Social Services Care Workers		81	116			197
Total						1225

Managers	2010	2011	2012	2013	2014	Total
Leadership Team - Equality Act 2010 – delivered by WLGA		19				19
Module within Developing Leadership and Management Course			52	54	48	154
Presentation to 3rd Tier Managers by colleagues at WLGA		127				127
Presentation to 3rd Tier Managers on Equality Act 2010		135				135
Total						435

E-Learning Training

E-Learning Course Attendance	To date
Equality & Diversity Training	64
Equality Impact Assessment Training	31