



**Equality Review Report  
2017/18  
(Year ending March 2018)**

## **Equality Review Report 2017/18**

### **1. Introduction**

This is the City and County of Swansea's Equality Review Report for 2017-18. This is our seventh 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 second 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 2018 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 where available. This includes local social and-demographic data from Census and other official sources.

A range of analysis, in part linked to protected characteristics, was included in the Public Service Board (PSB)'s Assessment of Local Well-being, as required by the Well-being of Future Generations (WFG) Act 2015. The assessment was finalised and agreed by the PSB in April 2017, and this has in turn informed the Board's Local Well-being Plan and objectives. In future, further analysis of equality information will be required as part of the well-being measurement framework being developed by PSB partners.

New versions of the local area profiles, including updated data/information where available, were completed in January 2018 for Wards, Community Areas (as defined in the WFG Act) and Delivery Areas (former Communities First areas). A review of profile content is planned before the next versions are prepared later in 2018.

Monitoring and analysis of available statistics around people with protected characteristics also continues to be undertaken for the Welsh Government's Community Cohesion programme. As part of this and to support other tasks and projects, staff maintain awareness of developments in data and information on protected characteristics.

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

The CYP Super Survey has come to the end of its contract with Viewpoint and therefore we will be going through a process to take stock of other surveys in circulation and identify any opportunities/need for alternative mechanisms to feedback the views of children and young people to those making decisions that impact upon them.

#### **4. Employment and Training Information**

Please see Appendix 2 for this information. In addition, our gender pay gap report has been published at <https://www.swansea.gov.uk/genderpaygap>.

#### **5. Additional information**

This section briefly details some of our other work relevant to the requirements of the Public Sector Equality Duty during 2017-18.

##### **5.1 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/mgListOtherPosts.aspx?bcr=1&LLL=0>

##### **5.2 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. This year we have improved the process still further by incorporating the key principles of a human rights approach and expanding the engagement element of the report template. We have also developed additional guidance for colleagues.

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 alongside relevant corporate reports at

<https://democracy.swansea.gov.uk/ieDocHome.aspx?bcr=1&LLL=0?Lang=en>  
g.

The Council's budget is also subject to the EIA process.

### 5.3 Consultation and Engagement

Information about our consultation and engagement methods and arrangements are available at <http://www.swansea.gov.uk/haveyoursay>.

Further updates are 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 Swansea Council 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,, International Day Against Homophobia and Transphobia (IDAHOT), LGBT History Month and Bi Visibility Day. This year a small working group of forum members started planning for the first Swansea Pride event in many years known as Spring Pride 2017 led by Cllr King, the LGBT champion. This event took place at the National Waterfront Museum.

The forum have been instrumental in setting two equality objectives for the Council's Strategic Equality Plan 2016-20. As a result of that in 2017, we hosted a Gender Equality seminar entitled 'Boys will be boys'. It involved contributions from Stonewall Cymru and Swansea University. It was very well attended and received, with lots of positive feedback from both attendees and speakers.

The second objective was around the need for LGBT guidance in schools. A document is under development aiming to give clear information for schools who may have pupils transitioning or coming out, so that they can receive the right care and support.

#### ➤ BME Forum

Following last year's review and subsequent discussion about a regional forum, the regional BME network was introduced this year. Led by EYST as part of the Welsh Government's Equality and Inclusion Programme, the

network has now met three times and drafted an action plan. We continue to provide support to EYST as the network progresses.

➤ 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 local disabled people and disability organisations as well as Swansea Council for Voluntary Services.

During 2017-2018, 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:

- Kingsway
- Swansea Central
- Corporate complaints
- Adult Social Services commissioning reviews
- Education
- Castle square

#### 5.4 Co-production

The following activities have taken place since the previous update:

- The Co-production Development Officer, based in the third sector has continued to promote co-production awareness, knowledge and support to the council, health partners, Western Bay, third sector partners and citizens
- The Co-production Network for Swansea is being launched on the 24<sup>th</sup> May 2018, following the successful launch of the Regional Co-production Network hosted by Swansea agencies in March 2018.
- We are continuing to open up the procurement process to support Co-Productive approaches; we are co-producing a service specification for Independent Professional Advocacy and are involving citizens in the tender process. We are also involving citizens in the re-modelling and re-tendering of Supported Living.
- We are working alongside individuals who receive direct payments and parent carers to map Direct Payments processes in Swansea with a view to undertaking a critical analysis of the current process. We have worked hard to co-produce the meetings ensuring an equal balance of staff and citizens, shared decision-making about meeting times and how to run the sessions to ensure the principles of co-production are delivered throughout this process.
- We are working with citizens to Co-produce elements of a new Adult Services Practice Framework. A small planning group made up of local authority officers, the co-production development officer and citizens are planning an event in May 2018 to hold a conversation about what good social work looks like and what a good assessment looks like.

This work will inform the development of a Swansea Practice Framework and a Social Work Assessment Guide to help people prepare for their assessments.

- We are working with health colleagues to re-shape their service user engagement post into a co-production post to deliver a strategy for citizen involvement in mental health services within health
- The Strategic Commissioning Groups are continuing progress towards operating co-productively and in Mental Health and Physical Disability we are supporting citizens to prioritising the areas for Co-Productive action within the commissioning strategies. This has already taken place in Learning Disability Services
- Adult Services are leading on the development of a Directorate strategy for co-production, self-assessment tool, training package for staff teams and a toolkit to support the implementation of co-production across the Directorate
- Supporting People co-produced the underlying principles and outcomes to inform the design and delivery of floating support within Swansea.
- Exploring Co-Productive approaches within the re-commissioning of domiciliary care, particularly in relation to service design and tendering.

### 5.5 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 quarterly.

Hate Crime E-learning course reviewed and is being accessed by staff as a mandatory course.

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.

To mark Hate Crime Awareness Week, we arranged an awareness raising seminar entitled 'What if...it was you?' where council staff heard from a range of speakers including Disability Wales, Stonewall Cymru, EYST, South Wales Police and Victim Support.

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

## 5.6 Community Cohesion

The Welsh Government has agreed to fund the Community Cohesion programme for another year (2018-19). 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.

Swansea Social Services has recently established a Strategic Working Group who are looking to develop internal referral pathway, and safeguarding leads within the department to effectively deal with Modern Slavery related issues.

## 5.7 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 third progress report on the due regard duty for embedding the UNCRC into the local authority policy framework was produced in September 2017 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.

### 5.8 Education and schools

Over half of Swansea's schools are now using My Concern to record all instances of safeguarding/well-being concerns. The safeguarding software eliminates the need for paper-based files, by monitoring and managing all well-being concerns of the children and young people. We are currently looking at how best to utilise the software to give the Council an overview of the types of instances being recorded. This would provide us with a high-level overview and allow us to target support efficiently and effectively.

### 5.9 Work with Older People

#### ➤ Ageing Well Plan/ Swansea's Local Wellbeing Plan

Swansea's Wellbeing Plan was agreed in May 2018, Live Well, Age Well was agreed as one of four key objectives for partners to focus on. The Ageing Well work will be aligned with work in the Local Wellbeing Action Plan.

#### ➤ Events and Engagement Activities

An Ageing Well Engagement Event was held in April 2017 to promote services and information and to gather views about what Ageing Well means to people as well as what an Age Friendly City centre would look like.

- Over 200 people attended
- Over 60 people gave their views

An event to mark UK Day of Older People was held in October 2017 at the Grand Theatre Studio and the following is a snapshot of feedback:

- Over 200 people attended
- Over 40 exhibitors
- UNCRC team and Early Years team in attendance
- 25 electric blankets /safety checks
- 60+ people had a Medicine /Blood pressure check

No AGM was held in 2017, but instead a Christmas Party took place to bring everyone together. The next AGM is scheduled for July 2018 and will be run adjacent to the Dementia Friendly Swansea AGM to try and bring together the two groups.

Future Forum events will be merged with Dementia Friendly Swansea activities.



## 5.10 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. By maximising the Council’s contribution to the national well-being goals we create the conditions ensuring greater equality for all.

Swansea’s Sustainable Development Policy adopted this central principle in 2012. All departments now 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 Principle in everything we do; this includes consideration of the long term.

The genuine integration of sustainable development has been reflected in mainstreaming of activities previously centralised within a Sustainable Development Unit. Similarly the work of the Future Generations Board has been integrated into mainstream governance mechanisms.

## 5.11 Poverty

Tackling Poverty is a corporate priority and one of five key objectives within Swansea’s Corporate Plan; A revised Tackling Poverty Strategy for Swansea “Working towards prosperity for all” was published in 2018 that accompanies Swansea Council’s first Prevention Strategy for Swansea, also published in 2018.

<https://www.swansea.gov.uk/povertystategy>

Swansea’s revised Tackling Poverty Strategy sets out as definition of poverty in a Swansea context as:

- Income below the Minimum Income Standard
- Inadequate access to necessary services of good quality
- Inadequate opportunity or resource to join in with social, cultural, leisure and decision making activities.

Furthermore, the Council sets out its vision for Swansea, aspiring to achieve a Swansea in which:

- Income poverty is not a barrier to doing well at school, having a healthy and vibrant life, developing skills and qualifications and having a fulfilling occupation.

- Service poverty is tackled through targeting resources where they have the most effect, with decisions about that made in conjunction with service users.
- Participation is enjoyed by all our residents, who have the opportunity and resources to join in with social, cultural and leisure activities and decision-making.
- Residents maximise their Income and get the most out of the money that they have.
- Residents avoid paying the 'Poverty Premium', the extra costs people on low incomes must pay for essentials such as fuel and transport.
- Barriers to Employment such as transport and childcare are removed.
- People from Swansea's most disadvantaged communities are not excluded and Inequalities are Reduced between and within communities.

A cross departmental Delivery Plan sets out commitments across the council ensuring that tackling poverty is everyone's business. This approach is further supported through Swansea Council's Poverty Forum and the Swansea Partnership Poverty Forum, promoting the message and developing projects and services that support this principle.

The Prevention Strategy for Swansea builds upon the preventative approach that Swansea has always taken. Borne from a longstanding recognition that prevention activity is better, less time consuming and ultimately less costly and damaging to individuals and organisations than cure. The agenda is not driven by savings, but, rather, more personalised and joined up services.

Prevention is an underpinning principle of Swansea's Corporate Priorities and Well-Being Objectives, taking into account both the Well-Being of Future Generations Act and the Social Services and Well-Being Act.

A cross departmental approach is also taken to deliver the Prevention Strategy for Swansea with commitments across the Council supported by Swansea Council's Poverty Forum and Swansea Partnership Poverty Forum.

## 5.12 Lifelong Learning Service

The Lifelong Learning consists of three core areas of learning:

- Essential Skills and Family Learning
- Non-accredited Learning for Life
- Digital Literacy and IT.

The Service has historically delivered non-accredited Adult Community Based Learning across Swansea directed by demand from ongoing provision and our cohort of current learners. This will continue so we: 1) meet the demand raised from our existing learner base, and 2) provide a critical income necessary for our sustainability as a service.

In addition to the above, we are refining our model of service delivery to enable a greater capacity for provision that meets the needs identified through

learner consultation, partnership work and strategic endeavours identified locally and regionally. In real terms this means our selection of courses will go beyond the existing provision which addresses social inclusion, good health and wellbeing, to targeting specific needs for those on low incomes and/or with low skills. Of course, we continue to develop the service's provision of Learning for Life which impacts Social Inclusion and Health & Wellbeing with future activities planned for a Learning Festival, Adult Learners Week and our Summer Exhibition.

Non-accredited informal learning in Beginners IT, Creative Arts and Well-being, takes place across the city giving existing learners a focus for progression and an opportunity to engage new recruits into learning. This service supports a diverse group of individuals including those who are hard to reach, economically inactive and marginalised, providing appropriate advice, guidance and support to progress learners through their chosen area of learning.

Bespoke and co-delivered Digital Support, Family Learning, Essential Skills, and Learning for Life courses continue to expand with the refocus of our service, into projects that include Healthy Living/Eating, UC Digital Support, Work Club Support and multi-agency project delivery.

Essential Skills tuition and development is a primary part of the Lifelong Learning service, critical in the transformation it makes to learners' lives. The work is delivered out of multiple venues and supports individuals in literacy, numeracy and employability. Accreditation is given for Pre-Entry to Level 2 in Essential Skills Wales (ESW) and Agored Cymru. Family Learning is also delivered in partnership with schools across Swansea, promoting positive attitudes to learning for parents and their children, while developing the Essential Skills of our learners. The Essential Skills team also support Fast Track attainment of Level 2 ESW qualifications – equivalent to GCSE A-C grades while our IT programme supports Agored Cymru accreditation from Entry Level 3 to Level 1, as well as qualifications in ECDL levels 1 and 2.

As a whole, the service provides a range of life-changing outcomes for individuals that addresses social exclusion, promotes community cohesion and develops progression. Learners find confidence developed from their experience of learning helps support a more positive attitude towards their lives.

#### 5.13 Welfare Reform

The Financial Inclusion Steering Group (FISG) continue to meet on a quarterly basis. FISG has recently reviewed and updated its Terms of Reference, is currently developing a revised action plan and now functions also as the 'Prosperity Sub-Group' for the Swansea Poverty Partnership Forum.

Full Service Universal Credit continues to be rolled out to claimants living in Swansea, who have a change of circumstances that ends their entitlement to their current benefits or have to claim a means tested benefit for the very first

time. Following the Welfare Rights mini ESA take up campaign, the Government have now agreed to review nationally awards of Employment and Support Allowance following migration from Incapacity Benefit. Lifelong learning have a tutor based in Swansea Job Centre to upskill Universal Credit claimants.

The Welfare Rights Team continues to provide appeal representation at first tier and Upper Tribunal hearings in respect of Social Security Welfare Benefit and Tax Credit hearings. The team delivers a range of training courses focusing on the main welfare benefits to staff of the Local Authority, partner agencies and other organisations. This ensures that our workforce (and staff in other organisations) are kept up-to-date with changes in legislation. The team raised £3,569.45 from selling courses and trained 56 Council Staff saving the Authority from paying outside organisations. 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 to assist them with their clients benefit issues.

#### 5.14 Violence against Women, Domestic Abuse & Sexual Violence

Strategic work has been strengthened by the development of our partnership approach to tackling violence against women, domestic abuse and sexual violence (VAWDASV). The new Swansea Violence against Women, Domestic Abuse & Sexual Violence (VAWDASV) Strategy 2018 - 2022 has been published this year following a full consultation process with professionals and community members. This Strategy gives a longer term commitment to our goals of ensuring prevention, protection and support of VAWDASV.

The Domestic Abuse One Stop Shop (OSS) continues to develop its services through a multi-agency partnership approach. 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.

To reinforce our preventative agenda we have implemented the Domestic Abuse Hub, following the Council's Domestic Abuse review - part of a Council review of Family Support services through the Sustainable Swansea programme.

The review saw the launch last year of a new Domestic Abuse Hub bringing together Swansea Council and its partners in health, police and the third sector to help children and families experiencing domestic abuse or escalating relationship problems. Council staff, service providers, partner agencies, charities and survivors have all contributed to its design.

The DA Hub provides a whole family approach to ensure children, young people and their families feel safe, and not afraid, now and in the future, by being supported by the right people at the right time, so that they get the help they want and need. It has a multi-agency focus and is simplifying the pathways into support services, including mental health and substance misuse.

#### 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 2017 – 2018 were:

1. Arabic
2. Polish
3. Kurdish (Sorani)
4. Bengali
5. Romanian

#### 5.17 Change Fund

Through the Third Sector Change Fund in 2017-18, a total of 16 third sector and voluntary organisations were financially supported through grants to deliver services and projects across Swansea. A number of these organisations work with, or represent the interests of, people with protected characteristics. In 2018 a Third Sector Compact Agreement was refreshed outlining how Swansea Council and the sector will work together in the future.

#### 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. This service has been successful and will be reviewed in 2018 to ensure this support continues in the future.

### **6. Concluding comments**

This annual report has allowed us to assess our progress during the second 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 2018   |
|---|--|---|
| <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><br/>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><br/>The Play Access Group and BAME (note change in name) Family &amp; Play Group continue to meet and allow for an identification of key issues around access and inclusion although there have been funding and capacity issues with external partners which have impacted on the group. As these groups feed into the overall Play Network it allows for relevant issues and developments to be raised amongst a larger cohort</p> |
| Provide a range of services through the Families First programme targeted at families with disabled children  | March 2017   | <p><b>In progress:</b><br/>Families First has a workstream providing support for families affected by disability. This workstream includes:-</p>  |

| Associated actions  | Deadline     | Progress 2018   |
|---|--------------|---|
|   |              | <ol style="list-style-type: none"> <li>1. Support for families with preschool children who have an emerging or diagnosed disability. Delivered through Stepping stones.</li> <li>2. Holistic family support and an advocacy service centred around ALN and education, provided by SNAP.</li> <li>3. Support for young carers through the YMCA.</li> <li>4. Life skills and family support for young people with very challenging behaviour and high end disability via the Local Aid Buddies project.</li> <li>5. Funding to various community groups through the Disability Play grant.</li> <li>6. Early Language Development support via the Early Interventions internal team.</li> </ol> |
| <b>Communications and Customer Engagement</b>                       |              |   |
| Introduce a new British Sign Language service at the Contact Centre | January 2017 | <p><b>Complete:</b><br/>The Council now use existing internal resources to deliver a British Sign Language Service with two officers available at Level 1 BSL and three officers available at Level 2 BSL. We also have access to higher level resource as required through our partnership with the Welsh Interpretation &amp; Translation Service and residents can request a preferred translator if they are available.</p>   |
| Introduce a SMS texting service for residents                       | January 2017 | <p><b>Complete:</b><br/>Service in place with 546 texts received between April 2017-March 2018 (SMS: 07919 626434)</p>  |

| Associated actions  | Deadline                              | Progress 2018  |
|---|---------------------------------------|--|
| Provide additional support to Contact Centre customers by having staff positioned at the entrance to assist as needed   | Review effectiveness every six months | <b>Complete:</b><br>The Council continues to have 'floor walkers' at the entrance of the Civic Centre to assist with resident with their queries or make payments at the payment kiosks.   |
| <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 | 2019                                  | <b>In progress:</b><br>Preparing and responding to the changes Welfare Reform has brought over the last 18-24 months has been challenging. Resourcing the Rents Strategy has been difficult particularly as the Rents Manager post changed to job share with training requirements for the newly appointed manager. This coincided with Swansea becoming a Universal Credit live service area. Measures have been put in place to complete it by March 2019. |
| 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>Complete:</b><br>Audits completed and reviewed November 2017  |
| Incorporate all relevant equality issues into the new Local Housing Strategy (LHS)  | 2016                                  | <b>Complete:</b><br>All equalities issues were incorporated into a dedicated chapter within the LHS. The strategy was approved by Council in 2016 and runs until 2020.<br>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)  |
| Raise awareness of the availability of Disabled Facilities Grants (DFGs) particularly   | 2016                                  | <b>Complete:</b>   |



| Associated actions  | Deadline                               | Progress 2018   |
|---|--|---|
| in terms of disabled children and young people  |  | We have promoted widely via a range of media including social media, websites and published information, such as posters and pamphlets which we distributed through local Doctor's surgeries and also through key partners.   |
| 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                                   | <b>Complete:</b><br>Strategy reported and endorsed by full Council in November 2016   |
| Provide burial/cremation arrangements in line with the requirements of Swansea's diverse community  | Monitored monthly                      | <b>In progress:</b><br>Minimal demand. Ongoing and monitored monthly  |
| Develop protocol for inspection of dwellings proposed to be used to accommodate asylum seekers  | 2016                                   | <b>Complete:</b><br>Protocol is in place and being followed   |
| <b>Legal and, Democratic Services</b>   |  |   |
| Continue to review Polling Stations; seeking to improve them to ensure a positive experience for the voter  | Elections:<br>May 2016 and<br>May 2017 | <b>Complete:</b><br>Every 4 years there is a Polling District/Polling Station review which is due at the end of the year. During the elections last year consideration was given to public access in line with our electoral duties/electoral commission guidance. Where improvements to access were required these were addressed. |
| <b>Cultural Services</b>  |  |   |
| Continue project in libraries to introduce or improve the computer skills of people of all ages   | 2016 and ongoing                       | <b>In progress:</b><br>We continue to provide digital inclusion opportunities and work with partners to deliver digital literacy opportunities to over 50's   |

| Associated actions   | Deadline | Progress 2018   |
|--|----------|---|
| Consider sourcing and implementation of additional/improved visual impairment computer aids in libraries | 2016     | <p><b>In progress:</b><br/>Currently we are looking at renewing licenses for Zoomtext for computers which are being upgraded onto Windows 10.</p> <p>Recent Grant funding at Townhill library gave us the opportunity to purchase an additional large key keyboard.</p>   |
| Continue variety of activities that takes Swansea Museum to older people and groups                      | 2016     | <p><b>In progress:</b><br/>Outreach Talks:<br/>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.</p> <p>30 outreach sessions were delivered to a total of 1268 people.</p> <p>It is estimated that over 95% of attendees are 55+, with the majority of them over 70 years of age.</p> <p>The talks are varied in length depending on group and primarily are aimed at reminiscing rather than in depth history.</p> <p>Memory Boxes:<br/>Memory boxes have been produced in partnership with Library Services.</p> |

| Associated actions | Deadline | Progress 2018  |
|--------------------|----------|--|
|                    |          | <p>Memory boxes remain popular and used although distribution and return can sometimes be problematic. Recording numbers is also proving difficult despite box covers clearly requesting people to fill in the usage numbers in the enclosed recording book.</p> <p>Boxes are themed or by decade and include objects donated which are not required for the collection and permission provided for educational purposes or through occasional purchase on eBay or car boot sales.</p> <p>Volunteering:<br/>Swansea Museum continues to offer volunteering opportunities to all age groups, however the majority of volunteers are 55+ and several volunteers are in their 80s.</p> <p>The museum currently has approximately 50 volunteers listed on a variety of tasks and projects including research, documentation, gallery assistants, tour guides and Olga crew. The majority of volunteers are individuals who approach the museum directly. Swansea Museum also works in partnership in regard to volunteering opportunities with SCVS, RISW, Friends of Hafod Copper Works and U3A.</p> <p>Volunteer hours for 2017 totalled 3125 hours the equivalent of approximately 2.1 full time staff.</p> |

| Associated actions   | Deadline                       | Progress 2018  |
|--|--------------------------------|--|
| Explore the history and heritage of the LGBT community as an option for the Museum programme                               | 2018                           | <p><b>In progress:</b><br/>There were discussions with Unity and other partners on a project that did not come to fruition.</p> <p>A consultation was held with Good Vibes, the LGBT Youth Forum, regarding an overall major 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 etc.</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 that through a Young Roots application unfortunately was not explored further as both YMCA and the museum had current HLF Young Roots applications already under development. However, these ideas may be developed under the overall activity plan for a YMCA bid or a potential future Young Roots bid.</p> <p>In the Autumn, there will be a major exhibition on suffrage in Swansea. We are awaiting the results of WAG grants to community groups to be announced. If any of the local LGBT groups have secured a grant, an approach will be considered to look at incorporating one of the projects into the exhibition.</p> |
| Undertake a range of equality-focused activities at the Glynn Vivian, working with groups such as children & young people, | 2018 – and continue to monitor | <p><b>In progress:</b><br/>Learning &amp; engagement programmes:</p>   |

| Associated actions                        | Deadline | Progress 2018   |
|---|----------|---|
| disabled people, BME and LGBT communities |          | <p>Over the past year we have continued to offer a range of activities for vulnerable people including:</p> <ul style="list-style-type: none"> <li>• Art Baba's – for young parents and carers</li> <li>• Saturday Family drop workshops- open drop in workshops for the community</li> <li>• Saturday family bookable workshops – intergenerational workshops for children aged 4-12</li> <li>• Young art force – Arts award accredited classes for NEET and home-schooled children</li> <li>• Workshops for people with visual impairments and / or special needs through Swansea Day Service centres</li> <li>• Wednesday Adult Art Classes – for people aged 55+, offering social accessible workshops for older people.</li> <li>• Asylum seekers and refugees workshops, trips and travel reimbursement.</li> </ul> <p>We have also trialled films for LGBT people and attempted to run a filmmaking project with Cardiff based LGBT film Prize IRIS, which had to be cancelled due to low interest.</p> <p>We worked with Gentle radical on their WOW film clubs for women of colour.</p> <p>Exhibitions &amp; Displays: We also presented our Swansea Open exhibition which includes everyone living or working in the City. This was followed by an exhibition entitled, These</p> |

| Associated actions  | Deadline | Progress 2018  |
|---|----------|--|
|   |          | <p>Waters have Stories to Tell, with artists from Canada, Mauritius, Australia, Estonia, Cyprus and Wales.</p> <p>Interpretation: All of our publications and promotions are bi-lingual, and our interpretation includes an App and page-turner for people who are visually or hearing impaired, with labels available in large print, soon to be placed on i-pads. We also have blind describing systems for selected artworks.</p> |
| <p>Continue to deliver Dylan Thomas Centre Heritage Lottery Fund Project Activity Plan</p> <p><b>Action amendment for 2018 onwards:</b><br/>Following completion of the Dylan Thomas Centre's successful HLF project (ended March 18), continue to build on and deliver the range of equality-focused activities developed throughout the project, in line with Corporate Priorities.</p> | 2017     | <p><b>Complete:</b><br/>The activity element of the Dylan Thomas Centre's Heritage Lottery Funded Project ended in March 2018.<br/>The exhibition and legacy work will continue.</p>   |

**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 2018       |
|---------------------------------|------------------------|---------------------|
| <b>Poverty &amp; Prevention</b> |                        |                     |
| Develop a Hate Crime Strategy   | March 2017 with annual | <b>In progress:</b> |

| Associated actions  | Deadline  | Progress 2018   |
|---|---|---|
| Increase understanding of hate crime and awareness of how to report it amongst staff and key partners   | monitoring thereafter                                 | <ul style="list-style-type: none"> <li>• Hate Crime Stakeholder Action Plan established and is a dynamic document.</li> <li>• HC Planning Group meets quarterly.</li> <li>• HC E-learning course reviewed and is being accessed by staff as a mandatory course (118 to end of Feb 2018).</li> <li>• Train the Trainer course has been developed by Victim Support.</li> <li>• HC awareness week events co-ordinated and undertaken, one of which was a HC seminar for Council staff.</li> <li>• HC agenda was scrutinised by Council in November 2017 and result was positive.</li> <li>• Victim Support take the lead on this agenda as commissioned by Welsh Government.</li> </ul> |
| 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></p> <ul style="list-style-type: none"> <li>• Participating in the Home Office Dovetail pilot until Oct 2019</li> <li>• Local Authority Channel Co-ordinator managing case load</li> <li>• Community Integration and Partnership Manager chairs Channel Panel</li> <li>• Multi-agency Channel Panel meets monthly to discuss cases.</li> <li>• Interventions in place for current cases.</li> <li>• Prevent Action Plan 2017-20 established and maintained.</li> </ul>  |
| 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></p> <ul style="list-style-type: none"> <li>• Regular Modern day slavery sessions delivered in Western Bay. In the last 12 months a total of 291 people attended these sessions.</li> </ul>   |

| Associated actions  | Deadline                                       | Progress 2018   |
|---|--|---|
|   |  | <ul style="list-style-type: none"> <li>• Modern Day Slavery Train the Trainer session was held in Swansea and attended by 30 multi-agencies staff.</li> <li>• First Responders session was held for Swansea Social Workers colleagues and attended by 20 staff members.</li> <li>• Swansea Social Services Strategic Working Group is currently developing internal referral pathway, and will be finalised soon.</li> <li>• The Wave Radio Station in Swansea aired a series of infomercials on Modern day slavery during the safeguarding week in Nov.</li> <li>• The Coco Coordinator is currently assisting colleagues in procurement to develop code of practice flowchart and the mainstreaming of Modern slavery concerns in the supply chain.</li> <li>• The Cohesion Coordinator currently providing the secretariat to the Western Bay Anti-Slavery Forum.</li> </ul> |
| 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><br/>Several training opportunities facilitated with good cross internal and external partnership attendance.</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></p> <ul style="list-style-type: none"> <li>• Initial meetings held with Senior Managers at First Cymru.</li> <li>• Public feedback from Ageing Well events and young people’s “Big Conversations” fed into development plans for the City Centre.</li> </ul>   |



| Associated actions  | Deadline                                   | Progress 2018  |
|---|--|--|
| <b>Housing &amp; Public Protection</b>  |  |  |
| Review the Statement of Policy for Licensing in respect of alcohol, entertainments and late night refreshment, taking particular account of the need to ensure protection of children | July 2018                                  | <b>In progress:</b><br>17-5-18 Cabinet for approval for reviewed policy to be issued for consultation<br><br>Consultation due to end 8-6-18<br><br>26-7-18 - Results of consultation reported to Council for adoption of the reviewed policy |
| 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 | <b>In progress:</b><br>Continue to work with community groups and visits to raise awareness of scams and doorstep crime  |
| Provide training and raise awareness with support agencies in identifying scams   | 2016 and ongoing training will take place  | <b>In progress:</b><br>Ongoing training to both internal and external agencies training staff to ensure they can assist consumers in spotting scams and how to report them   |
| <b>Highways &amp; transportation</b>  |  |  |
| Undertake Safer Routes in Communities (SRIC) project with schools   | Annually                                   | <b>In progress:</b><br>SRIC for St Thomas successfully completed 2017/18.<br>Successfully secured further funding for Gower SRIC 2018/19.  |

**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 2018  |
|---|-------------|--|
| <p><b>Corporate Actions</b></p> <p>Increase knowledge and understanding of the UNCRC by ensuring all staff attend/participate in the UNCRC corporate training</p> | <p>2017</p> | <p><b>In progress:</b></p> <p><b>Child &amp; Family:</b><br/>Staff have been encouraged to attend training and a register of attendees is now in place and follow up training will be offered to ensure 100% compliance. Presentations have taken place at SMT and team meetings throughout the service.</p> <p><b>Education:</b><br/>All staff are encouraged to attend/participate in the UNCRC corporate training.</p> <p><b>Highways:</b><br/>Safeguarding Children training being carried out by whole service – Ongoing</p> <p><b>CBPS:</b><br/>All employees within CBPS have received Safeguarding awareness training of which the UNCRC is a key part of this training.</p> <p><b>Poverty &amp; Prevention:</b></p> |

| Associated actions   | Deadline    | Progress 2018  |
|--|-------------|--|
|  |             | <p>Funded projects supported by the CYP Fund are required to evidence how children &amp; young people are involved in the planning and delivery of services, in line with the UNCRC</p> <p>Workforce development opportunities offered by Life Stages Team through Poverty and Prevention, Education and Child and Family Services training programmes.</p> <ul style="list-style-type: none"> <li>• UNCRC training provided to new Councillors upon induction</li> <li>• Bespoke workforce development opportunities offered by Life Stages Team as requested and necessary.</li> </ul> |
| <p>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</p> | <p>2017</p> | <p><b>In progress:</b></p> <p>Child &amp; Family:<br/>This is achieved in day to day practice via the SOS Practice framework.</p> <p>Education:<br/>The Education Department promotes and raises awareness of the UNCRC at every opportunity.</p> <p>Highways:<br/>Safe Routes in Communities and Walking Routes to Schools ensure children's rights are being considered – Ongoing</p> <p>Legal:<br/>Children's rights are considered by both legal and access to services officers during the report clearance cycle and in decision making process.</p>                               |

| Associated actions | Deadline | Progress 2018   |
|--------------------|----------|---|
|                    |          | <p>CBPS:<br/>Safeguarding awareness and updates are a regular item on the monthly team briefings held with all employees.</p> <p>Poverty &amp; Prevention:<br/>The Children’s Play Team feature ‘Dilly’ in all relevant publicity and information and contribute to UNCRC awareness events, significantly International Children’s Rights Day (20<sup>th</sup> Nov). UNCRC due regard information is disseminated by The Children’s Play Team at every opportunity to support awareness and responsibility across departments and members.</p> <p>Continued use of ‘Dilly’ the children’s rights logo:</p> <ul style="list-style-type: none"> <li>• a Dilly flag flies during planned periods from the Civic Centre Building</li> <li>• #DillyDragon #DdraigDilly linked to the Corporate Facebook and Twitter</li> <li>• Promotional materials like pens, headphones, water bottles, posters and badges have been circulated;</li> <li>• Consistent use of Dilly uniform for staff at public event</li> </ul> <p>Partners have linked pieces of work and the UNCRC to Dilly’s work. This includes promoting Dilly on:</p> <ul style="list-style-type: none"> <li>• ‘Playful Schools’ plaques and signage</li> <li>• ‘Smoke Free Beach’ and Smoke Free School Gates’ signage</li> <li>• Throughout the Best Start Campaign</li> </ul> |

| Associated actions   | Deadline                       | Progress 2018   |
|--|--------------------------------|---|
|  |                                | <ul style="list-style-type: none"> <li>regular posts to the Children’s Commissioner’s ‘Rights Hour’ Twitter feed</li> </ul> <p>Digital &amp; transform:<br/>There is the recent children and young people’s data protection policy as an example of how we have ongoing work to actively promote children’s rights –<br/><a href="http://www.swansea.gov.uk/youngpeopleprivacy">www.swansea.gov.uk/youngpeopleprivacy</a></p>   |
| Ensure quality opportunities for Children & Young People’s voice in policy/service developments that affect them | Ongoing with annual monitoring | <p><b>In progress:</b><br/>Child &amp; Family:<br/>CFS Participation strategy is in place – April 2018</p> <p>Education:<br/>The Education Department ensures that the voice of children and young people is heard with all major policy and service development by utilising the Pupil Voice Forum, the Big Conversation, School Councils and pupil specific consultation meetings.</p> <p>Adult Services:<br/>A Carers Strategy is in the process of being developed; this will reflect the views of young carers.</p> <p>Highways:</p> |

| Associated actions | Deadline | Progress 2018   |
|--------------------|----------|---|
|                    |          | <p>Children consulted in Safe Routes in Communities and Walking Routes to School – Ongoing – Leading to successful application for SRIC Grant Funding for Gower 2018/19</p> <p>CBPS:<br/>Always considered, an example being their involvement on our “More Homes” project where local children designed safety posters that were displayed on the site</p> <p>Poverty &amp; Prevention:<br/>Children and young people engaged in the consultation process for both the Poverty and Prevention Strategies. Easy read documents were produced to accompany the full documents which supported Pupil Voice sessions held during the autumn of 2017</p> <p>For the Play Sufficiency Assessment (PSA) a cyp summary was produced and distributed via schools and face to face which explains why there is a duty to secure sufficient play, what the findings were, what we will do and allows an opportunity to say whether they feel we are doing enough and what they would like to see.</p> <p>Consultation processes are used at every opportunity with the regards to the development of any play spaces</p> <p>Specific consultation and engagement with pre-school children was undertaken to identify their wants and needs as part of the Childcare Sufficiency Assessment (CSA).</p> |

| Associated actions | Deadline | Progress 2018   |
|--------------------|----------|---|
|                    |          | <p>As their number one request was for play, particularly, outdoors, this was a major focus for delivery, funding and training during 2017/18 with a wide range of new opportunities made available.</p> <p>6,087 children and young people had opportunities to have their voices heard through Big Conversation mechanisms co-ordinated by the Life Stages Team including:</p> <ul style="list-style-type: none"> <li>- Big Conversation forums</li> <li>- Pupil voice forums</li> <li>- Forums for care experienced children and young people</li> <li>- Specific consultations such as the consultation on the play and childcare sufficiency assessments</li> <li>- Voting in the UK Youth Parliament</li> <li>- CYP Super Survey</li> </ul> <p>Cultural Services:<br/>The overall EIA for Swansea Museum was revised in 2015 to take account of “Due Regard” to the UNCRC. Ongoing projects such as Kids in Museums, Sharing Treasures Project and the overall education programme continue to involve targeted children and young people.</p> <p>A bid has been submitted to WAG for the re-development of a temporary exhibition gallery back to a permanent gallery dedicated to natural history and science. If funding is secured the bid contains a substantial element for consultation with</p> |

| Associated actions   | Deadline | Progress 2018   |
|--|----------|---|
|  |          | young people, schools and community groups. If funding is not secured a smaller scale consultation will be undertaken.  |
| <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><br/>           UNCRC Standards have been included in the template for all Social Care Contracts for 18/19</p> <p>Children's rights are embedded in the following corporate plans:</p> <ul style="list-style-type: none"> <li>• Strategic Equality Plan</li> <li>• Democratic Services Reporting</li> <li>• Health &amp; Safety Emergency Planning.</li> <li>• City of Culture plans</li> <li>• City Centre Redevelopment plans.</li> <li>• Strategic Equality plans in schools</li> <li>• Corporate Parenting Strategy</li> <li>• Swansea's Early Years Strategy</li> <li>• Healthy and Sustainable Pre-School Scheme</li> <li>• Play Sufficiency Assessment</li> <li>• Young People's Service plans.</li> <li>• Children and Young People's Strategic Partnership Plan</li> <li>• Swansea's Wellbeing Plan</li> </ul> |
| 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><br/>           A sustained increase of participants in Big Conversation has continued with 2399 children and young people engaging in face to face forum activity.</p>   |



| Associated actions   | Deadline | Progress 2018   |
|--|----------|---|
|  |          | <ul style="list-style-type: none"> <li>New opportunities to extend the age range of Big Conversation were planned and promoted.</li> </ul>  |
| Develop a communication strategy and campaign plan with key objectives to be delivered across the whole of Swansea | 2016     | <p><b>Complete:</b><br/>Communication strategy to promote Children’s Rights has been developed as above, and in line with the Corporate Communication and Engagement team.</p>  |
| Establish a working group to explore issues around gender stereotyping   | 2017     | <p><b>Complete:</b></p> <ul style="list-style-type: none"> <li>Hosted a Gender Stereotyping Seminar on 12<sup>th</sup> Oct 2017 with over 60 colleagues from across the authority attending to hear talks from Stonewall Cymru &amp; Swansea University in relation to the impact of gender stereotyping on children &amp; young people.</li> <li>Held a Pupil Voice Forum on 31<sup>st</sup> January 2018 to explore issues around identity and equality &amp; to promote inclusion within schools. 30 Primary/Secondary pupils attended aged 10-18 Yrs. (7 Secondary &amp; 6 Primaries)</li> <li>Supported a Gender Equality talk on 8<sup>th</sup> March 2018 for International Women’s Day with 20 colleagues in attendance.</li> <li>Held a Big Gender Equality Conversation on the 18<sup>th</sup> of May 2018 with 72 comprehensive school aged pupil from 9 comprehensive schools at Gorseionon Youth Club to consider the impact and explore solutions and consider how schools might tackle the issues raised.</li> </ul> |

**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 2018  |
|--|----------|--|
| <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     | <b>In progress:</b><br>Vanguard Systems review is taking place July 2018 |
| 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     | <b>Complete:</b><br>Completed in 2016 with the development of the DV Hub |
| 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  | 2016     | <b>Complete:</b><br>In place as of April 2017                            |
| Develop and implement Looked After Children Review arrangements, which enable children and young people to lead on their reviews   | 2017     | <b>In progress:</b><br>Part of the Participation Strategy                |
| Further develop and implement the Signs of Safety Methodology within Social Work   | 2017     | <b>Complete:</b>   |

| Associated actions  | Deadline | Progress 2018  |
|---|----------|--|
| 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  |          | SOS implementation strategy in place and reviewed annually. Recent review, April 2018, by WBCSB acknowledged the impact of SOS in this area.   |
| 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 | 2017     | <b>In progress:</b><br>This work sits under the FSCG and is progressing with collaboration from Education and P&P. The impact of the new ALN Bill and the IAS service is being considered. |
| 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  | 2016     | <b>Complete:</b><br>Completed in 2016  |
| 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  | 2016     | <b>Complete:</b><br>Completed in 2016  |
| 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  | 2016     | <b>Complete:</b><br>Completed in 2016  |

| Associated actions   | Deadline | Progress 2018  |
|--|----------|--|
| more young people to remain with their foster carers beyond the age of eighteen and until they are ready for independence  |          |  |
| 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 Payment packages  | 2016     | <b>Complete:</b><br>Completed in 2016  |
| 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>Complete:</b><br>In addition a regional MAPPS service with Clinical Psychology support has been established to provide support to children with complex needs.  |
| <b>Adult Services</b>  |          |  |
| Further develop safeguarding measures for vulnerable adults in a safer, personal and more timely way   | 2016     | <b>In progress:</b><br>A review has been undertaken into the approach to safeguarding in Adult Services. This has concluded that the process needs to be redesigned to provide a consistency of approach and dealing with safeguarding issues in a timely manner. A revised structure will be proposed and it is planned |

| Associated actions  | Deadline | Progress 2018  |
|---|----------|--|
|   |          | that this will be implemented in 2018/19. This will ensure that the approach to safeguarding is as robust as possible.   |
| Improve the deprivation of liberty and safeguarding (DOLS) processes              | 2016     | <p><b>In progress:</b><br/>A new dedicated DoLS team has been created. It is too early to quantify the impact of this team, but there is intended to be a significant improvement on performance and greater adherence the statutory timescales. It is intended that this team will allow the Authority to be fully compliant with its statutory obligations.</p>  |
| Review integration with health in the three community hubs                        | 2016     | <p><b>In progress:</b><br/>3 Integrated Hubs have been in place since April 2015. Service users report a more joined up service and clear evidence of person-centred approach. In the last year, considerable work has been done to strengthen the role of the multi-disciplinary team of social workers, Occupational Therapists, Physiotherapists and District Nurses at the Common Access Point. This is ensuring that those who access the Common Access Point get consistent and good quality Information and Advice and those that require more ongoing support is minimised in line with their needs/</p> |
| Continue to transform adult service in order to ensure a citizen directed service | 2016     | <p><b>In progress:</b></p> <ul style="list-style-type: none"> <li>• All Adult Services Practice Framework has now been developed and training is now being delivered to the teams. This is encouraging social work practitioners and those responsible for assessment to take a more person-centred, outcome focussed approach.</li> <li>• Adult Services is developing its approach to co-production of services. Good examples over the last year include the</li> </ul>   |

| Associated actions  | Deadline | Progress 2018   |
|---|----------|---|
|   |          | <p>development of the Supported Living Framework which service users and families/carers co-produced.</p> <ul style="list-style-type: none"> <li>• We continue to develop our in-house service provision in line with the wishes and needs of those we work with.</li> </ul>  |
| Further review Commissioning Plans for Adult Services   | 2016     | <p><b>In progress:</b></p> <ul style="list-style-type: none"> <li>• Commissioning Strategies for people with a Learning Disability, Physical Disability and Sensory Impairment and Mental Health Concerns have now been agreed by Cabinet.</li> <li>• Work is required to look at the Commissioning Strategies for Older People going forward.</li> </ul> |
| Web pages updated as appropriate to improve access to information, assistance and advice  | 2017     | <p><b>In progress:</b></p> <p>This continues to be work in progress in line with the requirements surrounding Information, Advice and Assistance contained in the Social Services and Wellbeing Act.</p>  |
| 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     | <p><b>In progress:</b></p> <p>Practice Framework has now been developed; training is now being delivered to the teams. As part of this, we are coproducing the amended assessment format and a handbook for service users to guide them through the assessment process.</p>   |
| 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     | <p><b>Complete:</b></p> <ul style="list-style-type: none"> <li>• All Information and Advice Assistants trained to provide information, advice and assistance as well as signpost people to preventative services.</li> <li>• A full Multi-Disciplinary Team is now in place at the Common Access Point to offer information and advice.</li> </ul>        |

| Associated actions   | Deadline | Progress 2018   |
|--|----------|---|
|  |          | <ul style="list-style-type: none"> <li>A common approach to Information, Advice and Assistance has been developed across Social Services so there is consistency of approach.</li> </ul>  |
| 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><br>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><br>Assessment tool has been designed so it is compliant; further developments are planned as part of the Practice Framework development.  |

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

#### Corporate Priority link: Improving pupil attainment

| Associated actions   | Deadline   | Progress 2018  |
|--|--|--|
| <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><br>64.1% in 2017 compared to 57.7% 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                         | <b>In progress:</b><br>53.7% in 2017 compared to 57.7% for other pupils. |

| Associated actions   | Deadline  | Progress 2018  |
|--|---|--|
|  | results in autumn term.                                     |  |
| 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 | <p><b>In progress:</b><br/>KS2: results for both boys and girls have improved over five years and the gender gap has reduced slightly.</p> <p>KS3: results for both boys and girls have improved over five years but the gender gap has widened.</p>   |
| Close the performance gap between boys and girls   | Annual analysis of results in autumn term                   | <p><b>In progress:</b><br/>KS2: gender gap -6.0% in 2015 improved to -4.1% in 2017.</p> <p>KS3: gender gap -6.6% in 2015 widened to -8.5% in 2017.</p>   |
| Close the performance gap between pupils who receive free school meals (FSM) and those who don't     | Annual analysis of results in autumn term                   | <p><b>In progress:</b><br/>KS2: five-year upward trend in FSM results, but FSM remain over 16% below non-FSM.</p> <p>KS3: Strong upward trend for FSM pupils, but results remain over 18% below non-FSM.</p>   |
| Reduce inequalities in school readiness  | 2019  | <p><b>In progress:</b><br/>Flying Start Programme continued to operate with the Foundation Phase Profile adapted for pre-school children and the Wellcomm speech and language screening tool rolled out across all childcare settings.</p> <p>Further development of the Best Start Campaign through Social media, posters and events.</p> |



| Associated actions | Deadline | Progress 2018  |
|--------------------|----------|--|
|                    |          | <p>Consolidation of the Jig-so Project supporting young parents during their child's 1<sup>st</sup> 1000 Days.</p> <p>Collaboration with the Health Board and Public Health Wales to facilitate a 1<sup>st</sup> 1000 Days multi-agency event to inform a new action plan.</p> |

**Equality Objective 6 - Provide equality support for schools**  
**Corporate Priority link: Improving pupil attainment**

| Associated actions   | Deadline                                 | Progress 2018   |
|--|--|---|
| Continue progressive improvement to access to infrastructure in schools  | Annual return to Welsh Government, March | <b>In progress:</b><br>The Council's bid for 21 <sup>st</sup> Century Schools (Band B) funding has been approved subject to individual business cases receiving approval. This will continue the progressive improvement to access to infrastructure in schools.  |
| Young people from Gypsy and Traveller communities are offered appropriate access to secondary education and support in engaging with those opportunities | 2017 with termly monitoring              | <b>In progress:</b> A revised Gypsy and Traveller multi agency group oversees this work led by Head of Service within the Education Department. Further consultation has taken place this year, with further work on future service options being explored by the group.                                  |
| Launch tool for Recording of Identity Based Bullying across all schools  | August 2016 with termly analysis         | <b>In progress:</b><br>The tool was launched but with limited success. A large number of schools are now using software called My Concern to record all incidents of Safeguarding. We are promoting this software to schools and are looking to get overarching view of all incidents at a Council level. |

| Associated actions   | Deadline  | Progress 2018  |
|--|---|--|
| Review guidance to schools on Strategic Equality Plans and present update to Headteachers at a termly meeting and via the schools newsletter   | 2016  | <b>Complete:</b><br>The guidance was reviewed and a refreshed SEP template was rolled out to schools alongside a bespoke equality impact assessment template.  |
| Continue the contractual agreement with UNICEF UK to embed the Rights Respecting Schools Award in all schools in Swansea   | 2017  | <b>Complete:</b><br>The contractual arrangements with UNICEF UK have ceased in 2017 as all schools either have reached level 1 or are working towards this status. A sustainable plan for peer led assessment is in development for roll out in 18/19 so the status of schools Rights Respecting Schools wards can be maintained in the future   |
| Ensure schools are protecting children and 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.  | 2020 - with action plan reviewed and updated annually | <b>Complete:</b> <ul style="list-style-type: none"> <li>• Referral process in place.</li> <li>• 87 schools (2361) members of staff have received Prevent awareness training in total.</li> <li>• Schools advised to include Prevent in their safeguarding policies during the awareness training and wording provided when requested.</li> </ul> |
| 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><br>There is a section on Staffnet to provide schools with all the latest information and a new section is being created on the national Hwb platform going forward.  |
| Develop and publish Transgender Guidance for schools   | 2017  | <b>Complete:</b><br>The guidance has been developed with the support of Stonewall and is available to all schools.   |

| Associated actions   | Deadline | Progress 2018  |
|--|----------|--|
| Stonewall training offered to all schools via Education through Regional Working (ERW) | 2016     | <b>Complete:</b><br>The Stonewall training was offered via ERW and schools can continue to access support directly from Stonewall. |

**Equality Objective 7 - Provide opportunities via apprenticeships and work placements**  
**Corporate Priority link: Improving pupil attainment**

| Associated actions  | Deadline                             | Progress 2018  |
|---|--------------------------------------|--|
| <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 student to understand and develop the necessary skills to equip them for their chosen career path   | Ongoing - as placements are arranged | <b>In progress:</b><br>Over 45 weeks of on-site work experience placements given to school leavers within CBPS.  |
| 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><br>We will be recruiting a further 18 apprentices in September 2018 taking our total to 198 in the past ten years. Links with Social Services and Education to promote the apprenticeship programme continue with excellent progress being made in particular with Looked After Children where the Swansea “Family” plays a major part in what we are trying to achieve. |

**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 2018  |
|--|--------------------------------|--|
| Implement the Pavements for People Policy  | Ongoing                        | <b>In progress:</b><br>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><br>The review is ongoing and inventory being updated.  |
| Installation of dropped kerbs to assist access where needed  | Case by case basis             | <b>In progress:</b><br>Dropped kerbs now require Councillor community budget funding.  |
| Ensure all new pedestrian crossings are designed to ensure safety for all                          | As new crossings are developed | <b>In progress:</b><br>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><br>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><br>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 2018   |
|--|----------|---|
| Promote the RNIB REACT system for visually impaired people at the Bus Station<br>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><br>The REACT fob system is no longer supported by the RNIB so their alternative smart mobile phone app is being explored as an alternative. |
| Continue to implement programme to provide raised kerbs at bus stops to allow easy access for all passengers. Continued engagement with disability groups  | Ongoing  | <b>In progress:</b><br>Raised kerbs are provided as bus shelters are upgraded and also as part of highway improvement schemes.                                  |

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

**Corporate Priority link: Tackling poverty**

| Associated actions  | Deadline   | Progress 2018  |
|---|------------|--|
| <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 | <b>In progress:</b><br>Families First continues to develop new and initiative ways to deliver services to children, young people and their families.<br>In 2017/18 Families First engaged with 6,499 cases, comprised of 12,031 individuals<br>Flying Start continues to provide the Best Start in life for children in our most deprived areas. |

| Associated actions   | Deadline                                       | Progress 2018  |
|--|--|--|
|  |  | In 2017/18 2955 children benefitted from the Flying Start programme. The childcare attendance average remained on target of 80%.   |
| 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. | March 2017                                     | <b>In progress:</b><br>699 training places were provided to professionals on 17 different subject matters  |
| 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                                      | October 2017 – annual snapshot                 | <b>In progress:</b> Robust multi agency monitoring and tracking continues to take place under the authorities Engagement and Progression Plan, overseen by the NEET Board.   |
| Continued use of Child Poverty Impact Assessments (CPIAs) for Play   | 2019 – feeding into the Play Sufficiency Audit | <b>In progress:</b><br>The Impact Assessments continue to be used on key developments, including the Open Space Strategy and play's engagement within the City Centre development projects on Swansea Central Public Realm |
| Food Poverty Community Interest Company:<br>Create a food enterprise to tackle food poverty and feed people well in Swansea  | 2017   | <b>Complete:</b><br>A Food Enterprise company was established on 1 <sup>st</sup> April 2018 and this was floated out of the Local Authority to operate autonomously, linking in the with Poverty Forum.                    |
| Deliver a range of services through the, Communities for Work Plus and   | March 2017                                     | <b>In progress:</b>  |

| Associated actions   | Deadline    | Progress 2018   |
|--|-------------|---|
| <p>Communities for Work Programmes, and through the effective allocation of the Legacy Fund that support people and families in our most deprived communities to improve their opportunities and reach their potential</p> |             | <p>The Communities First and LIFT Programme has been phased out across Wales during 2017/18. A transition process during this period has enabled the successful allocation of Welsh Government funding to deliver the new Communities for Work Plus Programme and allocation of Legacy Funding, initially until March 2020. The Communities for Work Plus Programme provides employment support through intensive one to one mentoring. This programme works alongside the Communities for Work Programme but can support people who are ineligible for it. CfW+ therefore supports those who are short term unemployed and those who are poor employed. CfW+ prioritises support in Delivery Areas that match the Communities First Cluster footprint, but is not restricted to supporting people who reside in these areas. The Legacy Fund both builds upon the successful and most valued elements of the former Communities First Programme, whilst further supporting the effective delivery of both the Communities for Work and Communities for Work Plus Programmes through resources targeting financial inclusion, digital support, community learning and the emerging Swansea Working programme that aligns employment support in Swansea and ensures a holistic approach to putting the right support at the right time in place.</p> |
| <p><b>New action added for 2018</b><br/>Lifelong Learning Service:<br/>Provide a wide range of high quality accredited and non-accredited Adult Education provision throughout Swansea,</p>                                | <p>2020</p> | <p><b>In progress:</b><br/>Lifelong Learning provides:<br/><br/>Unaccredited informal learning in Beginners IT, Creative Arts and Well-being, delivered across Swansea to provide those</p>   |

| Associated actions   | Deadline    | Progress 2018   |
|--|-------------|---|
| <p>supporting learners to improve and enhance their employment skills and prospects through various learning opportunities</p> |             | <p>who might not consider learning, the opportunity to try. This provision increases social inclusion and wellbeing with a diverse group of individuals sharing the learning experience. <i>Progress is measured through (RARPA forms – Recognising And Recording Progress and Achievement)</i></p> <p>Bespoke and co-delivered Digital Support, Family Learning, Essential Skills, and Learning for Life offered for hard to reach, economically inactive and marginalised demographic groups. Projects include Healthy Living/Eating, UC Digital Support, Work Club Support. <i>Measured through project specific progression and outcome targets which can include accreditation.</i></p> <p>Pre-Entry to Level 2 Essential Skills Wales (ESW) and Agored Cymru accreditations in Family Learning, Essential Skills, Skills for Work, Digital Literacy and IT. We also deliver Level 1 and 2 in ECDL. Through our programme of learning we can support Fast Track attainment of Level 2 ESW qualifications – equivalent to GCSE A-C grades. <i>Measured via achievement of accreditations.</i></p> <p><i>Progression is also measured through learners being developed to explore suitable progression pathways into subsequent learning or provision.</i></p> |
| <b>New action added for 2018</b>   | 2018 - 2021 | <b>In progress:</b>   |



| Associated actions  | Deadline    | Progress 2018  |
|---|-------------|--|
| Ensure the adoption, delivery and effective monitoring and reporting of the Council's Poverty Strategy and Prevention Strategy  |             | <p>Swansea's Tackling Poverty Strategy 'Working towards prosperity for all in Swansea' has been adopted by Council. The revised Strategy sets out a whole Council approach to tackling poverty in Swansea through ensuring that tackling poverty is everyone's business and an accompanying Delivery Plan that includes cross departmental commitments.</p> <p>Swansea's first Prevention Strategy has also been adopted by Council. Placing a preventative approach at the heart of everything we do, underpinning corporate priorities and delivery of the Well-Being Plan and Social Services Well-Being Act.</p> <p>Appropriate Key Performance Indicators are being finalised across the Council for both strategies including establishing baselines, targets and expected reporting timeframes for each objective.</p> <p>The Poverty and Prevention Strategy Delivery Team also supports the Poverty Forum, Swansea Partnership Poverty Forum, Financial Inclusion Steering Group and the delivery of key objectives within both strategies.</p> |
| Provide a welfare rights training programme to support staff from Swansea Council and partner organisations to negotiate the significant changes to the benefits system resulting from Welfare Reform | 2017        | <p><b>In progress:</b><br/>The Welfare Rights Training programme was completed with most courses oversubscribed.</p>   |
| <p><b>New action added for 2018</b><br/>Provide a specialist advice line service to support staff of Swansea Council and partner organisations negotiate the welfare</p>                              | 2018 – 2020 | <p><b>In progress:</b><br/>The advice line runs three days a week – Monday, Wednesday and Friday. The queries on the advice line have become more</p>  |

| Associated actions  | Deadline                              | Progress 2018   |
|---|---------------------------------------|---|
| benefit system to ensure that clients are receiving their correct entitlement.  |                                       | complex due to the significant changes, which particularly affect BME and EEA nationals.  |
| <b>New action added for 2018</b><br>Appeal Representation at both first tier and Upper Tribunal hearings  | 2018 - 2020                           | <b>In progress:</b><br>The provides an appeal representation service to clients of staff of Swansea Council and partner agencies.   |
| <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 | <b>In progress:</b><br>We no longer manage the contact centre and so are not responsible for 'providing' the 2 digital self-service zones although we do use them. Also, overall responsibility for managing the Authority's support for UC applicants lies with the Poverty and Prevention team. However, Benefits staff provide digital support and assistance with making on-line applications for UC from the 2 digital zones in the contact centre as part of the authority wide team.               |
| Provide a dedicated take-up advice line and email address to offer welfare advice to customers, which includes advice on how to claim Housing Benefit (HB), Council Tax Reduction (CTR), Discretionary Housing Payment (DHP) and help and advice on welfare reform changes and other welfare benefits   | Assess effectiveness every six months | <b>In progress:</b><br>Due to the reduction in staffing resources this facility is now mostly only offered to applicants for Council Tax Reduction referred for assistance by Revenues staff. Advice on claiming Housing Benefit, Council Tax Reduction Discretionary Housing Payments continues to be provide by our staff as required by our customers every day. Provision of advice on other state benefits requiring detailed technical knowledge of those benefits is not within our remit although |

| Associated actions   | Deadline  | Progress 2018  |
|--|---|--|
|  |   | other departments within the authority are able to do so e.g. Poverty and prevention Team.   |
| Proactively support all HB cases affected by the Benefit Cap   | Ongoing and activity will increase when cap value falls | <b>In progress:</b><br>Benefits staff continue to support HB customers affected by the benefit cap. The cap was introduced from 2013 and the bulk implementation exercises were dealt with at the time including a second exercise when the cap value was reduced. Cases now come through on an individual basis and are dealt with appropriately.   |
| 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><br>Funded by the Money Advice Service we have developed a relationship with Shelter Cymru to provide personal budgeting support for our customers as required. A drop in 'surgery' was set up in the contact centre earlier this year but due to the lack of take up it was changed to a referral based service. We are part of the team within the authority supporting Universal credit claimants. |
| 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><br>A reduction in resources and plans for agile working (no storage space) means that we no longer hand out food parcels but we continue to distribute food parcel vouchers on behalf of the local 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><br>The section continues to do this providing a dedicated enquiries line for schools to ring with queries relating to free school meals.   |

| Associated actions  | Deadline                              | Progress 2018   |
|---|---------------------------------------|---|
| 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><br>We continue to do this and are in discussions about taking over the day to day management of the Passport to leisure scheme with the intention of streamlining the application process for the convenience of our customers. |

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

| Associated actions   | Deadline                      | Progress 2018  |
|--|-------------------------------|--|
| <b>Communications and Customer Engagement</b>  |                               |  |
| Continue programme of equality engagement with key forums and groups including: Disability Liaison Group, BME Forum, LGBT Forum and 50+ Network<br><br>Continue to support equality-related events in association with these forums and groups<br><br>Improve engagement with local disability groups via the Disability Liaison Group (DLG) | Assess effectiveness annually | <b>In progress:</b><br>This work has continued as per narrative report (5.4) and specific 50+ update below.                            |
| Review the City and County of Swansea Local Service Board & Healthy City Board Ageing Well and Strategy for Older People Action Plan 2015 – 2019   | Annually                      | <b>In progress:</b><br>We have continued to work with the Network 50+ and Dementia Friendly Swansea to develop work around Ageing Well |

| Associated actions  | Deadline | Progress 2018  |
|---|----------|--|
| Include work with Swansea Network 50+ and other relevant engagement mechanisms / methods with older people in the annual review   |          |  |
| Organise an event to include an Annual Meeting of Swansea Network 50+ and a public event to mark UK Day of Older People   | Annually | <b>In progress:</b><br>UK Day for Older people's celebration took place in October 2017 as well as a number of other engagement activities.  |
| <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><br>A sustained increase of participants in Big Conversation has continued with new opportunities to extend the age range of Big Conversation planned and promoted.<br>6,087 children and young people had opportunities to have their voices heard through a range of Big Conversation mechanisms co-ordinated by the Life Stages Team including: <ul style="list-style-type: none"> <li>• Big Conversation forums</li> <li>• Pupil voice forums</li> <li>• Forums for care experienced children and young people</li> </ul> Specific consultations such as the consultation on the play and childcare sufficiency assessments <ul style="list-style-type: none"> <li>• Voting in the UK Youth Parliament</li> <li>• CYP Super Survey</li> </ul> |
| Continue a range of inclusive play specific consultation with identified groups and individuals. Undertake specific consultation with key groups with protected         | 2019     | <b>In progress:</b><br>Ongoing consultation with parent/carers and reps. Significant consultations include:  |

| Associated actions  | Deadline                                       | Progress 2018  |
|---|--|--|
| characteristics as part of the 2016/19 Play Sufficiency Assessment  |  | <ul style="list-style-type: none"> <li>Siting of the location for Swansea's first wheelchair swing in a public park including with young wheelchair users</li> <li>The process for play &amp; leisure opportunities as part of the Commissioning Review of disability services including two specific engagement events and an engagement day for young people</li> </ul>  |
| Engage with traveller communities via Play on Wheels mobile play  | 2019 – feeding into the Play Sufficiency Audit | <b>In progress:</b><br>Play on Wheels continued to deliver outreach mobile play opportunities at the morganite site with 28 sessions delivered during 17/18  |
| 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><br>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.<br>The role and resources for future Community Empowerment is in the process of being developed with Welsh Government at the time of writing. |
| Ensure that the relevant aspects of the Ageing Well Plan are embedded within these Equality Objectives from 2017 onwards  | 2017   | <b>In progress:</b><br>We will look to review Ageing Well objectives in line with Human Rights approach for 18/19  |
| <b>Housing &amp; Public Protection</b>  |  |  |
| Implement an updated Local Tenant Participation Strategy (LTPS) 2015-18   | 2018 - reviewed quarterly with                 | <b>In progress:</b>  |

| Associated actions   | Deadline  | Progress 2018   |
|--|---|---|
|  | Tenant Steering Group                           | The new TP strategy for 2018-2021 is currently under review and will be finalised by the end of 2018. This will be carried out in 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><br>A visit has taken place to Parklands School YR 6 pupils in response to contact from them on safety in our high rise blocks and the feedback was positive from the school. The big housing conversation youth group hasn't met recently due to difficulties in recruitment, therefore the service is exploring the use of social media to engage with young people. |
| Promote and raise awareness of the availability of:<br>– Same Sex Marriage into the Civil Marriage ceremony<br>The legal process which enables couples who have previously entered into Civil Partnerships to convert them into marriage | Monitored monthly                               | <b>In progress:</b><br>Ongoing and monitored monthly. Information updated on website  |
| <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><br>To date Jason hasn't been asked to attend any meetings but is happy to attend the SAFE meeting and the Disability Liaison Group as and when required and if workloads enable him to.   |
| <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><br>Significant engagement undertaken as part of the design of the Swansea Central scheme and planning application process,  |

| Associated actions  | Deadline                                | Progress 2018   |
|---|---|---|
|   |   | the Kingsway regeneration project, the deposit LDP and various other projects and initiatives across the service  |
| <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 | <p><b>In progress:</b><br/> With the current commissioning process taking place within Cultural Services, there is work being undertaken to monitor the equalities impact as part of process and ensuring equalities polices of the bidders are clearly evident as a mandatory part of the process.</p> <p>We endeavour to use models that represent the diverse citizens of Swansea and we try to ensure that our marketing campaigns appeal people of every community and that is supported through our videography and imagery. This is referenced in tender specifications.</p> <p>Swansea Museum:<br/> Exhibition and project work has included work with NEET young people and young carers. Swansea Opera exhibition included work with a number of BAME groups including African Community centre and the Chinese Community Centre.</p> <p>During 2018, the One Swansea exhibition will explore immigration and identity. As part of the exhibition, workshops and contributions will be sought from current refugees and asylum seekers. The museum will also be working in partnership with Race Council Cymru, African Community Centre and YMCA Swansea on a project exploring identify and</p> |



| Associated actions | Deadline | Progress 2018   |
|--------------------|----------|---|
|                    |          | music targeting BAME young people. A separate project in partnership with Race Council Cymru and the UK Parliament will explore the 50 <sup>th</sup> anniversary of the Race Relations Act. In the autumn an exhibition on the 100 <sup>th</sup> anniversary of suffrage will also explore contemporary issues for young women today. |

**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 2018   |
|--|---------------------------------|---|
| <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><br>Action plan has been delivered and is ongoing with illicit tobacco and smoke free beaches.   |
| <b>Cultural Services</b>   |                                 |   |
| Ensure that relevant equality issues are considered when revising leisure centre (and other venue) timetables                          | Ongoing                         | <b>In progress:</b><br>Equality issues are always taken into consideration when timetabling activities. Where changes to programmes identify potential implications to individuals or groups, then the necessary consultation would be undertaken prior to the changes.<br><br>There is no charge for carers or companions accompanying disabled users who need assistance to ensure that this is not a barrier to participate. |

| Associated actions   | Deadline                                | Progress 2018  |
|--|---|--|
|  |   | The Council publish access statements for Leisure Centres on their webpages.   |
| Develop Inclusive Futures Programme working on disability sport programmes events and legacy   | 2018 - and continue to monitor progress | <b>In progress:</b><br>The inclusive futures programme was successfully piloted in Swansea. It has since been taken on nationally by Disability Sport Wales. Our involvement is now through our Disability Sports Development officer who can refer to and use the resources of the scheme when necessary  |
| 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 | 2018 - and continue to monitor progress | <b>In progress:</b><br>Insport continues to be a key driver of our approach to disability sport. We continue to accredit clubs and organisations and will ourselves be looking to increase our INSPORT national accreditation following an audit and presentation to a national Disability Sport panel in May 2018   |
| Increase opportunities for young people to participate in after-school (extra-curricular) sporting opportunities   | 2018 - and continue to monitor progress | <b>In progress:</b><br>This is a fundamental role of the community sports development and active young team. Links between school and club sport, community capacity building and consultation with young people remain a daily part of the team's operational plan.   |
| Continue to take steps to further reduce the gender gap in participation in sport and physical activity  | 2018 - and continue to monitor progress | <b>In progress:</b><br>We continue to offer girls only activities and consult regularly with girls in school and community settings. We also lead the "Us Girls" programme in Swansea, targeting girls aged 11-19 in areas of poverty. We have had national recognition for this programme and were nominated for a UK sports development award through Streetgames in 2018. |

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

**Corporate Value link: People focus**

| Associated actions  | Deadline   | Progress 2018  |
|---|--|--|
| <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, dementia, UNCRC, etc. | Six monthly reviews  | <p><b>In progress:</b><br/>This work has been routinely completed and training resources continued to be monitored and amended where necessary.</p> <p>Dementia awareness and Child safeguarding including CSE and Human Trafficking are on our learning portal.</p> <p>All E-learning is reviewed by subject matter experts to ensure appropriateness of application.</p> |
| 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><br/>Demand has been limited. Internal provision has been adequate to fulfil training demand.</p> <p>Equality and other issues are available on the E Learning Portal, in addition School Based staff can access the Staff net where they can view policies etc.</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><br/>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> </ul>   |

| Associated actions  | Deadline            | Progress 2018   |
|---|---------------------|---|
|   |                     | <ul style="list-style-type: none"> <li>• Welsh Language Awareness</li> <li>• Safeguarding</li> </ul> <p>In addition:<br/>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><br/>Completed on a regular basis to ensure corporate induction is relevant and fit for purpose.</p> <p>This is again being reviewed in relation to potential enhancement to the process of induction through additional on-boarding and new areas of induction.</p>  |
| Ensure that monitoring of corporate training is carried out to reflect accurately the attendance on all corporate training courses                        | Annually            | <p><b>In progress:</b><br/>Corporate training is recorded and can be reported via the Council wide Learning Management Data System (OLM)</p> <p>This is ongoing and annual reports of Training delivery and analysis of demand is undertaken to inform future course planning.</p>  |
| <b>Poverty &amp; Prevention</b>   |                     |   |
| Deliver appropriate and suitable levels of training on the UNCRC & Children’s Rights  | 2017                | <p><b>In progress:</b></p> <ul style="list-style-type: none"> <li>• Workforce development opportunities offered by Life Stages Team through Poverty and Prevention,</li> </ul>  |

| Associated actions   | Deadline  | Progress 2018  |
|--|---|--|
|  |   | Education and Child and Family Services training programmes, training 141 members of staff. <ul style="list-style-type: none"> <li>• UNCRC training provided to new Councillors upon induction</li> <li>• Bespoke workforce development opportunities offered by Life Stages Team as requested and necessary, e.g. Children's Rights in Pre-School Settings</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><br>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><br>This year training has been delivered to colleagues in Culture and Tourism and Workways   |
| Develop and disseminate information on Swansea's migrant communities for staff and elected Members   | 2017  | <b>In progress:</b><br>Relevant and current information passed on to elected members (including Cabinet members), and staff as required and appropriate. This includes information incorporated in the joining process of Intercultural Cities Network   |
| 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 | <b>In progress:</b><br>In this reporting period, April 17 – March 18 <ul style="list-style-type: none"> <li>• 499 individuals (including staff from Social Services, CMHT, Schools &amp; Flying Start and Elected Members) received Prevent awareness training</li> </ul>  |

| Associated actions   | Deadline                   | Progress 2018  |
|--|----------------------------|--|
|  |                            | <ul style="list-style-type: none"> <li>• 101 members of staff received Extreme Right Wing awareness training.</li> <li>• 239 members of staff completed the mandatory Prevent e-learning course.</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             | <b>In progress:</b><br>An Equalities Bulletin was published in May 2018. This looked at all relevant case law and reported on key cases.   |
| <b>All departments</b>   |                            |  |
| Continue to provide and promote service-specific equality training / information where needed              | Ongoing via annual updates | <b>In progress:</b><br>Examples from across the organisation include:<br><br>Education:<br>All staff are required to complete the online corporate equalities training module.<br><br>Adult Services:<br>Adult Services has developed a Training Needs Analysis which will inform an all Adult Services Workforce Development Plan. Equality Training will form part of this.<br><br>Highways:<br>Mandatory training is delivered. Rolling programme of all staff receiving equality training particularly front line staff<br><br>Communications: |

| Associated actions | Deadline | Progress 2018   |
|--------------------|----------|---|
|                    |          | <p>The Communications team helps promote equality issues via our internal Communications platforms to all staff and training opportunities are promoted and discussed within the team.</p> <p>Poverty &amp; Prevention:<br/>Funded play projects receive training in and awareness of inclusion as an essential requirement of funding.</p> <p>The Early Years Training Booklet continues to include training for providers around Disability Awareness/ Confidence, Fun with Welsh, and sessions on sex trafficking and similar.</p> |

**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 2018   |
|--|--|---|
| <p>When procuring works, goods or services, 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>Review effectiveness every six months</p> | <p><b>In progress:</b><br/>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> |

| Associated actions   | Deadline                              | Progress 2018   |
|--|---------------------------------------|---|
| Continue to operate the Equality Impact Assessment (EIA) process across the organisation           | Review effectiveness every six months | <b>In progress:</b><br>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.                      |
| Continue to quality assure completed EIA screenings and reports, providing feedback to departments | Review effectiveness every six months | <b>In progress:</b><br>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. |



## Appendix 2

### Swansea Council Workforce Profile

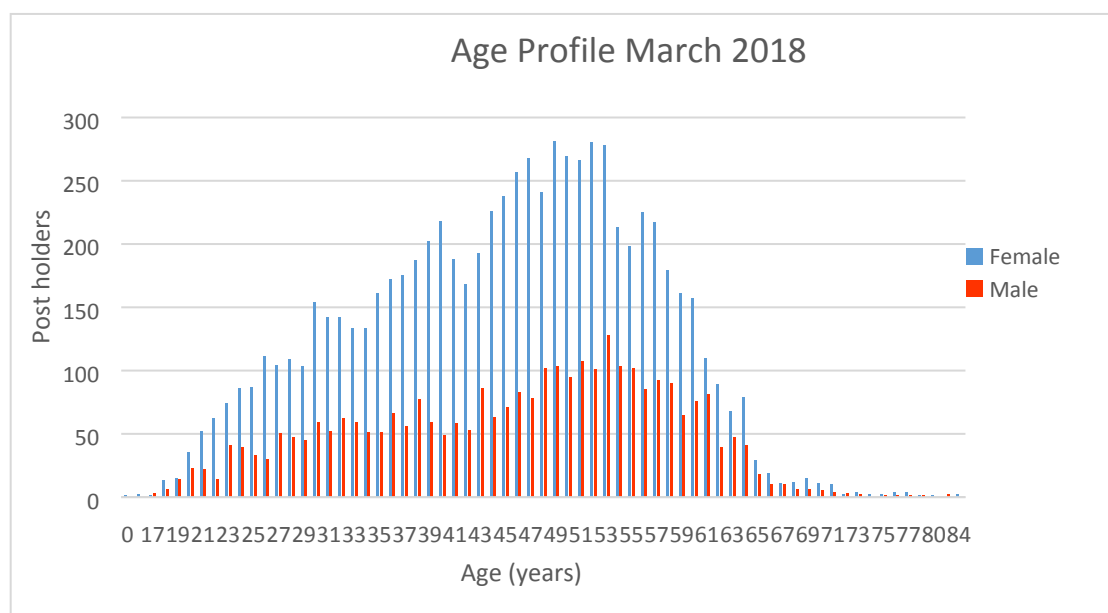
The system used to collect employment and training data continues to be updated to provide more detailed information. However, the equality data available is not complete because employees are not required to provide this information; work is ongoing to encourage employees to update their details.

Relief and Casual staff are excluded.

#### Gender Workforce Profile (posts)

| Count of Employee Number |                       |       |
|--------------------------|-----------------------|-------|
| Gender                   | Employment Category   | Total |
| Female                   | Permanent - Full Time | 1198  |
|                          | Permanent - Job Share | 66    |
|                          | Permanent - Part Time | 3047  |
|                          | Temporary - Full Time | 292   |
|                          | Temporary - Job Share | 7     |
|                          | Temporary - Part Time | 2959  |
| Female Total             |                       | 7569  |
| Male                     | Permanent - Full Time | 1946  |
|                          | Permanent - Job Share | 7     |
|                          | Permanent - Part Time | 413   |
|                          | Temporary - Full Time | 228   |
|                          | Temporary - Part Time | 380   |
| Male Total               |                       | 2974  |
| Grand Total              |                       | 10543 |

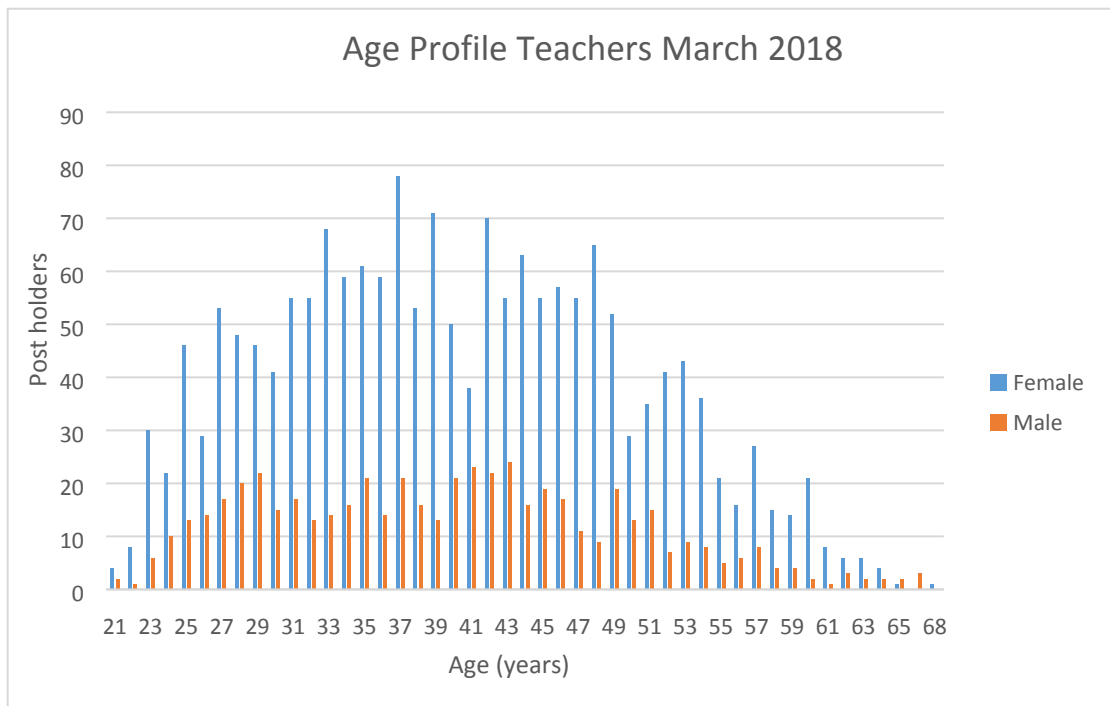
#### Age



## Teachers

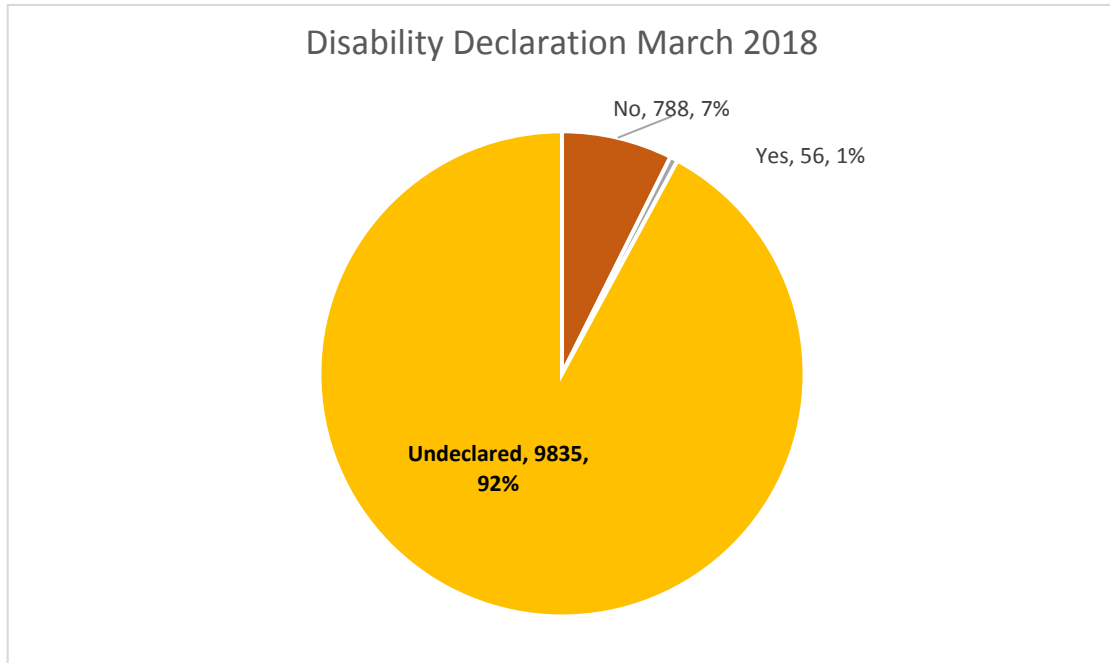
| Count of Employee Number | Gender |      |             |
|--------------------------|--------|------|-------------|
|                          | Female | Male | Grand Total |
| Permanent - Full Time    | 859    | 387  | 1246        |
| Permanent - Job Share    | 9      |      | 9           |
| Permanent - Part Time    | 275    | 22   | 297         |
| Temporary - Full Time    | 238    | 92   | 330         |
| Temporary - Job Share    | 1      |      | 1           |
| Temporary - Part Time    | 159    | 21   | 180         |
| Grand Total              | 1541   | 522  | 2063        |

## Teachers Age Profile

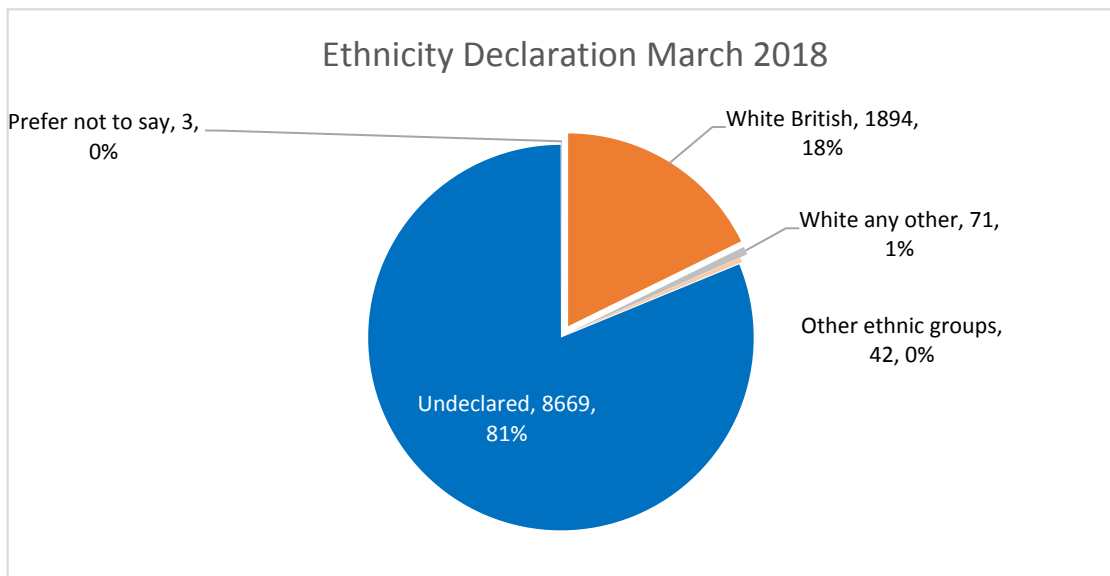


## Protected Characteristics (All staff)

### Disability General Workforce (posts)

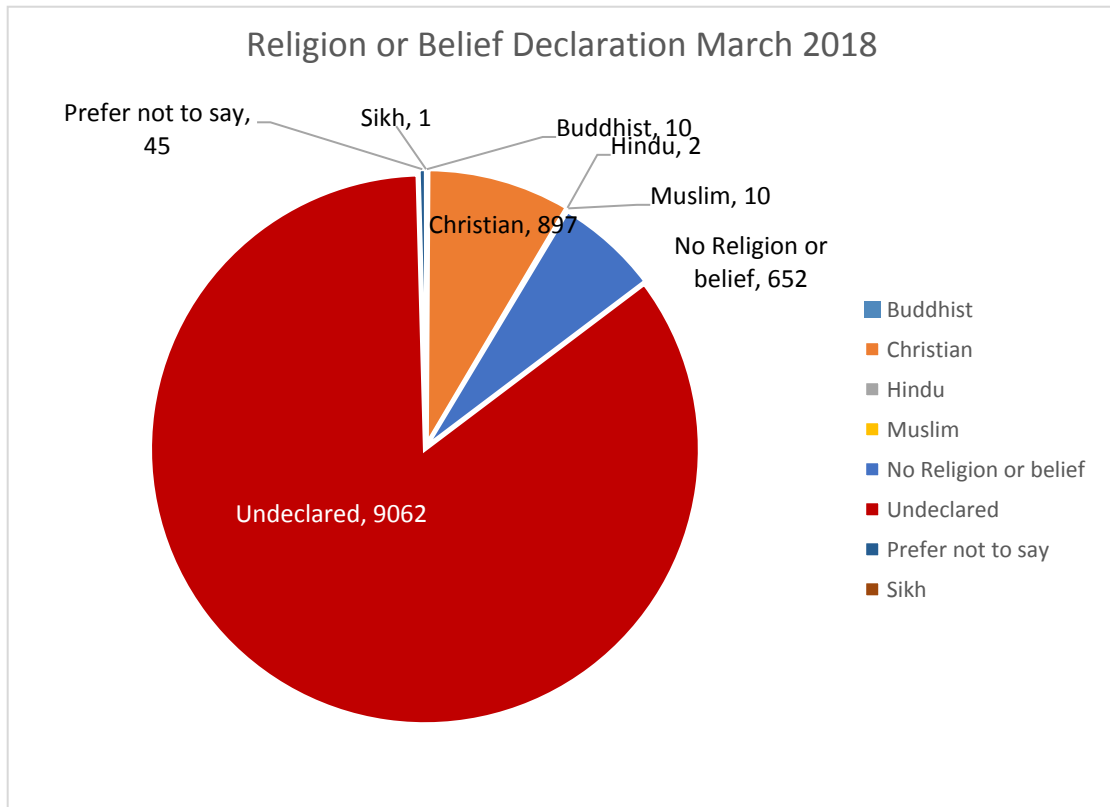


### Ethnicity (posts)

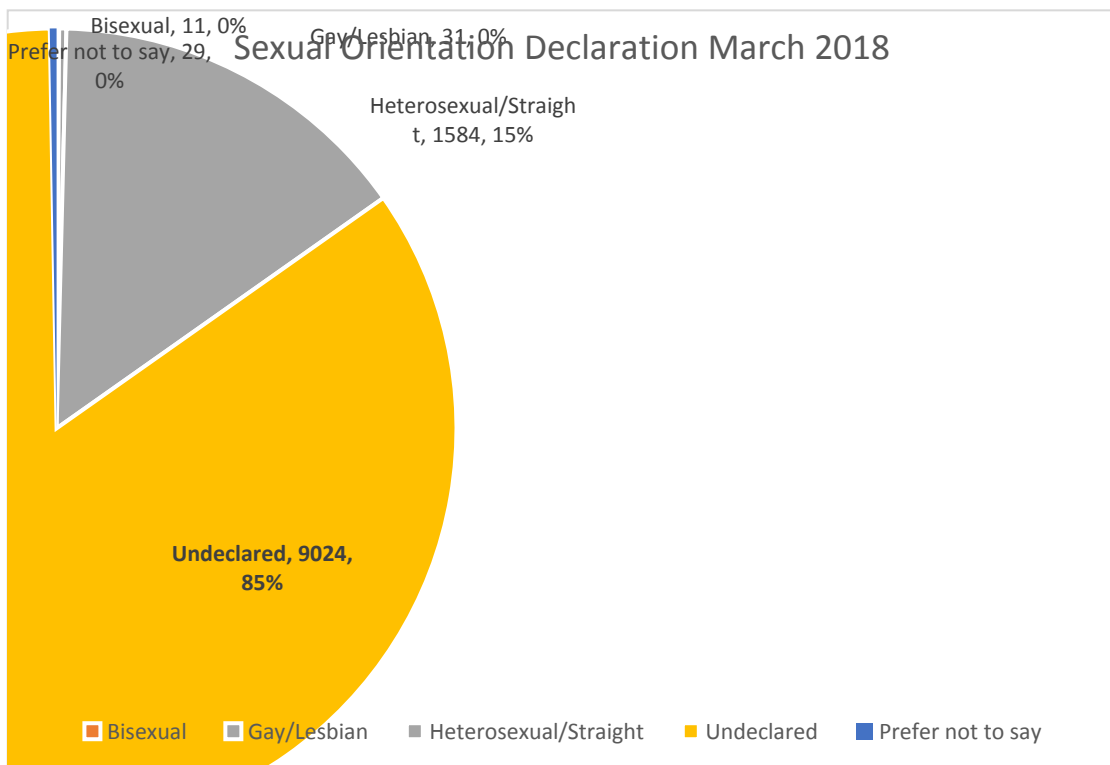


Note: the majority of employees declared as a member of an ethnic group have too few to record (less than ten) and are therefore grouped together as 'other ethnic groups')

## Religion or Belief



## Sexual Orientation



## Training information collected 2017 – 18

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

### By gender:

|        |      |
|--------|------|
| Male   | 1386 |
| Female | 1638 |

### By age:

|              |     |
|--------------|-----|
| 24 and under | 149 |
| 25 – 39      | 771 |
| 40 – 49      | 868 |
| 50 – 59      | 927 |
| 60+          | 309 |

### By nationality:

|  |      |
|--|------|
| British (including Welsh, Scottish, English and Irish) | 1281 |
| Non-British  | 28   |
| Not specified  | 1715 |

### By ethnic group:

|   |      |
|---|------|
| White   | 676  |
| Other (including Asian, Black, Chinese, etc.) | 16   |
| Not specified                                 | 2332 |

### By religion:

|  |      |
|--|------|
| Christianity                                   | 278  |
| Other (including Jewish, Muslim, Buddhist etc) | 22   |
| None   | 210  |
| Not specified                                  | 2514 |

### By disability:

|   |      |
|---|------|
| Long term illness, health problem or disability | 17   |
| None  | 129  |
| Not specified                                   | 2879 |

### By sexual orientation:

|                         |      |
|-------------------------|------|
| Straight / heterosexual | 579  |
| Gay / lesbian           | 13   |
| Bisexual                | *    |
| Other                   | *    |
| Not specified           | 2427 |

### By gender identity:

|                                |      |
|--------------------------------|------|
| Identify as transgender        | *    |
| Do not identify as transgender | 605  |
| Not specified                  | 2417 |