



# **City and County of Swansea**

## **Equality Review Report 2016/17 (Year ending March 2017)**

## **Equality Review Report 2016/17**

### **1. Introduction**

This is the City and County of Swansea's Equality Review Report for 2016-17. This is our sixth review under the Public Sector Equality Duty and reflects the reporting regulations for Wales, which were introduced in 2011.

This report contains details on:

- The first review of progress for our Equality Objectives 2016 - 2020
- 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 April – May 2017 and all departments provided details of their progress. All of the information can be found at Appendix 1.

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

### **3. Equality Information**

Analysis of equality information has been maintained and developed in the last year, with additional and updated demographic information included on the Council's 'Statistics' web pages. This includes further local socio-demographic data and analysis from the 2011 Census and other official sources.

A range of analysis, in part linked to protected characteristics, has been included in the Public Service Board's 2017 Assessment of Local Well-being required by the Well-being of Future Generations Act.

New versions of our area profiles, including updated data/information where available, have been completed for Wards and Communities First areas, with a review of profile content planned.

Analysis of people with protected characteristics has also been regularly undertaken as part of the Community Cohesion monitoring required by Welsh Government.

We continue to use equality information to inform our Equality Impact Assessments (EIAs); this varies according to the EIA subject, relevance and focus.

A Third Children and Young People's (CYP) Super Survey was undertaken in the summer term of 2016, to seek the views of young people about things that affect their lives. Alongside the universal survey, we developed a supplementary survey that meets the needs of those with additional learning

needs, in order to gather the opinions of as many children and young people as possible.

Thirteen secondary schools participated and the views of 3,688 young people were gathered. Information gained from the survey will feed into service planning and help us to evidence the work we are currently undertaking on the United Nations Convention on the Rights of the Child (UNCRC). The CYP Super Survey will continue to run bi-annually and results from the survey will be compared with the previous year to measure distance travelled.

#### **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 2016-17.

##### **5.1 Corporate Services Cabinet Advisory Committee (CAC)**

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

The Corporate Services CAC was established in September 2015. A Prevention and Social Care Reform CAC also looks at equality-related issues.

CAC meetings through 2016-17 included discussion and work on the following relevant issues:

- Equality & Welsh Language Standards
- Gender pay gap project
- Customer contact
- Smoke free spaces
- Social Services commissioning reviews
- Carers
- Investigation into health and diet
- Making human rights real for older people
- Population assessment

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

##### **5.2 Councillor Champions**

Our Councillor Champions cover a wide range of equality issues in addition to wider themes such as health and wellbeing, carers and domestic abuse.

The Champions 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.

They 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.

For more details, visit

<https://democracy.swansea.gov.uk/mgExecPostDetails.aspx?ID=246&LLL=0>

### 5.3 Equality Impact Assessments (EIA)

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

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

Our Service Planning process also incorporates EIA guidance and tools.

All completed EIA reports continue to be published at [www.swansea.gov.uk/eia](http://www.swansea.gov.uk/eia) and alongside relevant corporate reports at <https://democracy.swansea.gov.uk/ieDocHome.aspx?bcr=1&LLL=0?Lang=en>. The Council's budget is also subject to the EIA process.

### 5.4 Consultation and Engagement

Information about our consultation and engagement methods and arrangements are available at <http://www.swansea.gov.uk/haveyoursay>. A further update is provided in Appendix 1 – please see Equality Objective 11.

We have continued to develop our relationship with local community groups:

#### ➤ LGBT Forum

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

Forum members take part in and support annual events such as Swansea Sparkle, International Day Against Homophobia and Transphobia (IDAHOT), LGBT History Month and Bi Visibility Day.

In 2016, we hosted a partnership seminar alongside Swansea Sparkle (together with Tawe Butterflies and South Wales Police), focused on trans issues and awareness. It was held in the Guildhall the day before the event at the Waterfront Museum, and was very well received with lots of positive feedback from both attendees and speakers.

In addition, the Forum has refreshed its Terms of Reference, set priorities for 2017-2018 and revised its meeting arrangements.

## ➤ BME Forum

This forum has been under review in 2016 – 2017 due to a dip in participation the previous year. Meetings took place with key member organisations to obtain feedback on their thoughts as to the future of the Forum. The feedback was then discussed at a partnership meeting with the public sector organisation forum members – this was held in November 2016.

During all of the discussions, we found that there were two groups operating almost simultaneously – the BME Forum and a Key Stakeholder Group (co-ordinated by the Regional Community Cohesion Co-ordinator). So, both groups were combined into one distribution list in order to ensure that everyone received the information they needed (information continues to be provided via email on a regular basis). Our attention then turned to the Our Abertawe event, which was held on 4th March. We are now looking at the possibility of a regional BME Forum, and discussions on this will begin in June.

## ➤ Disability Liaison Group

The Disability Liaison Group allows for 2-way dialogue between the Council and disabled people and/or their organisations. The group is made up of Swansea Disability Forum members who volunteered to take part (as well as officers from Council services, the local health board and South Wales Police).

During 2016-2017, this group met 7 times. It is important to note that the group sets the agenda for these meetings in conjunction with the Access to Services Team and requests to meet (from both group members and different Council departments) continue to increase.

Meetings have included information and discussions on:

- Social Services commissioning reviews
- Highways and transportation issues
- Current development projects, including Kingsway and Castle Square
- Waste and recycling issues
- Corporate complaints
- Consultation accessibility

## 5.5 Co-production

The following activities have taken place this year:

- The establishment of a Co-production Development Post, based in the third sector. This post has been designed to promote awareness, knowledge and support for the council and third sector of co-production and co-productive practices
- The emergence of a Co-production Network for Swansea's Adult Care – this is still in development and is being co-produced, building on the existing Co-production Implementation Group
- The development of co-productive commissioning arrangements across adult social care (including service users and parent carers –

established in Mental Health, Learning Disability and Physical Disability/Sensory Impairment Services). It is currently being developed within Older People's Services. This involves an agreed approach to co-productive commissioning and the structures to support it (including the Nothing About Us Without Us Group for people with a learning disability)

- The co-production of commissioning strategies for Learning Disability, Mental Health and Physical Disability/Sensory Impairment Services; including co-produced outcomes and actions required
- The co-production of a set of outcomes and principles governing the development of the Information, Advice and Assistance Service required by the Social Services and Wellbeing (Wales) 2014 Act
- Developing the procurement process to support co-productive approaches in Learning Disability. People with a Learning Disability have had direct ownership and control of 10% of the procurement process. They have developed (with their wider stakeholder group) two questions for providers who are making submissions to be part of our new Supported Living Framework. The Nothing About Us Without Us Group will be responsible for evaluating and marking those submissions.

#### 5.6 Hate Crime

We have developed a Swansea Hate Crime Stakeholder Action Plan with key partners (to link to the Welsh Government's 'Tackling Hate Crime and Incidents: A Framework for Action'). Our Plan has 3 strategic objectives:

- Prevent Hate crime
- Increase reporting and access to supporting victims
- Improve the multi-agency response to hate crime

It is a dynamic document and is maintained by the multi-agency Planning Group that meets on a regular basis.

To increase the reporting of hate crime, awareness training has been delivered by Victim Support & Swansea Council to partner agencies and Council staff. A 'train the trainer' event was also developed by the Council and Victim Support and delivered to staff and partners.

The Council continues to promote Victim Support, the Official National Hate Crime Report and Support Centre for Wales.

For more information please visit <http://www.reporhate.victimsupport.org.uk/>

#### 5.7 Community Cohesion

The Welsh Government has agreed to fund the Community Cohesion programme for another year (2017-18). The new programme will focus on 4 objectives:

- Work at a strategic level to break down barriers to inclusion and integration across marginalised groups

- Work at a local level to break down barriers to inclusion and integration for particular groups and communities
- Supporting migrants, refugees and asylum seekers and host communities during the integration process
- Tackling discrimination, hostility, tensions and extremism

This new approach by Welsh Government will hopefully allow each council to identify local priorities. The Welsh Government will publish the new Delivery Plan by the end of May 2017. In Swansea our Leadership Group continues to ensure progress and monitoring.

#### 5.8 United Nations Convention on the Rights of the Child (UNCRC)

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

A UNCRC Action plan exists and is based on clearly identified priorities, which encompasses a whole council approach to Children's Rights. There are six key areas which focus on:

1. Making such arrangements as is considered suitable to promote and facilitate participation by children in decisions of the authority which might affect them, as required in the Children and Families (Wales) Measure 2010.
2. Developing knowledge and understanding of the UNCRC through training for all staff and decision makers within the City and County of Swansea including other statutory and key voluntary partners.
3. Promotion and awareness raising of the UNCRC
4. Ensuring appropriate and robust mechanisms in place to receive feedback and complaints in relation to the UNCRC
5. Ensuring compliance, accountability and impact of the UNCRC due regard duty which is evidenced based
6. The second progress report on the due regard duty for embedding the UNCRC into the local authority policy framework was produced in September 2016 and informs objectives within the annual action plan.

Children's Rights are fully incorporated into our EIA process and Strategic Equality Plan. All service areas have been required to set at least three UNCRC objectives with a focus on:

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

#### 5.9 Education and schools

Our work with Show Racism the Red Card has continued in 2016-2017 and funding is in place to continue workshops in our schools in 2017-2018. This year, 49 workshops have been delivered in 17 schools across Swansea,

engaging over 1200 young people. The sessions looked at various issues around racism, stereotyping, terminology and media influence.

*“The leader of the workshop had an excellent way of talking to the children and interacting with them.”*

Show Racism the Red Card also promoted the annual schools competition, which offers prizes for artwork, creative writing and clothing design entries. This year, five prizes were won by pupils from Swansea schools, including the overall competition winner.

A tool has been developed and launched to allow schools to record identity-based bullying and harassment. This was launched in the autumn term, however take up has been slow and further work is now planned to further develop the tool and promote its use and value to schools.

Our regional school improvement partner Education through Regional Working (ERW) was working with Stonewall to provide Train the Trainer events for schools that gave participants the tools, techniques and confidence needed to train other staff to tackle homophobic bullying, gender stereotypes and celebrate difference. This also gave participating schools Stonewall School Champions membership. The funding for this has now come to an end and we are actively considering how we support this area of work in future.

#### 5.10 Work with Older People

##### ➤ Ageing Well Plan

The Local Service & Healthy City Boards' Ageing Well and Strategy for Older People Action Plan 2015 – 2019 was reviewed in July 2016 and priorities for the year ahead agreed at a multiagency workshop, which included representation from Swansea Network 50+. The Network 50 + has been involved in all discussions for the year ahead and in the planning for specific projects.

##### ➤ Events

An event to mark UK Day of Older People was held on 4th October at the Grand Theatre Studio and the following is a snapshot of feedback:

- Over 200 people attended
- Lively Ukulele entertainment
- Over 40 exhibitors
- 25 electric blankets /safety checks
- “Great to see the Olympic Torchbearer”
- Lots of interest in Free Swimming
- 60+ people had a Medicine /Blood pressure check
- 3 potential volunteers for British Red Cross
- “Able to target a hard to reach group”- South Wales Police



An Annual Meeting with Swansea Network 50+ was held on 2<sup>nd</sup> November 2016. Polly Gordon (new lead for Ageing Well) was introduced and an overview of The Ageing Well and Strategy for Older People Action Plan presented. Group work highlighted members' priorities for their preference on Network activities:

- 50+ forums on themes, for example transport /Health
- Intergenerational Projects
- Large 50+ Exhibitor events.

An Ageing Well Event was held with a similar format to the event on UK Day of Older People but with an increased focus on citizen engagement and consultation.

➤ 50+ web pages

New 50+ web pages have been developed with Network 50+ members:  
<http://www.swansea.gov.uk/50plus>

#### 5.11 The Well-being of Future Generations

The Well-being of Future Generations Act (Wales) 2015 requires the Council:

*“To act in a manner which seeks to ensure the needs of present are met without compromising the ability of future generations to meet their own needs”.*

This essentially means actively considering impacts on ‘the unborn’ when we make decisions across all services. The Council is committed to ensuring our actions contribute as fully as possible to the social, economic, cultural and environmental well-being of Swansea and its residents both now and in the future.

Swansea’s Sustainable Development Policy adopted this central principle in 2012. All departments take into account (to an increasing degree) the long term impact on future generations when designing, planning and delivering services. We ensure that we adopt the Sustainable Development Principles in everything we do; this includes consideration of the long term. In April 2016, a Future Generations Board was established to provide effective governance at executive level of all legislative changes that impact on the well-being of future generations.

#### 5.12 Poverty

Tackling Poverty is a corporate priority and one of five key objectives within Swansea’s Corporate Plan; the first strategy to address this was written in 2014. The Tackling Poverty Strategy is seen as a dynamic document and in 2016 an Integrated Impact Assessment was carried out, forming the first part of a much wider review of this Strategy, feeding in to the scrutiny process. The key themes and recommendations from this process fed into the subsequent draft revised Tackling Poverty Strategy which will go out to public consultation in June 2017. Account will then be taken of the consultation feedback and a final draft of the revised strategy will be submitted to Cabinet

for approval. The revised strategy builds upon the three themes of the 2014 strategy:

- Empowering local people
- Changing Cultures
- Targeting resources

In addition, the Public Service Board (PSB) as the overarching partnership group for public services in Swansea is required to set a Wellbeing Plan, and currently the approach retains a focus on six Population Outcomes:

- Children have a good start in life
- People learn successfully
- Young people and adults have good jobs
- People have a decent standard of living
- People are healthy, safe and independent
- People have good places to live and work

We have aligned our draft strategy and delivery plan to these outcomes. Account has been taken of the Well-being of future Generations (Wales) Act 2015 and it is intended that the revised strategy make a positive contribution to the Wellbeing Goals of the Act.

#### 5.13 Welfare Reform

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

The Financial Inclusion Steering Group drew attention to the need to identify those people worst affected by multiple welfare reforms in order to target work most effectively. The Group recommended that a report be commissioned from Policy & Practice on the cumulative effects of welfare reform. We have since commissioned this report and commented on the draft, 'The cumulative impact of welfare reform in Swansea'. These comments will inform the final report and enable more effective targeting of support to those most at risk.

The Financial Inclusion Steering Group will review and update the 'Universal Support Delivered Locally Action Plan' in preparation for the full roll-out of Universal Credit for new claims in December 2017.

Anyone making a new claim to any of the six benefits that are being replaced (Jobseeker's Allowance, Employment and Support Allowance, Income Support, Housing Benefit, Working Tax Credit or Child Tax Credit) from this point will have to claim Universal Credit. In addition, some benefit claimants will naturally be migrated from existing legacy benefits to Universal Credit from December 2017, if they report a change in circumstances.

In preparation for this full roll-out the Welfare Rights Team undertook a mini review of take up of Employment Support Allowance (ESA) claimants who were migrated from Incapacity Benefit. The team discovered that out of 24 claimants, 18 had been underpaid on average £59.00 a week. Consequently, these claimants received, on average, arrears of benefits worth £5,751.

The Welfare Rights Team continue to provide a range of courses focusing on the main welfare benefits to our staff as well as partner agencies. This ensures that our workforce (and staff in other organisations) are kept up-to-date with changes in legislation. The team also provide policy advice and support and respond to consultations on welfare reform. The Welfare Rights Advice Line continues to provide specialist advice to front-line staff.

#### 5.14 Domestic Abuse

The Domestic Abuse One Stop Shop (OSS) continues to develop its services through a multi-agency, partnership approach, with numbers accessing the service reaching over 6000 during its first 18 months of opening. The range of services on offer are across the continuum of need, from crisis drop-in through to the Freedom Programme, Nurturing Programme, and coffee and crafts sessions. Surgeries on a range of issues are on offer including legal advice, substance misuse and debt advice. The OSS services are monitored by the Partnership Group who aim to provide services that cover a continuum of care from prevention, crisis and after care and are accessible by all members of the community. Work is being started to look at implementing specific support for male victims and those from the LGBT community.

Strategic work has been strengthened by the development of a Domestic Abuse Strategy Group which has the responsibility of ensuring we are complying to the Swansea Domestic abuse strategy and any other related legislation. The new Swansea Violence against Women, Domestic Abuse & Sexual Violence (VAWDASV) Strategy 2017-22 will be published during this year after a consultation process with professionals and community members. This Strategy will give a longer term commitment to our goals of ensuring prevention, protection and support of VAWDASV.

Awareness raising and the preventative agenda continue to be a focus. White Ribbon Day was held at the Domestic Abuse OSS to highlight the issues of male violence against women and was attended by members of the public and school children. It was supported by both the Swans players and Ospreys as well as the Lord Mayor, Leader of the Council, the police, fire service and other professionals.

To reinforce our preventative agenda we have implemented a Domestic Abuse Hub, a multi-disciplinary team developed to assist and support families with children at the earliest opportunity. This Team takes a 'whole family' approach to ensure that everyone receives the support they need at the right time from the right person.

#### 5.15 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.

#### 5.16 Wales Interpretation & Translation Service (WITS)

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

The top five languages requested in 2016 – 2017 were:

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

#### 5.17 Change Fund

Through the Change Fund for 2016-17, 16 large and small voluntary organisations were financially supported through grants to deliver services and projects across the City & County of Swansea. A number of these organisations work with, or represent the interests of, people with protected characteristics.

#### 5.18 Children and Young People LGBT Funding

Grant funding was made available from April 2013 to provide a pilot support service to LGBT young people aged 13 to 25. Grants were awarded to two organisations to work jointly to provide the pilot service. Budget provision was made to continue the project for 2016-17 and this will continue into 2017-18

### **6. Concluding comments**

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

## Appendix 1

### Equality Objectives – Progress Update

#### Equality Objective 1 – Ensure equality of access to services

#### Corporate Priority link: Safeguarding vulnerable people

Associated actions	Deadline	Progress 2017
<b>Poverty &amp; Prevention</b>		
Develop arrangements with the Corporate Complaints Team to ensure accessible mechanisms for addressing any issues arising in relation to children’s rights in Swansea (including signposting to advocates and providing feedback)	2016	<p><b>Complete:</b> All responses to queries raised through the UNCRC mailbox follow the Swansea Standard</p> <p>Process map for dealing with issues relating to CCS and the “Due Regard Duty” developed and agreed</p>
Continue facilitation of Play Access Group and BME Family and Play Group	2019 – feeding into the Play Sufficiency Audit (PSA)	<p><b>In progress:</b> Continued development of the Play Access group with meaningful contributions to PSA findings and development</p> <p>BME Family and Play Workstream still engaged and partnership working continues</p>
Provide a range of services through the Families First programme targeted at families with disabled children	March 2017	<p><b>In progress:</b> Continued provision of a number of Families First services for families requiring additional support/affected by disability.</p> <p>These include advocacy and family support, support for children and young people with learning disabilities and challenging behaviour and their families, pre-school support for children under 4 with emerging or additional learning needs, support for Young Carers and their families and a number of</p>

Associated actions	Deadline	Progress 2017
		community projects through the Play disability grants.  1,165 individuals accessed support through Families First of which 88% felt they had benefitted from these interventions.
<b>Communications and Customer Engagement</b>		
Introduce a new British Sign Language service at the Contact Centre	January 2017	<b>In progress:</b> List of BSL translators (up to level 3) is available at Reception to be called upon when necessary
Introduce a SMS texting service for residents	January 2017	<b>Complete:</b> Service in place with 1048 texts received between April 2016-March 2017 (SMS: 07919 626434)
Provide additional support to Contact Centre customers by having staff positioned at the entrance to assist as needed	Review effectiveness every six months	<b>In progress:</b> 2 floor walkers continue to be positioned at the entrance on a daily basis to assist all Customers and avoid unnecessary queueing for services.
<b>Housing &amp; Public Protection</b>		
Develop a Rents Strategy. Part of this strategy will ensure that the arrears recovery process is easy to understand and takes account of customer needs, particularly those who may be vulnerable	2018	<b>In progress:</b> The Government's Welfare Reform programme continues to develop with significant changes coming into effect over the next few years. Due to the constant changes in welfare reform it has been decided that a more general strategy is needed, it is therefore being reviewed and updated and it is anticipated that the strategy will be available in draft form before the end of summer 2017.
Continue with programme of customer access audits of Housing and Public Protection services to ensure that services are accessible to everyone	Complete every 2 years, 2017 onwards	<b>In progress:</b> Audit for 2017 has commenced and results will be analysed shortly.

Associated actions	Deadline	Progress 2017
Incorporate all relevant equality issues into the new Local Housing Strategy (LHS)	2016	<p><b>Complete:</b> All equalities issues were incorporated into a dedicated chapter within the LHS. The strategy was approved by Council in 2016 and runs until 2020. In 2016, the Authority also updated its Gypsy and Traveller Needs Assessment and submitted the results to Welsh Government. The results were also used to inform the Authority's Local Development Plan (LDP)</p>
Raise awareness of the availability of Disabled Facilities Grants (DFGs) particularly in terms of disabled children and young people	2016	<p><b>In progress:</b> The relevant web pages have been changed to:</p> <ul style="list-style-type: none"> <li>• mention 'All applications are means tested with the exception of disabled children and young people under the age of 19 who are dependent'</li> <li>• add a link to 'Housing Grants and Loans'</li> </ul> <p>Housing Adaptations team attended an event in Swansea Central Library on 'Later life housing - research and information' in November 2016 to provide information on adaptations and DFGs</p>
Produce a strategy as part of the More Homes project for using Housing Revenue Account resources to provide more Council Housing, which will help meet the needs of a diverse community	2016	<p><b>Complete:</b> Strategy reported and endorsed by full Council in November 2016</p>
Provide burial/cremation arrangements in line with the requirements of Swansea's diverse community	Monitored monthly	<p><b>In progress:</b> The needs of Swansea's diverse community are respected and catered for</p>
Develop protocol for inspection of dwellings proposed to be used to accommodate	2016	<p><b>Complete:</b> Protocol is in place and being followed</p>

Associated actions	Deadline	Progress 2017
asylum seekers		
<b>Legal and, Democratic Services</b>		
Continue to review Polling Stations; seeking to improve them to ensure a positive experience for the voter	Elections: May 2016 and May 2017	<b>In progress:</b> Presiding Officers are asked to feedback on any issues that they have at a Polling Station. This information is used to review their location and appropriateness. We are always looking to improve access should a better alternative venue be available.
<b>Cultural Services</b>		
Continue project in libraries to introduce or improve the computer skills of people of all ages	2016 and ongoing	<p><b>In progress:</b> Swansea Libraries continue to work with Get Swansea Online, LearnDirect, Dace and Gower College to supply opportunities to learn more digital skills. We also run in house sessions to support customers' use of tablets and mobile devices. We run genealogy sessions to help customers search online and also e-book and e-magazine drop in sessions to help customers use these new services.</p> <p>We also work with Digital Communities Wales to upskill our staff and deliver new events to break down barriers to use.</p> <p>We have signed the Welsh Government Digital Charter.</p> <p>We help lead the Swansea Bay Digital forum for partners and other organisation involved in digital inclusion to share good practice.</p> <p>We have introduced a new recording system to record the</p>



Associated actions	Deadline	Progress 2017
		<p>number of events delivered which address digital inequality.</p> <p>Welsh government research shows this kind of activity is working – residents with internet at home in 2012 was 70%. In 2014/15 it was reported as 81%</p> <p><a href="https://statswales.gov.wales/Catalogue/National-Survey-for-Wales">https://statswales.gov.wales/Catalogue/National-Survey-for-Wales</a></p>
<p>Consider sourcing and implementation of additional/improved visual impairment computer aids in libraries</p>	<p>2016</p>	<p><b>In progress:</b></p> <p>In the past year we have purchased additional high vis stickers for libraries to make available for keyboards and continued to purchase alternative mice/roller balls and keyboards for loan by libraries on request.</p> <p>Further staff training and replenishment of devices will take place in 2017</p>
<p>Continue variety of activities that takes Swansea Museum to older people and groups</p>	<p>2016</p>	<p><b>In progress:</b></p> <p>The museum continues to provide talks to a wide range of community groups, day centres, dementia support groups and residential units. The three most popular talks remain the Swansea Blitz, Mumbles Railway and History and Treasures of Swansea Museum. A few other optional talks are available. This year a total of 43 outreach sessions were delivered to 1188 people. Five of the sessions were delivered to young people.</p> <p>The talks can be varied in length depending on the group and are primarily aimed at reminiscing rather than in depth history.</p> <p>Memory Boxes are produced in partnership with Library</p>

Associated actions	Deadline	Progress 2017
		<p>Services. Memory boxes remain popular and used although distribution and return can sometimes be problematic. Boxes are themed or by decade and include donated objects which are not required for the collections. The number of memory boxes has increased to 14 and volunteers are working on new boxes including 3 jointly with the Dylan Thomas Centre.</p> <p>Education Programme Community Sessions:  During the autumn term the museum worked in partnership with Theatre Na Nog to deliver an education programme which involved a production related to local history and the curriculum. The museum offer evening performances to a range of local historic, social and friendship groups. In 2016 the production was the Ghost of Morfa Colliery which relates to a mining disaster in Taibach. Over 230 local people attended one of 4 autumn performances and visit to museum with refreshments and a talk on the play's theme. The majority of participants approximately 80% were aged 55 plus.</p> <p>Dementia Friendly Space:  A 1960s kitchen has been piloted in the upstairs gallery. Unfortunately the results have been disappointing. The kitchen has been seen and used more as a play area for children and families rather than for its original purpose. The gallery is currently being reviewed and other options considered. Initial brief discussions have been held with ABMU around the possibility of piloting the kitchen in a hospital dementia ward. Other options under consideration include using the 1960s kitchen and other similar set ups in temporary</p>

Associated actions	Deadline	Progress 2017
		<p>exhibitions and / or education room use.</p> <p>Volunteering - Swansea Museum continues to offer volunteering opportunities to all age groups, however the majority of volunteers are 55 plus with our oldest volunteer being 90 years old. The museum currently has approximately 70 volunteers listed on a variety of tasks and projects including research, documentation, gallery assistants, tour guides and Olga crew.</p>
<p>Explore the history and heritage of the LGBT community as an option for the Museum programme</p>	<p>2018</p>	<p><b>In progress:</b> Unfortunately, discussions with Unity and other partners on a project did not come to fruition.</p> <p>However, a consultation was held with Good Vibes the LGBT Youth Forum regarding a major Heritage Lottery Fund (HLF) bid to celebrate the 150<sup>th</sup> Anniversary of YMCA Swansea which would start in 2018. A few activities were identified for the overall bid including exploring Polari language and coming out proms.</p> <p>The consultation also raised the issue of the 2017 anniversary of the 1967 act which effectively decriminalised homosexuality. A project idea around celebrating this through a Young Roots application could not be explored further as both YMCA and the museum already had Young Roots applications under development. However these ideas may be developed under the overall activity plan for a YMCA bid.</p>
<p>Undertake a range of equality-focused</p>	<p>2018 – and</p>	<p><b>In progress:</b></p>

Associated actions	Deadline	Progress 2017
<p>activities at the Glynn Vivian, working with groups such as children &amp; young people, disabled people, BME and LGBT communities</p>	<p>continue to monitor</p>	<p>The Gallery programmes a diverse range of formal education services for schools and teachers (Primary, Secondary, Special Educational Needs (SEN), Other Ways of Learning (OWL), Pupil Referral Units, Further and Higher Education Colleges). We also have:</p> <ul style="list-style-type: none"> <li>• a wide range of workshops for target audiences</li> <li>• public programme of talks &amp; events</li> <li>• artists in residence</li> <li>• an audience development strategy for target groups including young people, LGBT communities, BME groups</li> <li>• antipoverty initiatives.</li> </ul> <p>Recent examples of working in partnership include the Gallery reopening parade. Partner organisations and communities included the Unity LGBT Centre, YMCA's Good Vibes Group, Swansea Foyer for Young Homeless Teenagers, Swansea City of Sanctuary and African Community Centre.</p> <p>The Glynn Vivian Art Gallery is fully accessible and has lift access to all galleries and spaces. We have accessible toilets, a 'Changing Places' facility and designated parking for blue badge holders.</p>
<p>Continue to deliver Dylan Thomas Centre Heritage Lottery Fund Project Activity Plan</p>	<p>2017</p>	<p><b>In progress:</b></p> <p>Our activities include:</p> <ul style="list-style-type: none"> <li>• Delivering a range of free and low-cost literature engagement activities for families in the Dylan Thomas Exhibition Learning Space, and working with family centres to encourage participation in our programmes amongst low-income families.</li> </ul>

Associated actions	Deadline	Progress 2017
		<ul style="list-style-type: none"> <li>• Developing our SEN provision by sustained partnership work with schools such as Ysgol Crug Glas, Ysgol Pen-y-bryn and Pentrehafod Specialist Teaching Facility (STF).</li> <li>• Delivering free writing workshops to young people through our two Young Writers Squads, and developing our Squads by working on projects with schools in Communities First Areas.</li> <li>• Delivering reminiscence sessions, exhibition tours and workshops to dementia groups, residential care homes, Age Connect and affiliated organisations.</li> <li>• Running projects with organisations and groups such as Morriston Hospital's Traumatic Brain Injuries Unit, Welsh Centre for Action on Dependency and Addiction, and the 10 O'Clock club for older people at risk of isolation in Morriston.</li> </ul>

**Equality Objective 2 – Undertake a range of work focused on safety including hate crime, modern slavery, protection of vulnerable people, radicalisation and extremism etc.**

**Corporate Priority link: Safeguarding vulnerable people**

Associated actions	Deadline	Progress 2017
<b>Poverty &amp; Prevention</b>		
Develop a Hate Crime Strategy  Increase understanding of hate crime and awareness of how to report it amongst staff and key partners	March 2017 with annual monitoring thereafter	<b>In progress:</b> Hate Crime Action Plan developed in November 2016 (planning group meets every 6 weeks). An Awareness Session and Train the Trainer event have both been held this year.

Associated actions	Deadline	Progress 2017
Maintain a framework for the delivery of Prevent interventions and support to vulnerable individuals at risk of or being drawn into violent and/or non-violent extremism.	2020 - with action plan reviewed and updated annually	<p><b>In progress:</b> Prevent Action plan developed</p> <p>Counter-terrorism local profile (CTLP) published annually, which informs the Prevent Action Plan</p> <p>Channel Panel meets monthly</p>
Increase awareness amongst staff and partner organisations on modern slavery and how to signpost victims	March 2017 with annual monitoring thereafter	<p><b>In progress:</b> The Western Bay Anti-Slavery Forum meets on a quarterly basis and reports to the Wales Anti-Slavery Forum on its progress</p> <p>Last year 914 people attended anti-slavery awareness sessions</p> <p>A referral pathway has now been established and shared with partners</p>
Continue role of BME Family and Play Group within cross-sector Play Network in relation to hate crime awareness and understanding of modern slavery	2019 – feeding into the Play Sufficiency Audit	<p><b>In progress:</b> Training arranged by BME Family and Play Workstream has been made available to frontline staff and volunteers working in the community.</p>
Establish a working group to explore opportunities in relation to confidence and safety in getting around the City and County of Swansea	2017	<p><b>In progress:</b> Working group established and progress made with internal and external partners, including South Wales Police and First Cymru. Work is ongoing and will continue into 2017-2018.</p>
<b>Housing &amp; Public Protection</b>		
Review the Statement of Policy for Licensing in respect of alcohol, entertainments and late	July 2018	This review will progress nearer to the deadline

Associated actions	Deadline	Progress 2017
night refreshment, taking particular account of the need to ensure protection of children		
Review the Council's policy in respect of gambling, taking particular account of the need to ensure protection of children and vulnerable people	January 2019	This review will progress nearer to the deadline
Raise awareness of doorstep crime and scams to prevent people becoming victims	2016 and ongoing campaigns will take place	<p><b>In progress:</b> Training undertaken with Police Community Support Officers (PCSOs) in order to use revised leaflets and door stickers related to unwanted doorstep callers.</p> <p>Staff attend meetings with tenants about scams including Sheltered Repts and the Tesco Community Space.</p> <p>Article in Open House Issue 1 2017 on nuisance callers and rogue traders.</p>
Provide training and raise awareness with support agencies in identifying scams	2016 and ongoing training will take place	<p><b>In progress:</b> Continued training of staff in the Council and third sector organisations.</p> <p>A "Friends Against Scams" group has been created to cascade warnings in order to prevent and protect vulnerable people from becoming victims.</p> <p>Engagement with "Community Connectors" completed to raise awareness of self-help that can protect people from becoming victims.</p>

Associated actions	Deadline	Progress 2017
		Loan shark awareness sessions for staff held by Wales Illegal Money Lending Unit in May 2016.
<b>Highways &amp; transportation</b>		
Undertake Safer Routes in Communities (SRIC) project with schools	Annually	<b>In progress:</b> SRIC projects successfully completed by end of March 2017, and a new bid has been successful to implement a SRIC project in St Thomas from April 17

**Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People’s Rights Scheme**  
**Corporate Priority link: Safeguarding vulnerable people**

Associated actions	Deadline	Progress 2017
<b>Corporate Actions</b>		
Increase knowledge and understanding of the UNCRC by ensuring all staff attend/participate in the UNCRC corporate training	2017	<b>In progress:</b> Development of online introductions to the UNCRC for all staff  UNCRC training embedded as UNCRC objective with SEP  Corporate training plan developed as part of UNCRC/CYP rights scheme action plan
Promote and raise awareness of the UNCRC by embedding children’s rights within day to day practice and utilising the Children’s Rights logo in all promotional activity	2017	<b>In progress:</b> Dilly the Dragon promotional material purchased and circulated  #Dillydragonswansea #Ddraigdillyabertawe linked to corporate twitter feeds and shared with schools and organisations participation in Big Conversation mechanisms



Associated actions	Deadline	Progress 2017
		<p>Dilly dragon used more broadly by organisations, e.g. on Play signage, on smoke free school gate signage, on smoke free beaches signage</p>
<p>Ensure quality opportunities for Children &amp; Young People's voice in policy/service developments that affect them</p>	<p>Ongoing with annual monitoring</p>	<p><b>In progress:</b>  Children and young people aged 2-25 years continue to inform policy and service delivery through Big Conversation mechanisms including:</p> <ul style="list-style-type: none"> <li>• Big Conversation Forum</li> <li>• Pupil Voice Forum</li> <li>• Looked After Children (LAC) Forums</li> <li>• Participation of Early Years</li> <li>• CYP Super Survey</li> </ul> <p>Children and young people are also consulted on policy/service decisions through the Equality Impact Assessment (EIA) process</p> <p>Within Housing, work with the Youth Inclusion Team is ongoing to develop the Big Housing Conversation group.</p> <p>Within Cultural Services, the Glynn Vivian engages with a group of young participants to acquire skills, build confidence and contribute ideas to achieve Arts Award accreditation and in 2017/2018 we will be launching a new volunteers programme to include young people.</p> <p>Within Social Services, a Carers Strategy is being developed. This will be co-produced with young carers and include support</p>

Associated actions	Deadline	Progress 2017
		<p>for them.</p> <p>Within Education, the Pupil Voice forum is held half-termly giving an opportunity for all schools to share their views and discuss the key issues that are important to them with the Chief Education Officer.</p>
<b>Poverty &amp; Prevention</b>		
Continue to embed Children’s Rights in all practice and procedures within the department and with partner commissioned organisations	2017	<p><b>In progress:</b> The commitment to the UNCRC is included in all commissioning contractual arrangements in Poverty &amp; Prevention</p> <p>Plans are in place to expand this across the People Directorate through the People approach to commissioning</p>
Raise awareness of “Big Conversation Mechanisms”, ensuring children & young people have an understanding of a variety of opportunities to have their voice heard	2017	<p><b>In progress:</b> Big Conversation mechanisms are promoted widely to schools with 5,381 children and young people participating in mechanisms between September 2015 and September 2016 (figures are reported annually each September)</p>
Develop a communication strategy and campaign plan with key objectives to be delivered across the whole of Swansea	2016	<p><b>In progress:</b></p> <ul style="list-style-type: none"> <li>• Pupil Voice &amp; Big Conversation updates are communicated via the Education Newsletter</li> <li>• Rights Respecting Schools achievements are shared with the Communications Team to share sector leading practice</li> <li>• Big Conversation &amp; Pupil Voice Events are also shared with the Communications Team; hashtags are followed &amp; retweeted throughout various social media platforms</li> </ul>
Establish a working group to explore issues	2017	<b>In progress:</b>

Associated actions	Deadline	Progress 2017
around gender stereotyping		The working group has been established with planning underway to hold an awareness raising seminar in October 2017

**Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user’s needs are at the centre of all planning and commissioning activities**  
**Corporate Priority link: Safeguarding vulnerable people**

Associated actions	Deadline	Progress 2017
<b>Child and Family Services</b>		
Further develop our front door service in accordance with the Social Services and Wellbeing (Wales) Act to enable equitable access to information, advice and assistance about statutory services and the preventative sector	2016	<p><b>In progress:</b>  The Information, Advice and Assistance (IAA) service promotes early intervention and prevention to ensure that people of all ages can be better supported to achieve their personal outcomes, and explore options for meeting their care and support needs.</p> <p>There is a single point of contact to the social services IAA for all children, young people and their parent/carers. There are also IAA services available for young people who are 16 and 17 years old based at Info Nation, co-located with a Barnardo’s team in the city centre.</p>
Develop a service for perpetrators of domestic abuse including 1:1 and group work, informed by service user feedback, which supports the work already being undertaken with women and children where domestic violence is a feature in their lives	2016	<p><b>In progress:</b>  Swansea is the first Local Authority in Wales to launch a Domestic Abuse Hub service, focused on helping children and families experiencing domestic violence or escalating relationship problems.</p> <p>Council staff, service providers, partner agencies, charities and</p>

Associated actions	Deadline	Progress 2017
		<p>survivors all contributed to the design of the Hub and worked together to plan for future services based on a population assessment of need. The overall aim of the Domestic Abuse Hub is to ensure the right help is available at the right time to promote positive, healthy relationships and prevent the negative impact that domestic violence has for adults and children. This includes a whole family approach, involving both group and individual work with children, survivors and perpetrators. By ensuring effective support for families where domestic violence is a feature of family life, this will promote the rights and safety of children at the centre, leading to better outcomes.</p>
<p>Implement the Active Offer of Advocacy Arrangement to help ensure children and young people have access to additional support to have a voice in the decisions that affect them</p>	<p>2016</p>	<p><b>In progress:</b>  The IAA Service has qualified social workers who listen and provide a proportionate response whether information, advice or assistance can be provided or an assessment is needed. All frontline practitioners are there to help identify whether there is a need for advocacy, at the first point of contact (“active offer”). All practitioners have been trained and are suitably skilled to recognise when someone may benefit from an advocate and will take action to ensure that they are fully supported. There are many different types of advocacy available in Swansea and there is an independent advocacy service for those people who require support to have a voice in their care and support planning. Swansea is working collaboratively to identify options for commissioning of an advocacy service within the Western Bay Region.</p>
<p>Develop and implement Looked After Children Review arrangements, which</p>	<p>2017</p>	<p><b>In progress:</b>  Within our Signs of Safety (SoS) model of social work practice,</p>

Associated actions	Deadline	Progress 2017
enable children and young people to lead on their reviews		<p>there is a strong focus on the outcomes that a looked after child would need or like to achieve and how these are to be met. The care and support plan will show who is going to do what, timescales and next steps.</p> <p>We are working on a good practice journey, a step by step guide from the day a child is accommodated until their first review.</p> <p>Reviews are carried out regularly, according to statutory timescales, and our Service Quality Unit has a team of Independent Reviewing Officers who have adopted the signs of safety methodology, placing each looked after child at the centre of the review.</p>
Further develop and implement the Signs of Safety Methodology within Social Work Teams. This is a strengths based model which promotes the voice of the child, includes their family and wider networks in safety planning and is focused on outcomes	2017	<p><b>In progress:</b></p> <p>We are committed to using a Signs of Safety (SoS) model across the whole Child &amp; Family service. This is an innovative strengths-based, safety-organised approach to child protection casework, which is grounded in partnership and collaboration. It explores strengths and risks in families in order to stabilise and strengthen a child's and family's situation. There has been considerable progress in this area:</p> <ul style="list-style-type: none"> <li>• New management structure to increase practice quality</li> <li>• A policy statement: <i>"How we support families- Providing the Right Response at the Right Time"</i></li> <li>• Continued implementation of SoS across whole service, with new team structure and role Practice leads</li> <li>• Refocus of service quality unit to place child and families at centre of SoS practice</li> <li>• Life story work with children commencing/in placements</li> <li>• 'I Am Me' handbook provides a framework and tools</li> </ul>

Associated actions	Deadline	Progress 2017
		<p>which practitioners should be using when working with children and young people to create their life story book once a plan of permanence is in place</p>
<p>Develop a Child Disability Strategy consulting with children, young people, families, multiagency partners and the third sector to ensure that disabled children and their families can access a range of provision across the continuum of need – accessing the right opportunity/service from the right place at the right time</p>	<p>2017</p>	<p><b>In progress:</b>  Through the Family Support Continuum, with multiagency partners, and in consultation, as part of a Sustainable Swansea commissioning review, there has been considerable progress, which is expected to continue this year:</p> <ul style="list-style-type: none"> <li>• joining up to Additional Learning Needs (ALN) work-stream with education partners</li> <li>• scoping an in-house overnight short breaks provision with education partners</li> <li>• restructure of the Child Disability Team</li> <li>• work to consider how eligibility criteria is applied and where children are allocated</li> <li>• review of Direct Payments and how these are offered</li> <li>• pathways for cases with continuing care and complex behaviour</li> <li>• work on the transition process, with particular focus on those young people who are vulnerable or experience mental health and / or substance misuse issues</li> </ul>
<p>Develop a leaving care service in partnership with a third sector provider. Final 'shape' of the new service to be informed by partners and young people's views</p>	<p>2016</p>	<p><b>In progress:</b>  There is now a jointly managed service with Barnardo's in place in Swansea: BAYS+@INFONATION.</p> <p>This service incorporates the social work teams, young person's advisors, housing officers, education and mediation worker into a single operational team.</p>

Associated actions	Deadline	Progress 2017
		<p>We are working towards the whole integrated service being delivered from a single location, allowing easy access for young people. This would give young people the opportunity to access a range of services from a safe, convenient and comfortable location e.g. counselling sessions, preparation for independence groups, consultation group work etc.</p>
<p>Develop a comprehensive support and review framework for all individuals awarded a Special Guardianship order. Services to include training opportunities for carers, groups for young people and general advice and assistance via a dedicated team</p>	<p>2016</p>	<p><b>In progress:</b> A new Family and Friends service is being established to provide a wider service for children living with Friends and Family Carers including those awarded a Special Guardianship and Child Arrangement Orders (formerly Residence Orders). This service is working with both carers and the young people themselves, and will target support to those families experiencing particular challenges and difficulty.</p>
<p>In accordance with the Social Services and Wellbeing (Wales) Act, develop policy and procedures for a Swansea “When I’m Ready” scheme in line with Welsh Government Guidance. This will enable more young people to remain with their foster carers beyond the age of eighteen and until they are ready for independence</p>	<p>2016</p>	<p><b>In progress:</b> Commitments to children and families are set down in the City and County of Swansea Permanence Policy; supporting children to be supported to live within their own families and to provide services to promote the ability of families to care for their children effectively. This approach aims to ensure that children continue to live within supportive families whenever possible.</p>
<p>Develop an updated Disability Strategy for Children in accordance with the Social Services (Wales) Act. This will include greater involvement of parents and carers in Care planning via the increased use of Direct</p>	<p>2016</p>	<p><b>In progress:</b> Within Family Support continuum, there has been a Child Disability Commissioning Review. This review has provided a good opportunity to consult upon, update and implement a new Child Disability strategy based on service vision, principle and</p>

Associated actions	Deadline	Progress 2017
Payment packages		approach. A new Child Disability Strategy – Plans For The Future is being prepared and this work is expected be taken forward by the Children and Young People Partnership Board.
Further establish Social Services involvement in the provision of support for children who require therapeutic support by <ul style="list-style-type: none"> <li>continued and active membership by the Head of Service of Child and Family in the Mental Health Planning Group</li> <li>developing packages of therapeutic support for children, families and significant adults from the recently established Internal Therapy Team</li> </ul>	2016	<b>In progress:</b> Progress has been made to ensure that the in-house therapy team is an effective and efficient part of a co-ordinated and commissioned approach to psychological assessments and therapy available to children. There is now a consistent approach in place across services and disciplines There is continued commitment by senior managers to improving Child and Adolescent Mental Health Services (CAMHS) both locally through the Mental Health Planning group, and regionally through Western Bay Partnership Board.
<b>Adult Services</b>		
Further develop safeguarding measures for vulnerable adults in a safer, personal and more timely way	2016	<b>Complete:</b> Safeguarding processes have been reviewed to ensure that there is continuity of process for vulnerable adults. Performance information has been developed to allow for greater scrutiny of performance and adherence to timescales.
Improve the deprivation of liberty and safeguarding (DOLS) processes	2016	<b>In progress:</b> DoLS backlog has been fully cleared, but it remains an ongoing challenge to manage normal flow of DoLS applications (an average of 100 per month). Current arrangements are under review and proposal for revised arrangements to be considered by Chief Officers shortly.
Review integration with health in the three community hubs	2016	<b>In progress:</b> Three Integrated Hubs have been in place since April 2015.



Associated actions	Deadline	Progress 2017
		<p>Service users report a more joined up service and clear evidence of a person-centred approach. We are continuing to strengthen the Multi-Disciplinary Team approach within Adult Services to ensure that a seamless service is provided.</p>
<p>Continue to transform adult service in order to ensure a citizen directed service</p>	<p>2016</p>	<p><b>In progress:</b> Our assessment tool has been reviewed in line with the requirements of the Social Services and Wellbeing Act.</p> <p>An Adult Services Practice Framework is being developed to ensure a person-centred approach to practice (Adult Services equivalent to Signs of Safety).</p>
<p>Further review Commissioning Plans for Adult Services</p>	<p>2016</p>	<p><b>In progress:</b> Population Assessment has been completed in line with the requirements of the Social Services and Wellbeing Act. As a consequence, Social Services has a good understanding of the needs of individual client groups.</p> <p>Commissioning Plans are currently in development for Learning Disabilities, Physical Disabilities, Mental Health and Older People client groups. These Plans have been co-produced and Adult Services hopes to consult on these in Summer/Autumn 2017.</p>
<p>Web pages updated as appropriate to improve access to information, assistance and advice</p>	<p>2017</p>	<p><b>In progress:</b> This is currently being developed in line with the requirements surrounding IAA services contained in the Social Services and Wellbeing Act.</p> <p>Discussions are also ongoing with corporate colleagues</p>

Associated actions	Deadline	Progress 2017
		surrounding making Social Services easier to find on the Council's front page.
Develop Adult Social Work practice framework. This approach needs to be strength based and outcome focused, to promote the voice of service users, their families and the wider community	2017	<b>In progress:</b> Practice Framework currently in development. This will be in place by late 2017.
Further develop our front door service in accordance with The Social Services and Wellbeing (Wales) Act to enable ease of access to information, advice and assistance and also preventative services	2017	<b>In progress:</b> All Information and Advice Assistants are trained to provide information, advice and assistance as well as signpost people to preventative services.  Further development of the multi-disciplinary team function is also ongoing to ensure that professional support guides information, advice and assistance provision and wherever possible people are able to self-support rather than require a service.
Continue to increase the take up of Direct Payment as a way to ensure that people with eligible social care needs are able to access services that are suitable to their needs	2017	<b>In progress:</b> The uptake of Direct Payments is steadily increasing and further work is ongoing to ensure that the support service is designed to provide appropriate support. Further work is also ongoing to look at the rates of pay for Independent Living Support Assistants to ensure that they can be recruited to support people.
Ensure current assessment tool is compliant in accordance with Welsh Government recommendations in preparation for the implementation of The Social Services and Wellbeing (Wales) Act	2016	<b>In progress:</b> The assessment tool has been designed to be compliant, but it now needs to be developed into our information system (PARIS).

## Equality Objective 5 – Improve pupil attainment and continue to close performance gaps

### Corporate Priority link: Improving pupil attainment

Associated actions	Deadline	Progress 2017
<b>Education and Poverty &amp; Prevention</b>		
Children and young people from ethnic minority backgrounds continue to achieve at least as well as their peers at end of Key Stage 4 (KS4)	Annual analysis of Key Stage 4 results in autumn term.	<b>In progress:</b> 69.8% in 2016 compared to 66.3% for other pupils.
Learners from Asian / Bangladeshi backgrounds achieve at least as well as their peers at end of Key Stage 4	Annual analysis of Key Stage 4 results in autumn term.	<b>In progress:</b> 75% in 2016 compared to 66.3% for other pupils.
Maintain improving trends in assessment of boys and girls at Key Stage 2 (KS2) and Key Stage 3 (KS3)	Annual analysis of Key Stage 2 and 3 results in autumn term	<b>In progress:</b> KS2: results for both boys and girls have improved over five years and the gender gap has reduced slightly.  KS3: results for both boys and girls have improved over five years and the gender gap has reduced.
Close the performance gap between boys and girls	Annual analysis of results in autumn term	<b>In progress:</b> KS2: gender gap -6.0% in 2015 improved to -5.1% in 2016.  KS3: gender gap -6.6% in 2015 improved to -6.0% in 2016.
Close the performance gap between pupils who receive free school meals (FSM) and those who don't	Annual analysis of results in autumn term	<b>In progress:</b> KS2: five-year upward trend in FSM results, but FSM remain over 10% below non-FSM.

Associated actions	Deadline	Progress 2017
		KS3: Strong upward trend for FSM pupils, but results remain over 16% below non-FSM.
Reduce inequalities in school readiness	2019	<p><b>In progress:</b> Continued delivery of the Flying Start Programme to approximately 25% of the 0-3 population. 83% of all children aged 2-3 offered took up a space at a Flying Start childcare setting.</p> <p>We have worked in partnership with partners to develop the Best Start Strategy and particularly the Public Services Board promotion of a public awareness campaign via a set of key messages.</p> <p>The development of the Jig-so project to replicate aspects of the Flying Start programme outside Flying Start areas in relation to parenting and midwifery and language development</p>

### Equality Objective 6 - Provide equality support for schools

Corporate Priority link: Improving pupil attainment

Associated actions	Deadline	Progress 2017
Continue progressive improvement to access to infrastructure in schools	Annual return to Welsh Government, March	<b>In progress:</b> All projects delivered as part of our Quality in Education 2020 programme and the wider national 21st Century Schools Programme ensures progressive improvement to our schools' infrastructure.
Young people from Gypsy and Traveller	2017 with termly	<b>In progress:</b>

Associated actions	Deadline	Progress 2017
communities are offered appropriate access to secondary education and support in engaging with those opportunities	monitoring	<p>This year:</p> <ul style="list-style-type: none"> <li>• 100% of Gypsy &amp; Traveller Families offered lead work support</li> <li>• New cross cutting Gypsy &amp; Traveller Steering Group led by Head of Learner Support Services</li> <li>• Continued trend of increasing school attendance across the cohort</li> <li>• 3 Gypsy &amp; Traveller pupils achieved full integration into mainstream secondary education</li> </ul>
Launch tool for Recording of Identity Based Bullying across all schools	August 2016 with termly analysis	<p><b>In progress:</b> The tool has been launched however the take up/use has been slow. Due to some technical issues the tool will be re-developed over the summer months and re-launched.</p>
Review guidance to schools on Strategic Equality Plans and present update to Headteachers at a termly meeting and via the schools newsletter	2016	<p><b>In progress:</b> The guidance and templates have been reviewed and amended. They will be re-distributed to schools in September 2017 and going forward will be included in the online headteacher handbook.</p>
Continue the contractual agreement with UNICEF UK to embed the Rights Respecting Schools Award in all schools in Swansea	2017	<p><b>In progress:</b> Contract reviewed &amp; updated with the focus on long term sustainability. At the end of December 2016 the school status was as follows:</p> <ul style="list-style-type: none"> <li>• Schools engaged &amp; trained – 15%</li> <li>• Schools completing a record of commitment &amp; action plan - 21%</li> <li>• Schools achieving a level 1 Award – 42%</li> <li>• Schools achieving a level 2 Award – 19%</li> </ul>
Ensure schools are protecting children and	2020 - with	<b>In progress:</b>

Associated actions	Deadline	Progress 2017
young people from being drawn into terrorism by having robust safeguarding policies in place to identify children at risk, and intervening/supporting them as appropriate.	action plan reviewed and updated annually	Prevent Action plan in place. Workshop to raise awareness on Prevent delivered to teachers, teaching assistants and governors - 52 schools and 1,459 attendees
Ensure schools are directed to relevant Welsh Government guidance so this can be practiced in schools, for example: provision of counselling, specific equality-related advice and information and any relevant training for school staff, pupils and governing bodies	As guidance is issued	<b>In progress:</b> We continue to direct schools to the relevant guidance via our weekly newsletter.
Develop and publish Transgender Guidance for schools	2017	<b>In progress:</b> We are currently developing the Transgender Guidance alongside wider LGBT Guidance for our schools. We hope to launch the guidance early in the 2017/2018 academic year.
Stonewall training offered to all schools via Education through Regional Working (ERW)	2016	<b>In progress:</b> ERW continue to offer the Stonewall training to all schools in the region.

## Equality Objective 7 - Provide opportunities via apprenticeships and work placements

### Corporate Priority link: Improving pupil attainment

Associated actions	Deadline	Progress 2017
<b>Corporate Building and Property Services (CB&amp;PS)</b>		
Work experience placements – provide quality opportunities to students to experience the real workplace. Enable a	Ongoing - as placements are arranged	<b>In progress:</b> Ongoing work with schools to provide work experience placements. CB&PS have attended a number of careers fairs

Associated actions	Deadline	Progress 2017
student to understand and develop the necessary skills to equip them for their chosen career path		at schools to engage with students who are considering a career in construction. Work experience placements are provided via Beyond Bricks and Mortar (BBM). CB&PS are now taking part in the Cynnydd Project which is run by Careers Wales. The project seeks to place students in the working environment – 1 student started a 12 week/2 days per week placement with CB&PS recently.
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	Annually	<b>In progress:</b> CB&PS have recently taken on 30+ new tradespeople. CB&PS is currently progressing with its 2017 apprentice recruitment. Links continue with BBM and other council departments to make sure vacancies are available to all. Additional support is provided to applicants who require it (e.g. 1-2-1's are offered).  The authority wide apprentice scheme has been launched, of which CB&PS are a part.

**Equality Objective 8 - Improve access to the infrastructure around pavements, roads and parking provision for disabled and older people, as well as families with young children**

**Corporate Priority link: Creating a vibrant and viable city and economy**

Associated actions	Deadline	Progress 2017
Implement the Pavements for People Policy	Ongoing	<b>In progress:</b> The Council continues to ensure that the standards set out in the policy are exercised and adhered to
Review accessibility of street furniture, e.g. seating	2017	<b>In progress:</b> The review is ongoing and inventory is being updated.

Associated actions	Deadline	Progress 2017
Installation of dropped kerbs to assist access where needed	Case by case basis	<b>In progress:</b> Last year's 2016-17 programme fully undertaken. New programme being agreed for 2017-18.
Ensure all new pedestrian crossings are designed to ensure safety for all	As new crossings are developed	<b>In progress:</b> Ongoing and being undertaken as new crossings are provided
Consider equality issues when designing highway and traffic schemes	As projects are designed	<b>In progress:</b> Quality audits being undertaken for major schemes, which consider equality issues as part of the design process e.g. Kingsway
Provide permits for qualifying care organisations and carers to park within residents parking bays	As needed	<b>In progress:</b> This initiative is still being undertaken

### Equality Objective 9 - Improve access to public transport by bus for disabled and older people, as well as families with young children

#### Corporate Priority link: Creating a vibrant and viable city and economy

Associated actions	Deadline	Progress 2017
Promote the RNIB REACT system for visually impaired people at the Bus Station 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	Ongoing	<b>In progress:</b> Information is available at the Bus Station information desk and on the Council web pages.
Continue to implement programme to provide raised kerbs at bus stops to allow easy access for all passengers. Continued	Ongoing	<b>In progress:</b> Raised kerbs are provided as bus shelters are upgraded and also as part of highway improvement schemes.



Associated actions	Deadline	Progress 2017
engagement with disability groups		

## Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty

### Corporate Priority link: Tackling poverty

Associated actions	Deadline	Progress 2017
<b>Poverty &amp; Prevention</b>		
Through the Families First and Flying Start programmes, deliver a range of services to children, young people and their families to improve outcomes, through interventions such as Parenting, Language and Play etc.	March 2017	<p><b>In progress:</b> Continued provision and development of the Flying Start and Families First Programmes.</p> <p>The Flying Start Programme's services benefitted 3,101 0-3year olds and their families through the offer of high quality childcare for all 2 year olds, intensive Health Visiting, Parenting and Speech &amp; Language development support. Attendance at Childcare Settings increased to 83% across the year.</p> <p>Families First further developed its thematic programme with a clear focus on the Team Around the Family Service and approach. Other projects included Family and Parenting Services for Under 11s, Family Support Services for Over 11s, Community based family support such as Eastside Family Support Project and the Mayhill Family Centre. More specialist services were also commissioned including the Exchange counselling service.</p> <p>There were 13,097 recorded attendances at Families First</p>

Associated actions	Deadline	Progress 2017
		<p>Programme interventions last year across all services and 88% of those reported that they had benefitted from the services they received</p>
<p>Promote and provide a range of upskilling opportunities on a multi-agency basis in order to achieve quality services through the workforce development approach. This will include training on Motivational interviewing, Team Around the Family (TAF), Solutions Focused Thinking, etc.</p>	<p>March 2017</p>	<p><b>In progress:</b>  A wide range of up-skilling opportunities has been offered through the TAF in Schools Project through mentoring provided to school staff as well as training to respond to identified needs.</p> <p>Last year 16 different training opportunities were offered and 602 training places were filled by professionals working in Swansea.</p>
<p>Identify those young people who are most at risk of becoming NEET (not in employment, education or training) and provide them (and their families) with the personal support they require to remain engaged with education, employment and training</p>	<p>October 2017 – annual snapshot</p>	<p><b>In progress:</b>  Continued trend of decreasing NEET Figures</p> <p>100 % of the EOTAS (educated other than at school) cohort offered transition support</p> <p>Continued development of new NEETS Service – we have secured funding to further develop this</p> <p>We have made further additions to the Vulnerability Assessment Profile (VAP) tool to increase the validity and accuracy of the identification process</p> <p>We have undertaken further co-location of key services into Info-nation to increase partnership working for vulnerable young people</p>

Associated actions	Deadline	Progress 2017
Continued use of Child Poverty Impact Assessments (CPIAs) for Play	2019 – feeding into the Play Sufficiency Audit	<b>In progress:</b> CPIA's used as good practice but have largely been superseded by children's rights being included in the corporate EIA process.
Food Poverty Community Interest Company: Create a food enterprise to tackle food poverty and feed people well in Swansea	2017	<b>In progress:</b> Meals Market Testing and Development has been conducted across 8 sheltered accommodation sites. 91 residents participated. A food survey has been conducted across 32 Council sheltered accommodation sites.  We have established an Operations Group, drafted a Business Plan, recruited a Head Chef and identified start-up kitchens
Deliver a range of services through the Communities First, Communities for Work and Lift Programmes that support people and families in our most deprived communities to improve their opportunities	March 2017	<b>Complete:</b> The Communities for Work (CfW) Programme has fully bedded in during the financial year 2016/17. It supports eligible clients within Communities First Clusters to improve their employability through intensive mentoring and support. The Lift Programme has been a successful Welsh Government funded pilot that works in much the same as CfW but targets workless households in Penderry. The Communities First Programme has successfully delivered its Single Plan Model during 2016/17. The programme is however to be phased out during 2017/18, entering a transition phase that deploys new Welsh Government funding to support people to improve their employability and into work outcomes.
Provide a welfare rights training programme to support staff from City & County of Swansea and partner organisations to	2017	<b>In progress:</b> The Welfare Rights Team has a well-established training programme that covers the range of welfare benefits. A new

Associated actions	Deadline	Progress 2017
negotiate the significant changes to the benefits system resulting from Welfare Reform		programme for 2017 is in the process of being circulated. The welfare rights team raised £2,830 from selling places on their courses. We have saved the Local Authority and other partner organisations £25,670 by providing welfare rights training that they would otherwise have had to buy in themselves.
<b>Finance &amp; Delivery</b>		
Provide support for Universal Credit (UC) applicants by providing two digital self-serve zones in the Contact Centre, as UC is an on-line application. Our customer service team will provide digital support, assistance with making on-line applications and UC advice and information to customers. A Personal Budgeting Support service has also been arranged for appropriate UC customers	Assess effectiveness every six months	<p><b>In progress:</b> Assistance is available but there were no recorded cases for period as there was no demand currently under Live service due to strict DWP gateway criteria to access UC. Swansea goes to Full UC service in December 2017</p> <p>98 cases have been referred from DWP for Personal Budgeting Support (PBS) for the period. The authority has 72 hours to contact the client as per DWP requirements and three attempts are made to contact the client during this timescale. 59 of these cases completed the PBS process and 39 did not engage with the process either because they chose not to take up the offer of support (most often stating they did not require support), or did not respond to the three attempts that were made to contact them, or failed to attend the meeting that had been arranged. Feedback on each case is provided to DWP who refer back to the Job advisor to follow up with the client. Anecdotal evidence suggest these percentages relating to PBS are similar to the experiences of other Welsh authorities.</p>
Provide a dedicated take-up advice line and email address to offer welfare advice to customers, which includes advice on how to	Assess effectiveness every six months	<p><b>In progress:</b> The Benefit Advice Team has taken 2588 Telephone calls and 405 emails during the period.</p>

Associated actions	Deadline	Progress 2017
claim Housing Benefit (HB), Council Tax Reduction (CTR), Discretionary Housing Payment (DHP) and help and advice on welfare reform changes and other welfare benefits		They have assisted 619 people obtain HB / CTR worth a value of £285,446 for the year
Proactively support all HB cases affected by the Benefit Cap	Ongoing and activity will increase when cap value falls	<b>In progress:</b> Our benefit cap caseload increased in November 2016 and support was offered to customers. Calculations were provided to 240 customers expected to be further capped or capped for the first time. Advice was given on the options available to them.
Work with other organisations such as Age Cymru, Swansea Carers' Centre and DWP Visiting Team to provide advice and guidance on Benefits, Council Tax Reduction and Council Tax discount schemes	Assess effectiveness every six months	<b>In progress:</b> Due to limited resources the proactive work has ceased but good relationships continue. A priority line is available with the Benefit Advice Team to assist these organisations with HB/CTR and other welfare advice queries. We continue to be able to make referrals to DWP and signpost to relevant organisations
Work with Foodbanks such as the Swansea Foodbank (where we are the highest distribution agent), Eastside Foodbank and the Swansea Mosque Foodbank. For all foodbanks we will act as a referring agent and provide welfare benefit advice to the foodbanks to assist customers in food crisis	Assess effectiveness every six months	<b>In progress:</b> 198 Food parcels/vouchers have been issued for period for the 3 different foodbanks)
Provide advice to parents and schools on Free School Meals (FSM) and Uniform Grant queries	Assess effectiveness every six months	<b>In progress:</b> The Benefit Advice Team responded to 1219 emails and 313 calls on this subject. Unfortunately, the number of calls to

Associated actions	Deadline	Progress 2017
		the Benefit Customer service lines regarding FSM are not monitored.
Provide advice and information to customers on a range of assistance available, e.g. Warm Home Discount, Welsh Water Assist, Healthy Start Vouchers, Discretionary Assistance Fund, Passport to Leisure, etc.	Assess effectiveness every six months	<b>In progress:</b> Data for this action is not separately recorded as this advice is given to every caller by the Benefit Advice Team when looking at maximising income.

**Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities**  
**Corporate Priority link: Building sustainable communities**

Associated actions	Deadline	Progress 2017
<b>Communications and Customer Engagement</b>		
Implement new corporate Consultation and Engagement Strategy, including continuation of corporate consultation programme  Ensure that clear arrangements to embed children and young people's participation is included within new Strategy	2018	<b>In progress:</b> Since the introduction of the Wellbeing of Future Generations Act, the Council is looking to move towards a more co-productive approach in this area. The Consultation and Engagement Strategy needs to reflect this so work will now begin later in 2017 in order to follow on from work currently being undertaken with the WLGA.  In terms of consultation and engagement itself, the Council has been undertaking a huge transformation programme within its Sustainable Swansea agenda, and consultation is a major part of this. All Commissioning Reviews carry consultation

Associated actions	Deadline	Progress 2017
		requirements, which are being supported by the current Consultation and Engagement Strategy and Corporate Consultation Co-ordinator.
<p>Continue programme of equality engagement with key forums and groups including: Disability Liaison Group, BME Forum, LGBT Forum and 50+ Network</p> <p>Continue to support equality-related events in association with these forums and groups</p> <p>Improve engagement with local disability groups via the Disability Liaison Group (DLG)</p>	Assess effectiveness annually	<p><b>In progress:</b> Programme has continued as per narrative report (5.4) and specific 50+ update below.</p> <p>Support provided for, e.g. Swansea Sparkle, Swansea Sparkle Seminar, UK Day of Older People, national DWP campaign (focused on Minimum Wage), Our Abertawe, Regional Equality Group session (focused on staff networks).</p> <p>Engagement has increased via DLG as per narrative report (5.4) with attendance of equality officers also requested at Play Access Group and Children's Rights Network meetings</p>
<p>Review the City and County of Swansea Local Service Board &amp; Healthy City Board Ageing Well and Strategy for Older People Action Plan 2015 – 2019</p> <p>Include work with Swansea Network 50+ and other relevant engagement mechanisms / methods with older people in the annual review</p>	Annually	<p><b>In progress:</b> The Plan was reviewed in July 2016 and priorities for the year ahead agreed at a multiagency workshop which included representation from the Network 50+.</p> <p>The Network 50 + have been involved in all discussions for the year ahead and in the planning for specific projects. An AGM was held in which members of the forum were asked about their preference on the structure of the Network activities; themed forum events was the most popular option.</p>
Organise an event to include an Annual Meeting of Swansea Network 50+ and a	Annually	<p><b>In progress:</b> The UK day for Older People was held in October 2016 and</p>

Associated actions	Deadline	Progress 2017
public event to mark UK Day of Older People		the Ageing Well Event will be held in April 2017. The Ageing Well Event will focus on citizen engagement.
<b>Poverty &amp; Prevention</b>		
Ensure that the Big Conversation continues to encompass a range of mechanisms that aim to facilitate the widest possible participation of all children and young people	2017	<b>In progress:</b> Big Conversations and Pupil Voice Forums run 6 weekly and a separate needs-based forum structure has been developed for Looked After Children and Young People. In 2016/17 the CYP super survey ran in schools to which 3128 young people responded. In total 5381 children and young people participated in Big Conversation mechanisms last year
Continue a range of inclusive play specific consultation with identified groups and individuals. Undertake specific consultation with key groups with protected characteristics as part of the 2016/19 Play Sufficiency Assessment	2019	<b>In progress:</b> As the first 'implementation year', consultation on sufficiency has been minimal, but identified groups have been engaged throughout the year on responding to previously identified gaps.
Engage with traveller communities via Play on Wheels mobile play	2019 – feeding into the Play Sufficiency Audit	<b>In progress:</b> The Play on Wheels project has regularly delivered sessions with traveller communities during the year.
Ensure a wide range of engagement by local people, including the most marginalised members of the community, in the Communities First (CF) Programme. Activities will include information sharing, active participation, collaboration and partnership working between individuals and organisations, and empowering local people	March 2017	<b>Complete:</b> The Communities First Programme had established a Community Engagement and Support Team to ensure that the most disengaged community members were able to access services and support locally and empower people and communities to become more resilient. The role and resources for future Community Empowerment is in the process of being developed with Welsh Government at the time of writing.



Associated actions	Deadline	Progress 2017
Ensure that the relevant aspects of the Ageing Well Plan are embedded within these Equality Objectives from 2017 onwards	2017	<b>In progress:</b> Following a restructure within Poverty & Prevention we will be looking at how we can embed an approach to Older Peoples Rights within the SEP and look for specific objectives to be developed throughout 2017-18.
<b>Housing &amp; Public Protection</b>		
Implement an updated Local Tenant Participation Strategy (LTPS) 2015-18	2018 - reviewed quarterly with Tenant Steering Group	<b>Complete:</b> Updated LTPS in place for 2015-18 following consultation with tenants
Continue to work in partnership with the Youth Inclusion Team, to encourage participation of young people in housing matters (with the aim of setting up a group exclusively for young people and encouraging them to join other groups)	Annual progress review in December of each year	<b>In progress:</b> Big Housing Conversation meetings are ongoing, the last one was in September 2016. This focused on managing your own home and homelessness issues. To publicise the group to young people, adverts have been included in Open House and on the TV screens in District Housing Offices. This will continue.
Promote and raise awareness of the availability of: – Same Sex Marriage into the Civil Marriage ceremony The legal process which enables couples who have previously entered into Civil Partnerships to convert them into marriage	Monitored monthly	<b>In progress:</b> Specific advice is available on the Councils Website. Further information can be provided over the phone or by appointment at the Civic Centre.
<b>Corporate Building and Property Services</b>		
Review current consultation with local access groups to improve physical access to buildings and services	Ongoing with annual reviews	<b>In progress:</b> The main point of contact for local disability groups has recently retired. Once confirmation has been received on who

Associated actions	Deadline	Progress 2017
		will take over this role, details will be shared with the Disability Liaison Group and Swansea Disability Forum.
<b>Economic Regeneration &amp; Planning</b>		
Focus on engagement arrangements and methods with equality groups to ensure inclusivity and help improve the delivery of ongoing work programmes	Ongoing with annual reviews	<b>In progress:</b> Full engagement is underway as part of Swansea Central mixed use regeneration scheme.
<b>Cultural Services</b>		
Raise awareness of Cultural Services and identify any barriers to participation via engagement with key equality groups	2018 - and continue to monitor progress	<b>In progress:</b> We are providing City of Culture updates for the key equality groups to be aware of progress between now and the final announcement in July 2017. This is an opportunity for the groups to engage with the campaign.

**Equality Objective 12 – Work on health and sport initiatives that focus on outcomes for our communities**  
**Corporate Priority link: Building sustainable communities**

Associated actions	Deadline	Progress 2017
<b>Housing and Public Protection</b>		
Deliver a Tobacco Action Plan for Swansea, which will concentrate on areas identified in local needs assessments and mapping exercises	As per deadlines in action plan	<b>In progress:</b> The tobacco action plan for 2014-2017 is being maintained. Activities undertaken this year have included: <ul style="list-style-type: none"> <li>• Cessation awareness</li> <li>• Protection of children from harm at retail premises</li> <li>• Enforcement actions for non-duty paid and counterfeit tobacco.</li> <li>• Safety work to investigate dangerous tobacco substitute products.</li> </ul>

Associated actions	Deadline	Progress 2017
<b>Cultural Services</b>		
<p>Ensure that relevant equality issues are considered when revising leisure centre (and other venue) timetables</p>	<p>Ongoing</p>	<p><b>In progress:</b>  Discounted rate for all physical activities, such as exercise classes, fitness suite use and children’s gymnastics sessions.</p> <p>Sporting opportunities for women and girls through West Wales Women and Girls Netball League; they also feature monthly education / learning opportunities through coaching and umpiring courses at the site.</p> <p>Swansea City Community Trust has run football sessions on Friday evenings, which has been successful in attracting large numbers of young people from the Bon-y-maen area.</p> <p>Wales and West fire service held free activities for children within the local community</p> <p>Women only swim sessions</p> <p>A number of older adults activity sessions</p> <p>We are currently working on an ‘Inclusivity Brochure’ named ‘Fit4All’. The idea is to raise awareness amongst disabled people and families/carers on the benefits of regular exercise, lifestyles and opportunities to participate at Penlan Leisure Centre.</p> <p>Carly Smith – our Disability Sport Wales Development Officer -</p>

Associated actions	Deadline	Progress 2017
		<p>has arranged Autism Spectrum Disorder training with staff. The first session will take place in June.</p> <p>Ysgol Pen-Y-Bryn is now hiring Penlan Leisure Centre for swimming lessons. From September they will also be hiring the studio, sports hall and fitness suite for coached activities.</p>
<p>Develop Inclusive Futures Programme working on disability sport programmes events and legacy</p>	<p>2018 - and continue to monitor progress</p>	<p><b>In progress:</b> The inclusive futures project in Swansea has been integrated into our core volunteering projects, particularly the young ambassador scheme. The Active Young People (AYP) team run a variety of inclusive events annually and the volunteers originally recruited through the inclusive futures programme are a key part of the delivery.</p> <p>We feel there is no longer a need for an exclusive programme for volunteers in disability sport as our core programmes are now in a position to carry out fully inclusive activities. The sports development team (led by our Disability Sports officer) is skilled in working with disabled volunteers (including training and deployment) as part of their activities.</p>
<p>Continue rollout of Insport to target partners and voluntary organisations to encourage integration of disabled people into mainstream sport clubs through national governing body of sport pathways</p>	<p>2018 - and continue to monitor progress</p>	<p><b>In progress:</b> Insport accreditation for clubs and organisations remains a key target for disability sport in Swansea. In the last 2 years 12 clubs have been accredited or had their accreditation improved to a higher level.</p> <p>We continue to work closely with Disability Sport Wales and selected national governing bodies to select local clubs that</p>

Associated actions	Deadline	Progress 2017
		<p>can make the biggest difference to sports participation for disabled people. We have also worked with the community Trusts of both Swansea City FC and the Ospreys for them to gain accreditation and also share good practice.</p> <p>We are also working towards the next accreditation standard for the council itself which will be completed during 2017/18.</p>
<p>Increase opportunities for young people to participate in after-school (extra-curricular) sporting opportunities</p>	<p>2018 - and continue to monitor progress</p>	<p><b>In progress:</b> This continues to be the fundamental aim of our Active Young People programme.</p> <p>The performance indicator used nationally is not available this year as the Sport Wales School Sport Survey only takes place every 2 years.</p> <p>The AYP team was restructured last year following a slight reduction in grant funding. The geographical schools cluster boundaries have been changed to make officer time more effective and targeted where the need is greatest.</p> <p>The delivery of the team remains adaptable and resources can be changed to meet demand and opportunities as they arise; also to provide extra support in areas which have lower than average participation rates.</p> <p>The work of the AYP extra-curricular programme is linked to existing community provision through clubs, leisure providers and other organisations. The aim is to aid sustainability and</p>

Associated actions	Deadline	Progress 2017
		encourage long-term participation post school age.
Continue to take steps to further reduce the gender gap in participation in sport and physical activity	2018 - and continue to monitor progress	<p><b>In progress:</b> Although the gender gap across the whole of the Authority has fallen, the School Sports survey shows us that participation within more deprived communities remains an issue.</p> <p>We are continuing to develop girls only sessions at schools and work with sports and clubs that are specifically looking to increase girl's participation. There have been some notable successes in rugby participation as community club activities have grown over the last 2 years.</p> <p>We also run the "Us Girls" programme which is a national initiative targeting girls in hard to reach areas by changing the style of delivery and the type of activity on offer. There is currently a "girls first" timetable, running activities in previous Communities First areas as well as school holiday camp based activities at our community leisure centres.</p>

### Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues

Corporate Value link: People focus

Associated actions	Deadline	Progress 2017
<b>HR &amp; OD</b>		
Regularly review training material to ensure it is up-to-date and covers emerging work areas e.g. age-friendly communities,	Six monthly reviews	<p><b>In progress:</b> This work has been routinely completed and training resources continue to be monitored and amended where necessary</p>

Associated actions	Deadline	Progress 2017
dementia, UNCRC, etc.		
Ensure that all school based staff and teachers have access to appropriate equality-related awareness raising training	Access currently in place. Promotion to be planned with Chief Education Officer in 2016 and demand monitored 6-monthly	<p><b>In progress:</b> As demand has been limited to date, internal provision has been adequate to fulfil training demand.</p>
Develop a suite of e-learning courses on a modular basis to cover subject areas such as dementia, hate crime, trafficking etc.	December 2016	<p><b>Complete:</b> The following e-learning training courses have been added to our portfolio:</p> <ul style="list-style-type: none"> <li>• Dementia Awareness</li> <li>• Domestic Violence Awareness</li> <li>• Transgender Awareness</li> <li>• Welsh Language Awareness</li> </ul> <p>In addition: A Hate Crime training course has been developed and piloted; it is currently awaiting amendments</p> <p>Our equality &amp; diversity e-learning course continues to be monitored for appropriateness</p>
Regularly review Corporate Induction to ensure training is up-to-date and covers emerging work areas e.g. age-friendly communities, dementia, UNCRC, etc.	Six monthly reviews	<p><b>In progress:</b> Completed on a regular basis to ensure Corporate Induction is relevant and fit for purpose</p>

Associated actions	Deadline	Progress 2017
Ensure that monitoring of corporate training is carried out to reflect accurately the attendance on all corporate training courses	Annually	<b>In progress:</b> Corporate training attendance is recorded and can be reported via Council wide Learning Management Data System (OLM)
<b>Poverty &amp; Prevention</b>		
Deliver appropriate and suitable levels of training on the UNCRC & Children's Rights	2017	<b>In progress:</b> A UNCRC training plan has been developed, offering a range of mechanisms through which staff, children, young people, parents and other stakeholders can access opportunities to develop knowledge and understanding in relation to children's rights  Last year 225 people undertook UNCRC workforce development. This includes bespoke sessions: <ul style="list-style-type: none"> <li>• to senior decision makers in early years</li> <li>• across council departments to embed children's rights into everyday practice</li> </ul>
Re-circulate the staff survey first completed in 2014 to all staff and Councillors to measure knowledge and understanding of children's rights and the UNCRC	2016	<b>Complete:</b> Following the initial baseline survey a follow up survey was run to gauge the understanding of Children's Rights. This showed an improvement in understanding and knowledge of the UNCRC and identified areas for development
Deliver Asylum Seeker and Refugee Awareness Training to enable staff to understand issues facing asylum seekers and refugees and make services more accessible and welcoming	2017	<b>In progress:</b> 5 Training sessions have been held internally – training nearly 100 people.
Develop and disseminate information on Swansea's migrant communities for staff	2017	<b>In progress:</b> We have continued to keep staff and elected Members aware



Associated actions and elected Members	Deadline	Progress 2017
Deliver awareness events and Workshop to Raise Awareness of Prevent (WRAP) Training to appropriate frontline staff and Elected Members	2020 - with action plan reviewed and updated on an annual basis	<p>of any significant developments / information on migrant communities.</p> <p><b>In progress:</b> This year:</p> <ul style="list-style-type: none"> <li>• 8 Sessions delivered for Flying Start and Early Years settings</li> <li>• Session delivered for NPTC Group of Colleges</li> <li>• Session delivered for Community Mental Health team</li> </ul>
<b>Legal and Democratic Services</b>		
To provide 6 monthly updates on legal section of intranet site as to case law dealing with equality issues	Every 6 months	<p><b>In progress:</b> There have been 3 updates placed on the legal intranet site on case law updates for equality/judicial review/consultation matters.</p>
<b>All departments</b>		
Continue to provide and promote service-specific equality training / information where needed	Ongoing via annual updates	<p><b>In progress:</b> Examples provided this year include:</p> <p><u>Housing:</u></p> <ul style="list-style-type: none"> <li>• Dementia awareness sessions currently being delivered to Housing and Public Protection staff.</li> <li>• Housing induction covers equality issues and Welsh language</li> <li>• Safeguarding children/adults training rolled out in 2016</li> <li>• Legal Services have trained Neighbourhood officers on the equality issues that need to be considered by District Housing Office staff and the issues and decisions that they face when deciding to take action against tenants.</li> </ul> <p><u>Cultural Services:</u></p>

Associated actions	Deadline	Progress 2017
		<ul style="list-style-type: none"> <li>• Part of mandatory training for library staff</li> <li>• Swansea Museum's Community Access Officer attended a training course on transgender issues delivered by Youth Clubs Cymru</li> </ul> <p><u>Adult Services</u> has developed a Training Needs Analysis which will inform an all Adult Services Workforce Development Plan - equality training will form part of this.</p> <p><u>CB&amp;PS:</u></p> <ul style="list-style-type: none"> <li>• Safeguarding Training is delivered by the Interim Head of Service and all existing staff have been trained on this subject. If we recruit any new members of staff, they attend this course as part of the induction process.</li> <li>• A programme of dementia awareness training sessions are being delivered to all staff within CB&amp;PS by a senior manager.</li> <li>• Hate Crime Awareness Training has been delivered to all managers. All staff who have access to a PC will be completing the e-learning course and toolbox talks will be delivered to non-office based staff.</li> </ul>

**Equality Objective 14 - Comply with the Procurement and Assessment of Impact regulations set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011**

Associated actions	Deadline	Progress 2017
When procuring works, goods or services,	Review	<b>In progress:</b>

Associated actions	Deadline	Progress 2017
<p>we will have due regard to whether it would be appropriate:</p> <ul style="list-style-type: none"> <li>• for the Pre-Qualification and/or award criteria for that contract to include considerations to help meet the general duty</li> <li>• to stipulate conditions relating to the performance of the contract to help meet the three aims of the general duty</li> </ul>	<p>effectiveness every six months</p>	<p>All procurement activity undertaken by the Council must have due regard to the general equality duty. In addition, all procurement activity with a potential cross border interest must comply with the EC Treaty principles which ensure fairness and transparency.</p>
<p>Continue to operate the Equality Impact Assessment (EIA) process across the organisation</p>	<p>Review effectiveness every six months</p>	<p><b>In progress:</b> This process continues to be applied to the subject of all corporate reports submitted to Corporate Briefing, Cabinet and Council (as well as other Committees). It is also applied to the budget setting process, major projects as well as all commissioning reviews.</p>
<p>Continue to quality assure completed EIA screenings and reports, providing feedback to departments</p>	<p>Review effectiveness every six months</p>	<p><b>In progress:</b> Officers are supported by the Access to Services Team via meetings, initial informal feedback and bespoke team sessions on request. The EIA quality assurance process includes officers with expertise in equality, children's rights, poverty, Welsh language, consultation and engagement.</p>

## Appendix 2

### City and County of Swansea Workforce Profile

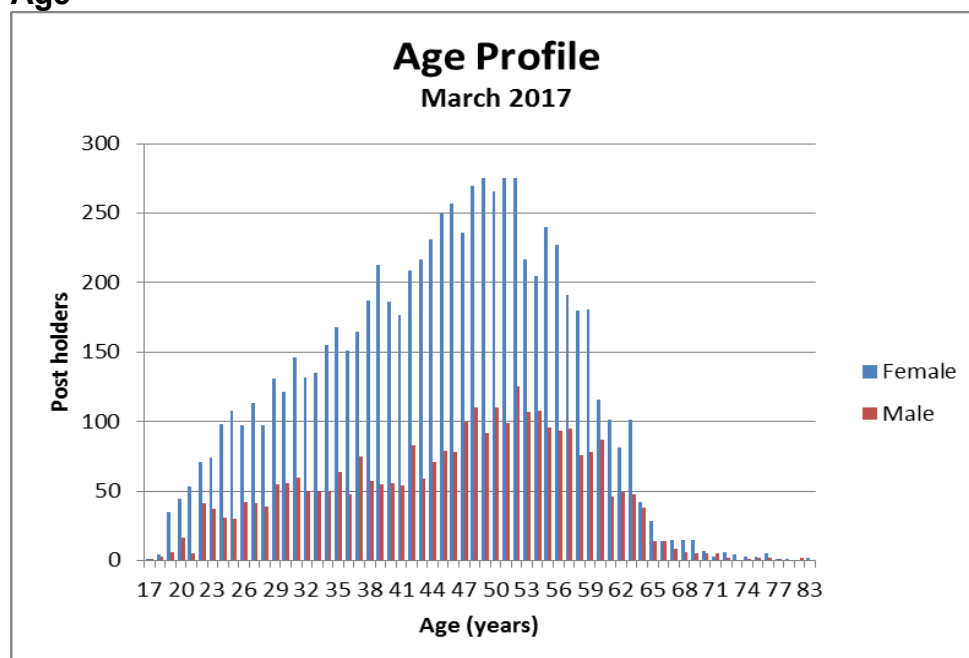
The system used to collect employment and training data continues to be updated to provide more detailed information. However, the equality data available is not complete because employees are not required to provide this information; work is ongoing to encourage employees to update their details.

#### Gender Workforce Profile (posts)

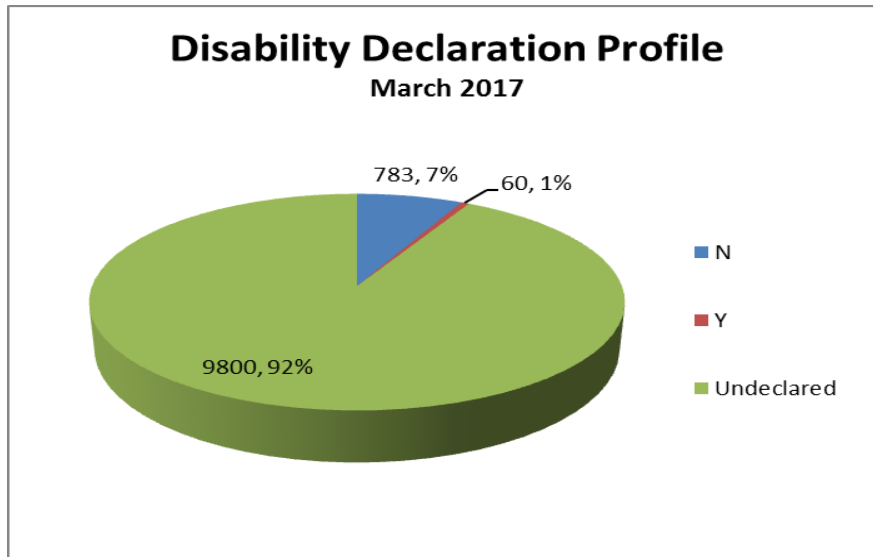
(Associated schools staff included)

Gender	Employment Category	Total
Female	Permanent - Full Time	1244
	Permanent - Job Share	88
	Permanent - Part Time	3063
	Temporary - Full Time	289
	Temporary - Job Share	7
	Temporary - Part Time	2931
	Temporary - Seasonal	5
Female Total		7627
Male	Permanent - Full Time	1964
	Permanent - Job Share	5
	Permanent - Part Time	419
	Temporary - Full Time	203
	Temporary - Part Time	384
	Temporary - Seasonal	41
Male Total		3016
Grand Total		10643

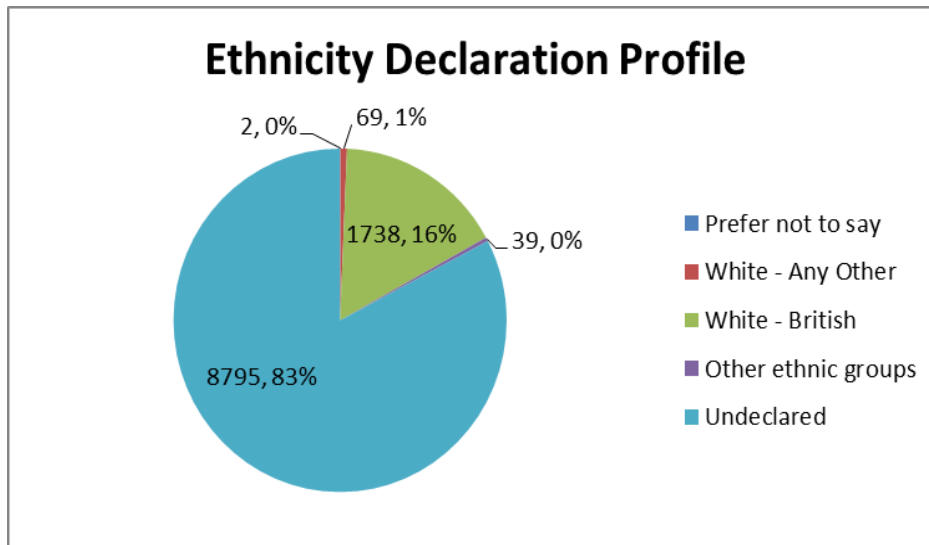
#### Age



## Disability General Workforce (posts)

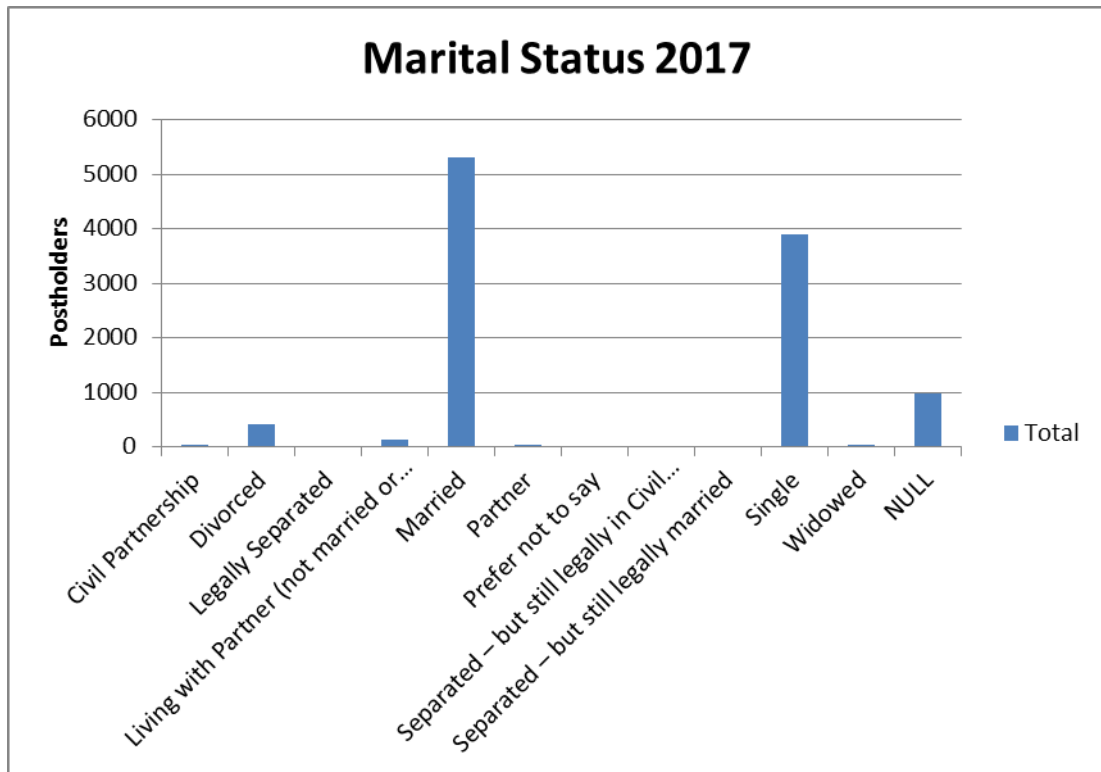


## Ethnicity General Workforce (posts)

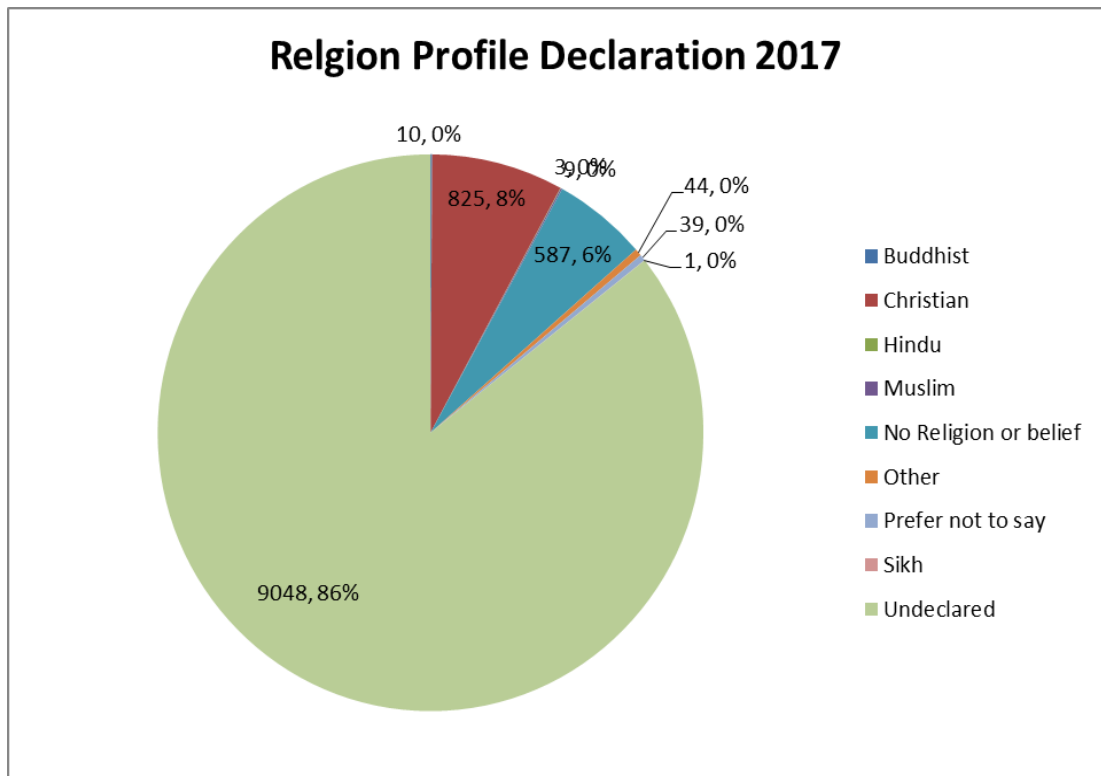


Note: the majority of employees declared as a member of an ethnic group have too few to record (less than ten) and are therefore grouped together as 'other ethnic groups')

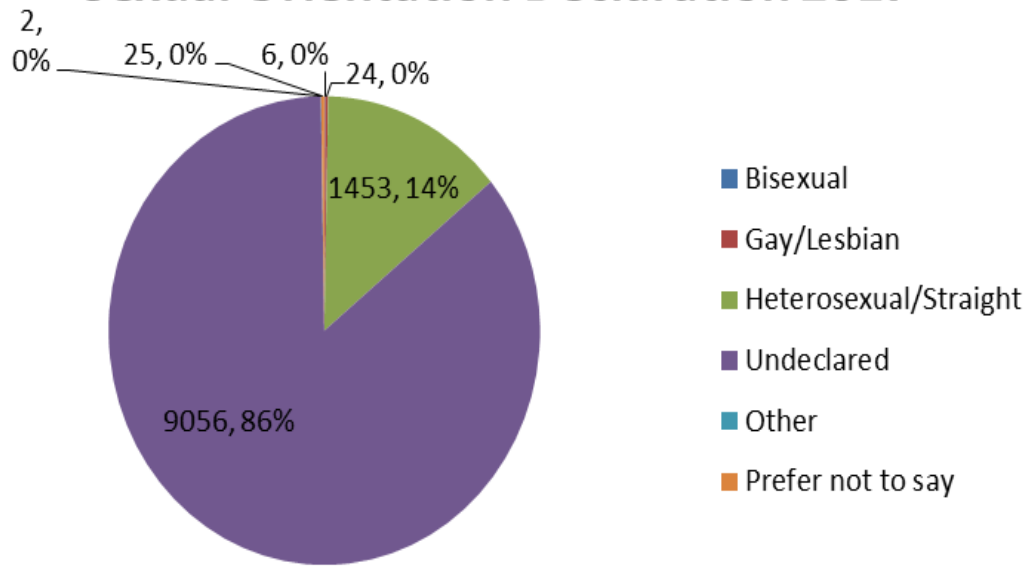
## Marital Status



## Religion or Belief



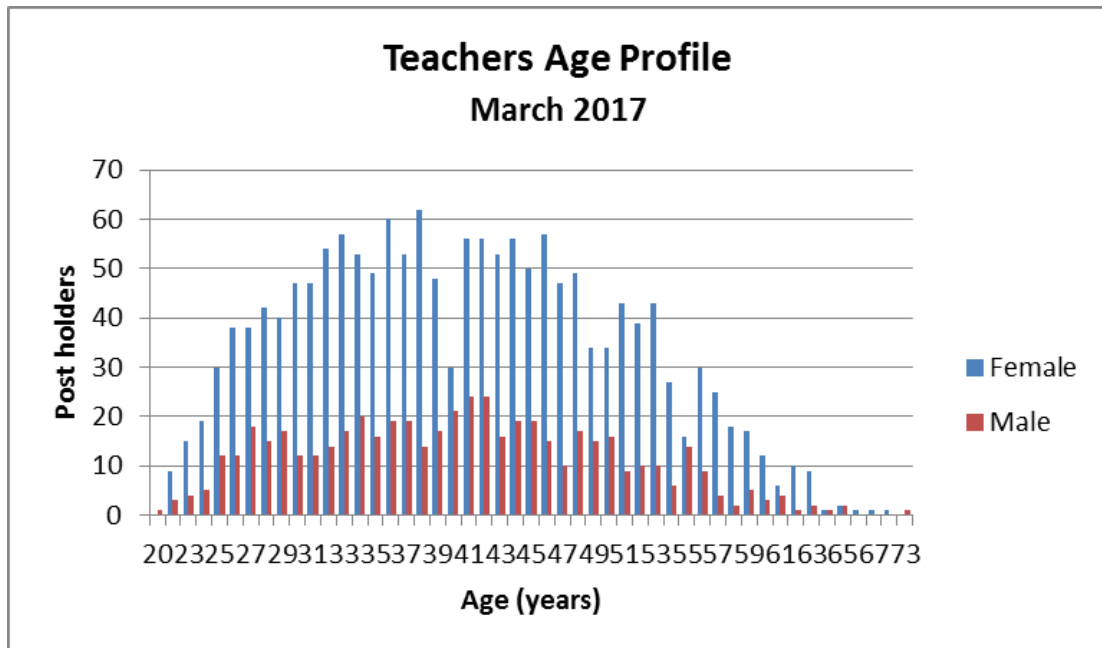
## Sexual Orientation Declaration 2017



## Teaching Workforce Overview (posts)

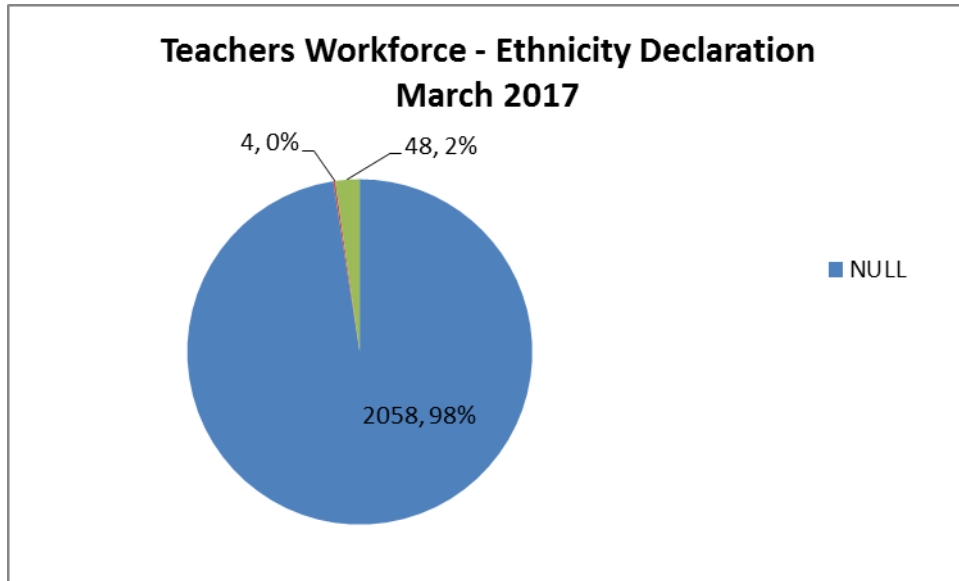
Gender	Employment Category	Total
Female	Permanent - Full Time	923
	Permanent - Job Share	10
	Permanent - Part Time	268
	Temporary - Full Time	213
	Temporary - Job Share	1
	Temporary - Part Time	169
Female Total		1584
Male	Permanent - Full Time	400
	Permanent - Part Time	24
	Temporary - Full Time	75
	Temporary - Part Time	27
Male Total		526
Grand Total		2110

## Age Profile

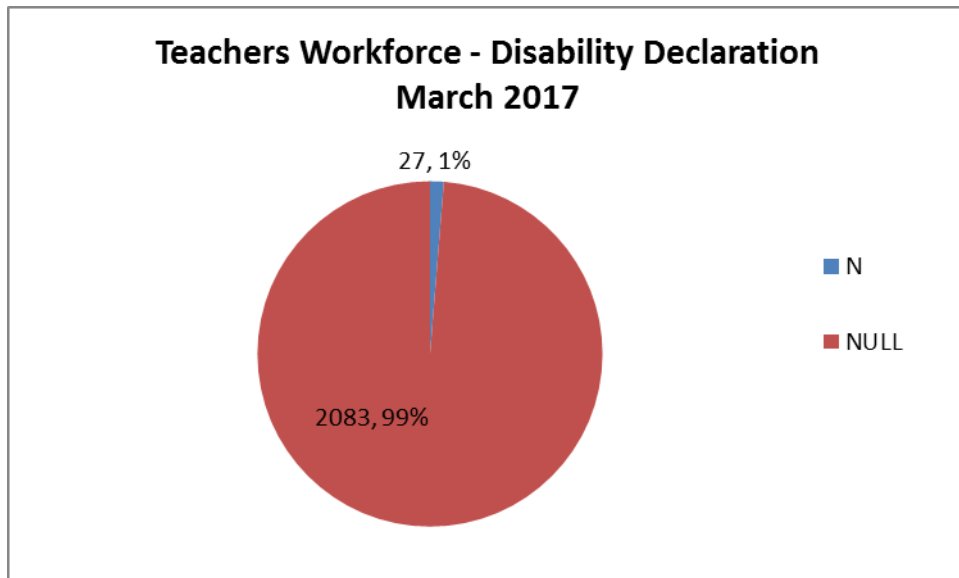




## Ethnicity



## Disability



## Training information collected 2016 – 17

NB Where figures are less than 10 these have been replaced with \*

### By gender:

Male	1407
Female	2386

### By age:

24 and under	219
25 – 39	1062
40 – 49	1115
50 – 59	1084
60+	313

### By nationality:

British (including Welsh, Scottish, English and Irish)	1561
Non-British	54
Not specified	2376

### By ethnic group:

White	650
Other (including Asian, Black, Chinese, etc.)	13
Not specified	3127

### By religion:

Christianity	362
Other (including Jewish, Muslim, Buddhist etc)	11
None	284
Not specified	3117

### By disability:

Long term illness, health problem or disability	16
None	155
Not specified	3616

### By sexual orientation:

Straight / heterosexual	657
Gay / lesbian	15
Bisexual	*
Other	*
Not specified	3108

### By gender identity:

Identify as transgender	*
Do not identify as transgender	690
Not specified	3099

## **Gender Pay Gap Assessment 2016-2017**

### **Background**

The Public Sector Equality Duty (Wales) requires the Council to address not only disparities of pay but also to address the structural labour market factors that can cause gender pay gaps. Hourly pay gaps are straightforward – there is a difference in rates of pay between men and women. Structural pay gaps are slightly more complex to identify – this is when there are significant gender differences between and across grade structures and working patterns (full and part-time, contract types etc).

The Head of Human Resources (HR) invited Dr Alison Parken of Cardiff University to assist the Workforce Planning specialist to undertake a gender pay gap analysis of our workforce data using the Gender Employment and Pay Analysis (GEPA) tool. The following provides an overview of our findings, which we reported back to the Cabinet Advisory Committee (CAC) in March 2017.

### **Gender Pay Project 2016 - Summary of Outcomes**

The data analysis indicated that overall, Swansea is a fairly typical public sector organisation where, within the workforce:

- The majority of staff are female
- The majority of staff work part time (ranging from a few hours a week up to 36 hours per week – full time is classed as 37 hours)
- The majority of staff are on salaries from Living Wage up to the national average (£25,600 p.a. for Wales, £27,500p.a. for UK)
- We have parity of hourly rate between men and women generally across the same grade, with some slight fluctuations as we go up the grade scale, (women generally are on a slightly higher hourly rate)
- In higher grades there are more men in full time roles than women, but it is important to note that any request for part time working at all levels is always considered in line with business needs, and not automatically denied due to the level of the post.

## Action Plan for 2017-2018

Responsible Officer	Action	Timescale
<b>Head of HR</b>	Ensure that our current commitment to 3 month reviews of relief employees continues into 2017/18	Quarterly
<b>Employee Services (ES) Manager</b>	We will ensure regular data cleansing activities are undertaken as part of systems maintenance (including review of vacant posts etc.)	To ES data work plan (Quarterly)
<b>Head of HR</b>	Multiple posts – according to Dr Parken this is an area that we need to investigate further in 2017. We propose undertaking data cleansing of the establishment and relief employee data in the system before we take this further.	Systems Updates 2017-2018
<b>Head of HR</b>	Pay and Grading Project findings for 2016 will be included in the review of HR policies planned during 2017/18.	HR Policy Review 2017-2018
<b>Head of HR &amp; Employee Services Manager</b>	New workforce reporting mechanisms will include the requirements for undertaking a full Gender Pay Gap Analysis on an annual basis.	Annual Gender Pay Gap report 2017-2018
<b>Cabinet Advisory Committee - Workforce</b>	The CAC will table this item as an annual review topic. The Head of HR will submit an annual update on progress from outputs of this action plan.	Annual Update April 2018.