

City and County of Swansea

Strategic Equality Plan

2016-2020

City and County of Swansea
Dinas a Sir Abertawe



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Introduction

This is the City and County of Swansea's second Strategic Equality Plan (SEP). While it is a legal requirement, it gives us the opportunity to further our commitment to equality and fairness as an organisation. The Plan's content has been designed to build on the achievements of our first SEP as well as to meet the legal duties and incorporate different areas of work. Our progress will be regulated by the Equality and Human Rights Commission.

This Plan supersedes that of 2012 – 2016. However, a final review of the previous Equality Objectives will be undertaken and published in 2016. It is important that we do so as a great deal of progress was made, both via our Equality Objectives and the additional work undertaken across the organisation. We are proud of our achievements to date, but know that there is always more to be done. Whilst we are now working in a very different economic climate, our focus remains on equality-related issues, such as tackling poverty, safeguarding vulnerable people and improving pupil attainment.

The SEP cannot be a stand-alone document. It has very close links to a number of key Council work areas, for example:

- One Swansea Plan
- Corporate Plan
- Tackling Poverty Strategy
- Communities First
- Community Cohesion
- Welsh Language
- Consultation & engagement
- Local Development Plan
- Hate crime
- Domestic abuse

Equality is a key theme throughout all of this work; in developing this Plan we have engaged with colleagues to ensure that we build on current and planned work where appropriate.

We have worked to link our equality objectives to the Council's 5 Corporate Priorities:

- Safeguarding vulnerable people
- Improving pupil attainment
- Creating a vibrant and viable city and economy
- Tackling Poverty
- Building sustainable communities

Along with our 3 Corporate Values:

- People Focus
- Working Together
- Innovation

<http://www.swansea.gov.uk/corporateimprovementplan>

You will see these links made clearly within our Equality Objectives at Appendix 1.

Swansea's Profile

The City and County of Swansea currently employs over 11,000 people across three directorates. The Council is composed of 72 Councillors who are elected every four years. The Leader chairs an Executive Cabinet of 9 and full Council meets once every calendar month. There are also 14 Elected Member Equality Champions.

As an area, Swansea is home to 241,300 residents and in 2013 attracted over 4.3 million visitors.

Swansea has the 3rd highest population of the 22 Welsh Unitary Authorities, and according to the latest (2010) population estimates:

- 119,200 of the population are male compared with 121,100 who are female
- Children and young people aged 0-24 years represent 31.3% of total population (mid-year estimates 2014 (rounded))
- Over 50s represent 37.3% of the population (mid-year estimates 2014 (rounded)).

In addition, according to the 2011 Census:

- Almost a quarter of the population (23.3%) have a limiting long term illness (LLTI). Also, 6.9% of those aged 16-74 are economically inactive due to permanent sickness or disability.
- According to the annual population survey 2015, there are 29,114 Welsh speakers in Swansea.
- The 2011 Census indicated that 19.3% of the population have Welsh language skills.
- In terms of religion, 3.6% of the population belong to non-Christian faiths.
- The 2011 Census indicates that 8.5% of the Swansea population is from a minority (non-white) ethnic group, while 4% identify as 'non-White British'.

We acknowledge that this overview does not contain information across the full equality spectrum, but the additional equality information we have (which is discussed later on) has gone some way to address the 'statistical gap'.

More information on Swansea's facts and figures can be found at:
www.swansea.gov.uk/research_info.

The Legislative Background

The Equality Act 2010 protects people from discrimination, victimisation and harassment on the basis of the following characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership (protection against direct discrimination only)
- Pregnancy and maternity
- Race
- Religion or (non-)belief
- Sex
- Sexual orientation.

This Plan is a requirement of the Welsh Public Sector Equality Duty. We have 16 regulations in Wales, and this Plan sets out how we will meet the duty and regulations and continue to improve our equality performance via our refreshed Equality Objectives (further information is provided in the next section and at Appendix 1).

In developing this Plan and our Equality Objectives, we have not looked at the protected characteristics in isolation. Our evidence continues to highlight the inherent links between inequality and socio-economic aspects. Other issues include poverty, community cohesion, domestic abuse and educational attainment – but there are many others and lots of these concern a number of protected characteristics. The issue of ‘equality’ as a whole is now much more focused on fairness for people and communities, rather than individual ‘equality strands’.

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

Since becoming the first local authority to embed the UNCRC into its Policy Framework, we have developed a Children & Young People’s Rights Scheme, which sets out our arrangements to ensure compliance with the due regard duty.

The Children & Young People’s Rights Scheme was launched in November 2014. Our focus has since turned to the monitoring, compliance and local visibility of children’s rights.

A UNCRC Action plan has been developed, which is based on clearly identified priorities and encompasses a whole council approach to children’s rights.

There are five key areas, which focus on:

1. Making such arrangements as is considered suitable to promote and facilitate participation by children in decisions of the Council, 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 evidence based.

As well as incorporating children's rights into our Equality Impact Assessment process, we have developed equality objectives that encompass children's rights alongside protected characteristics.

Older People's Strategy / Ageing Well in Wales Programme

A combined Older People's Strategy and Ageing Well Plan has been developed and submitted to the Welsh Government and Older People's Commissioner. Locally, a partnership Ageing Well Plan (merged with our Strategy) has been developed in conjunction with the Local Service Board.

We have been implementing the Strategy for Older People with our partners since 2003/4. Work has commenced on implementing the third phase of the Strategy (Living Longer Living Better 2013-23) with the vision that:

- people in Wales feel valued and supported, whatever their age.
- all older people in Wales have the social, environmental and financial resources they need to deal with the opportunities and challenges they face.

In January 2014 the Council's Cabinet signed the Dublin Declaration on age-friendly cities and communities in Europe. In September 2014 the Council resolved to work towards making Swansea a Dementia Supportive Community.

Developing Equality Objectives & Engagement

As for our first set of Equality Objectives, a group of staff from across the Council were brought together in May 2015 and tasked with updating the existing Equality Objectives within their individual services, with support and advice from key officers.

Alongside this group, initial engagement was undertaken with local equality groups. The information and ideas gathered were shared with the staff involved. The Access to Services Team also provided information and

suggestions, based on feedback received and information gathered as part of its work. Senior managers also had the opportunity to feed into this process.

As part of the ongoing engagement process, we contacted a large number of local groups and individuals, inviting them to have their say. We offered a variety of opportunities and activities:

- Drop-in sessions – an opportunity for everyone to have their say in a more informal setting
- Group visits – either a meeting or an informal discussion – depending on the group's preference
- Feedback via email –so that people can have their say without having to speak to us themselves
- The opportunity to complete an online survey
- A Big Conversation event with children and young people
- Stakeholder / forum meetings.

We received close to 200 individual comments, which were passed on to the relevant Council services in order for officers to both respond to the feedback and make changes to their objectives. We received a lot of feedback relevant to schools, which has been shared with all head teachers in Swansea.

We will collate all of the feedback and responses into a single document and publish it at www.swansea.gov.uk/sep.

We have also set an Equality Objective around consultation and engagement, which includes the implementation of our new Consultation and Engagement Strategy. We will continue to seek out the most effective methods of engagement via our existing links to local community groups and organisations. We will also continue to seek out new groups and communities.

Equality Information and Objectives

Our Equality Objectives are:

1. Ensure equality of access to services
2. Undertake a range of work focused on safety, including hate crime, modern slavery, protection of vulnerable people, etc.
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
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
5. Improve pupil attainment and continue to close performance gaps
6. Provide equality support for schools
7. Provide opportunities via apprenticeships and work placements
8. Improve access to the infrastructure around pavements, roads and parking provision for disabled and older people, as well as families with young children

9. Improve access to public transport by bus for disabled and older people, as well as families with young children
10. Ensure we tackle and alleviate the effects of poverty
11. Ensure consultation and engagement is inclusive and undertake awareness raising activities
12. Work on health and sport initiatives that focus on outcomes for our communities
13. Continue to improve staff and Member awareness of equality and diversity issues
14. Comply with the Procurement and Assessment of Impact regulations set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

The objectives have been designed to cover both whole-authority opportunities and specific services or themes, which are of particular importance to protected groups. We have utilised a number of sources in their development, including:

- Outcomes of engagement activities with equality groups
- National and local evidence
- Equality Impact Assessments
- Corporate priorities
- Existing strategies and plans
- United Nations Convention on the Rights of the Child (UNCRC)
- Children and Young People's Rights Scheme
- Business plans from the Council's service areas
- Older People's Strategy
- Ageing Well in Wales Programme

In 2011 a local evidence base was collated, and consisted of national and local information, based on the themes of the Equality and Human Rights Commission report ['How Fair is Wales?'](#). The Commission have recently published an update, 'Is Wales Fairer?' We will use this to review and update our information – and may amend our Equality Objectives as a result.

Assessment of Impact

This is another requirement of the legislative duties, and we have updated our process a number of times, both in response to the Equality Act 2010 and local developments. Our Equality Impact Assessment (EIA) process now incorporates a number of equality-related issues such as poverty and social exclusion, children's rights, community cohesion, carers and Welsh language. It has had a positive reception from colleagues as being user-friendly and helpful in identifying potential issues. We will continue to use it as our assessment of impact tool, making revisions as and when needed.

Our process consists of the following steps:

- Screening for relevance – a short form that helps colleagues to ascertain whether or not a full EIA is required.

- EIA report – a concise template that takes colleagues through the full assessment process. This is in a report format that contains a series of open questions, taking colleagues through all relevant considerations in relation to assessing any positive, negative or neutral impact.
- Review – a series of questions that ensure colleagues know exactly what to do at the point of an EIA review.

Every step is supported by guidance, as well as advice and support. This is particularly important given the increased range of issues covered by the process:

- Every service area has a dedicated support officer to provide tailored advice, help and expertise at any time.
- An e-learning tool based solely on EIAs has been developed.
- A series of short guidance documents are provided to all staff tasked with completing EIAs.

Consultation and engagement remains a key part of the EIA process, and we will undertake further work to ensure that this includes children and young people where needed, based on our commitment to the UNCRC.

In the interests of openness and transparency, we will continue to publish all completed EIA reports on the Council's [website](#). We will also continue to undertake EIAs as part of our budget process.

A corporate Equality Objective has been set around EIAs and Procurement; this can be found at Appendix 1.

Recruitment and Employment Information

Under our legislative duties, we must collect and publish a range of recruitment and employment information on an annual basis. This includes data on all protected characteristics, as well as additional information requirements for gender and pay difference.

Additional information must be published on our training provision – this will also be required for all protected characteristics and reported annually.

This information will be published in our Annual Review Report. However, the amount of data gathered will fully depend on our staff; colleagues do not have to declare any equality monitoring information, so work continues to ensure that people understand the reasons behind the data collection (and feel comfortable disclosing personal information).

The Council implemented Single Status for all staff in terms of Pay & Grading and Terms & Conditions on 1st April 2014. The concept of equality was central to this work and our EIA process has been utilised throughout. It has already informed the Council's negotiating position in relation to a number of Terms and Conditions. The Council engaged Northgate to assist us to carry out an EIA in respect of our new pay model.

The Council implemented the Living Wage for employees in April 2013 at £7.45 per hour. This resulted in us amending our Pay Model so that Spinal Column Point 10 was increased to £14,374 p.a. (£7.45 per hour) from the nationally agreed rate of £14,013 p.a. Following the National Pay Award for 2015, the Living Wage rate increased to £14,689 (£7.61 per hour).

Knowledge, Awareness and Training

While the legislative duties require the reporting of data (as outlined above), we must also:

- promote knowledge and understanding of the general and specific duties amongst our employees
- use any performance assessment procedures to identify and address training needs of employees in relation to the duties.

There are clear learning needs within our commitment to the UNCRC, as well as the Ageing Well agenda.

Our Corporate Learning and Development Team (as well as some of our other departments) has set an Equality Objective to continue to meet these requirements and undertake activities based on the emerging work areas. These are contained in Appendix 1.

Procurement

We will:

- ensure that the Authority's commitment to equality and diversity is supported effectively throughout our procurement processes
- ensure that the Council's procurement policies and practices fully meet the requirements of legislation
- support the Welsh Language scheme throughout the procurement process.

A corporate Equality Objective has been set around Procurement and EIAs; this can be found at Appendix 1.

Publication, Monitoring and Review

This plan will be published in full on our website and available in different formats on request. We will also publish a summary of the plan and an easy-read version.

The plan will be promoted via our links with different community organisations and forums.

We have an obligation to report on our Equality Objectives' progress annually. Our annual review reports will also contain employment and training monitoring information, as required by the legislative duties. We will also

report on additional information based on progress made outside of our Equality Objectives. Our reports are submitted to the Equality and Human Rights Commission and published on the Council's website.

Under the Children & Young People's Rights Scheme, we are committed to publishing an annual progress report on the implementation and promotion of children and young people's rights in Swansea.

We will continue to involve staff, Councillors and stakeholders in this process as appropriate. Our Executive Board and Cabinet will also be part of the annual monitoring and review process.

Appendix 1 - Equality Objectives

Equality Objective 1 – Ensure equality of access to services

Corporate Priority link: Safeguarding vulnerable people

Associated actions	Deadline	Expected outcomes	Responsible Officer
Poverty & Prevention			
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	Robust systems in place to effectively deal with feedback and complaints from children and young people (or their representatives) if they think that we have fallen short of our commitment to the UNCRC	Julie Gosney
Continue facilitation of Play Access Group and BME Family and Play Group	2019 – feeding into the Play Sufficiency Audit	Identification of issues and actions to ensure accessibility of Play provision	Steve Cable / Jackie Rees Thomas
Provide a range of services through the Families First programme targeted at families with disabled children	March 2017	Increased number and percentage of families with disabled children accessing formal and informal respite	Mark Gosney
Communications and Customer Engagement			
Introduce a new British Sign Language service at the Contact Centre	January 2017	Improved access to council services for Deaf people	Julie Nicholas-Humphreys
Introduce a SMS texting service for residents	January 2017	Improved access to council services for all, particularly d/Deaf people	Julie Nicholas-Humphreys
Provide additional support to Contact Centre customers by having staff positioned at the	Review effectiveness	To provide a high level of service to customers based on individual	Julie Nicholas-Humphreys

Associated actions	Deadline	Expected outcomes	Responsible Officer
entrance to assist as needed	every six months	needs	
Housing & Public Protection			
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	2016	Help, advice and support is available and accessible to all those who want or need it.	Judith Williams / Sandra White
Continue with programme of customer access audits of Housing and Public Protection services to ensure that services are accessible to everyone	Annual monitoring by November of each year	To ensure services remain accessible	Lynda Grove
Incorporate all relevant equality issues into the new Local Housing Strategy	2016	To address the housing needs of local communities	Peter Williams
Raise awareness of the availability of Disabled Facilities Grants particularly in terms of disabled children and young people	2016	Increased numbers of children and young people needing adaptations accessing the service	Mark Wade
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	The construction of more Council homes to help address the shortage of affordable homes in Swansea	David Evans
Provide burial/cremation arrangements in line with the requirements of Swansea's diverse community	Monitored monthly	The burial and cremation arrangements offered meet and demonstrate respect for the diverse needs of the local community	Noel Evans
Develop protocol for inspection of dwellings proposed to be used to accommodate	2016	Improved standards of accommodation with benefits to	Paula Livingstone

Associated actions	Deadline	Expected outcomes	Responsible Officer
asylum seekers		health of occupiers	
Legal and, Democratic Services			
Continue to review Polling Stations; seeking to improve them to ensure a positive experience for the voter	Elections: May 2016 and May 2017	Improve access to polling stations wherever possible Continue to monitor and seek alternatives	Huw Evans
Cultural Services			
Continue project in libraries to introduce or improve the computer skills of the over 50s	2016 and ongoing	Improve the IT awareness and accessibility for residents aged 50+	Karen Bewen-Chappell / Caroline Tomlin
Consider sourcing and implementation of additional/improved visual impairment computer aids in libraries	2016	Improve the accessibility of library services (especially IT) to visually impaired people	Karen Bewen-Chappell / Caroline Tomlin
Continue variety of activities that takes Swansea Museum to older people and groups	2016	Increased access to the Museum by taking activities to people who may not otherwise access the service	Phil Treseder
Explore the history and heritage of the LGBT community as an option for the Museum programme	2018	To curate and recognise the contributions of the LGBT community to the culture of Swansea	Phil Treseder
Undertake a range of equality-focused activities at the Glynn Vivian, working with groups such as children & young people, disabled people, BME and LGBT communities	2018 – and continue to monitor	Activities will include: – targeted workshops with BME & LGBT Youth groups – opportunities for hard to reach young people to participate in creative activities that lead to	Katy Freer / Tom Goddard

Associated actions	Deadline	Expected outcomes	Responsible Officer
		<ul style="list-style-type: none"> qualifications, training and experience – work with Communities First to create opportunities for families living in low-income households to participate – increase the reach of our Schools Service – work in partnership with residential care homes, sheltered accommodation schemes, GPs and hospitals, community venues 	
Continue to deliver Dylan Thomas Centre Heritage Lottery Fund Project Activity Plan	2017	To improve the accessibility of the Dylan Thomas service and ensure learning and participation opportunities can be accessed by all	Nicola Kelly / Lee Aspland

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	Expected outcomes	Responsible Officer
Poverty & Prevention			
Develop a Hate Crime Strategy	March 2017 with annual	Increased number of training sessions delivered, leading to	Helen Clancy / Paul Thomas

Associated actions	Deadline	Expected outcomes	Responsible Officer
Increase understanding of hate crime and awareness of how to report it amongst staff and key partners	monitoring thereafter	<p>increased awareness of hate crime and how to report it</p> <p>Increased number of hate crime cases reported</p> <p>Hate Crime Stakeholder Action Plan developed and monitored</p>	
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>Continue delivering awareness events and WRAP Training to appropriate safeguarding/teaching staff/social care/other frontline personnel.</p> <p>Integrating the radicalisation of vulnerable people into mainstream safeguarding/social care framework for adults and children thereby increasing access to services.</p> <p>Increased number of Channel referrals requiring support and intervention.</p> <p>Chair and maintain the multi-agency Channel Panel for Swansea (statutory duty).</p>	Paul Thomas / Sandra Perrett
Increase awareness amongst staff and partner organisations on modern slavery and how to signpost victims	March 2017 with annual monitoring	Increased number of training sessions delivered and increased awareness of modern slavery and	Riaz Hassan

Associated actions	Deadline	Expected outcomes	Responsible Officer
	thereafter	how to report it	
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	Identification of key issues and learning shared across local play sector	Steve Cable /Jackie Rees-Thomas
Establish a working group to explore opportunities in relation to confidence and safety in getting around the City and County of Swansea	2017	In the first instance, identification of key issues and opportunities	Jacki Rees-Thomas / Julie Gosney / Sherill Hopkins
Housing & Public Protection			
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	An up-to-date policy that assists service users and decision makers	Lynda Anthony
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	An up-to-date policy that assists service users and decision makers	Lynda Anthony
Raise awareness of doorstep crime and scams to prevent older people becoming victims	2016 and ongoing campaigns will take place	Vulnerable people are empowered with knowledge and support to prevent them from becoming victims	Dave Picken
Provide training and raise awareness with support agencies in identifying scams	2016 and ongoing training will take place	Support in place for victims	Dave Picken
Highways & transportation			
Undertake Safer Routes in Communities	Annually	Increased awareness and	Mark Thomas

Associated actions	Deadline	Expected outcomes	Responsible Officer
project with schools		promotion of walking / cycling	

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	Expected outcome	Responsible Officer
Corporate Actions			
Increase knowledge and understanding of the UNCRC by ensuring all staff attend/participate in the UNCRC corporate training	2017	<p>Increased number of employees working indirectly with children & young people to complete online universal training</p> <p>Increased knowledge and understanding of UNCRC evidenced through follow-up online survey</p> <p>Appropriate action taken by service managers to promote and ensure service representation at UNCRC training sessions</p>	All departments
Promote and raise awareness of the UNCRC by embedding children’s rights within day to day practice and utilising the Children’s Rights logo in all promotional activity	2017	<p>Services to include ‘Dilly’ the Rights Mascot as appropriate</p> <p>Increased promotion of children’s rights through the use of social</p>	All departments

Associated actions	Deadline	Expected outcome	Responsible Officer
		media	
Ensure quality opportunities for Children & Young People's voice in policy/service developments that affect them	Ongoing with annual monitoring	Increased engagement of children and young people by services to ensure their views and opinions are captured and considered	All departments
Poverty & Prevention			
Continue to embed Children's Rights in all practice and procedures within the department and with partner commissioned organisations	2017	Rights based practice embedded across all teams within Poverty & Prevention UNCRC to be included in all commissioned services contracts e.g. Families First/Communities First/Flying Start	Jane Whitmore
Raise awareness of "Big Conversation Mechanisms", ensuring children & young people have an understanding of a variety of opportunities to have their voice heard	2017	Increased engagement with children & young people and a clearer link and understanding between school councils and other groups of the Big Conversation Mechanisms	Julie Gosney / Katie Spendiff / Tom Jones
Develop a communication strategy and campaign plan with key objectives to be delivered across the whole of Swansea	2016	Campaign plan established to promote and raise awareness of Children's Rights	Julie Gosney
Establish a working group to explore issues around gender stereotyping	2017	In the first instance, identification of key issues and opportunities	Jacki Rees-Thomas / Julie Gosney / Sherill Hopkins

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	Expected outcomes	Responsible Officer
Child and Family Services			
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	Developments to include child and young people friendly resources and opportunity for multilingual interface	Teresa Mylan Rees / Sandra Doolan
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 dv is a feature in their lives	2016	Provide a holistic service to families.	Teresa Mylan Rees / Sandra Doolan
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	More children and young people take up the offer of having an advocate	Mike Holding
Develop and implement Looked After Children Review arrangements, which enable children and young people to lead on their reviews	2017	More children and young people take up the offer of taking a lead in their LAC reviews	Mike Holding
Further develop and implement the Signs of Safety Methodology within Social Work	2017	Children can live safely with their family network or, if they cannot,	Nichola Rogers

Associated actions	Deadline	Expected outcomes	Responsible Officer
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		<p>they know why (through words and pictures)</p> <p>Social Work Teams can consistently and confidently work with children and families using the Signs of Safety Methodology</p>	
Develop a Child Disability Strategy consulting with children, young people, families, multiagency partners and the third sector to ensure that disabled children and their families can access a range of provision across the continuum of need – accessing the right opportunity/service from the right place at the right time	2017	<p>Disabled children can reach their potential</p> <p>Parents and carers have the opportunity to be involved in service planning</p>	Nichola Rogers
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	Ambition is to ultimately create a service which enables improved access to a range of opportunities to address the varying needs of all care leavers including life skills, housing, health, education employment and training	Haydn Nelson
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	Clear and easily accessible support services available at the most appropriate level ranging from general advice and support through to more intensive casework	Haydn Nelson

Associated actions	Deadline	Expected outcomes	Responsible Officer
		To support children and young people to remain cared for in their families of origin or with familiar known adults	
In accordance with the Social Services and Wellbeing (Wales) Act, develop policy and procedures for a Swansea "When I'm Ready" scheme in line with Welsh Government Guidance. This will enable more young people to remain with their foster carers beyond the age of eighteen and until they are ready for independence	2016	Improve the life chances of care leavers by providing continuous security of a foster placement into a formalised lodging arrangement	Haydn Nelson / Richard Evans
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	Increased bespoke packages of support for all disabled children eligible for support	Nichola Rogers
Further establish Social Services involvement in the provision of support for children who require therapeutic support by <ul style="list-style-type: none"> - continued and active membership by the Head of Service of Child and Family in the Mental Health Planning Group - developing packages of therapeutic support for children, 	2016	Increased use of therapeutic packages of support for children and significant adults of children who are <ul style="list-style-type: none"> - Looked After - Subject to Special Guardianship Orders - at risk of becoming looked 	Karen Benjamin

Associated actions	Deadline	Expected outcomes	Responsible Officer
families and significant adults from the recently established Internal Therapy Team		after by the local authority	
Adult Services			
Further develop safeguarding measures for vulnerable adults in a safer, personal and more timely way	2016	Ensure that safeguarding measures are meaningful to adults at risk and wider family members. Respecting autonomy and independence	Ffion Larsen / Cathy Richards
Improve the deprivation of liberty and safeguarding (DOLS) processes	2016	To robustly manage the DOLS process and protect the rights of service users, ensuring they don't suffer harm Caring for people who need extra protection may mean restricting their freedom to the point of depriving them of their liberty	Ffion Larsen / Cathy Richards
Review integration with health in the three community hubs	2016	Review existing integration initiatives to ensure focus and that all key partners have a shared vision	Alex Williams
Continue to transform adult service in order to ensure a citizen directed service	2016	Integrate other adult services teams with health to provide and improve service user experience of health, care and support	Alex Williams / Ffion Larsen
Further review Commissioning Plans for Adult Services	2016	Commissioning plans to be reviewed to ensure that the	Alex Williams

Associated actions	Deadline	Expected outcomes	Responsible Officer
		activities needed to reach the outcomes sought are being delivered. Experiences of service users, providers and commissioners will be captured so that this learning leads to improved services	
Web pages updated as appropriate to improve access to information, assistance and advice	2017	Developments include user friendly resources with multilingual interface. The upgrade will provide equal access to good quality information, including preventative services	Alex Williams
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	To help service users reach their potential according to their individual needs Adult social work teams can consistently and confidentially work with adults (service users) their families using the same methodology	Alex Williams
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	Development include user friendly resource and opportunities for multilingual interface	Andrea Preddy / Ffion Larsen
Continue to increase the take up of Direct	2017	Developments include pilot project	Alex Williams / Ffion

Associated actions	Deadline	Expected outcomes	Responsible Officer
Payment as a way to ensure that people with eligible social care needs are able to access services that are suitable to their needs		in the North Integrated Hub to increase the number of service users accessing direct payments. The aim is to offer service users more choice and control over the type of help and support needed	Larsen / Andrew Morgan
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	Increased information gathered about protected characteristics of people who are eligible for social services	Ffion Larsen / Cath Stallard

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

Corporate Priority link: Improving pupil attainment

Associated actions	Deadline	Expected outcomes	Responsible Officer
Education and Poverty & Prevention			
Children and young people from ethnic minority backgrounds continue to achieve at least as well as their peers at end of Key Stage 4	Annual analysis of Key Stage 4 results in autumn term.	Performance levels continue to be as high as those of their peers at end of Key Stage 4	Diane Vanstone
Learners from Asian Bangladeshi backgrounds achieve at least as well as their peers at end of Key Stage 4	Annual analysis of Key Stage 4 results in autumn term.	Improving trend is maintained	Diane Vanstone
Maintain improving trends in assessment of boys and girls at KS2 and KS3	Annual analysis of Key Stage 2	Improving trend is maintained	Helen Morgan-Rees

Associated actions	Deadline	Expected outcomes	Responsible Officer
	and 3 results in autumn term		
Close the performance gap between boys and girls	Annual analysis of results in autumn term	Performance gap reduces	Helen Morgan-Rees
Close the performance gap between pupils who receive free school meals and those who don't	Annual analysis of results in autumn term	Performance gap reduces	Helen Morgan-Rees
Reduce inequalities in school readiness	2019	Children to be achieving their developmental norms, or to be within six months of their appropriate developmental stage by the time they are assessed at 3 years.	Sian Bingham

Equality Objective 6 - Provide equality support for schools

Corporate Priority link: Improving pupil attainment

Associated actions	Deadline	Expected outcomes	Responsible Officer
Continue progressive improvement to access to infrastructure in schools	Annual return to Welsh Government, March	Accessibility to schools infrastructure improves	Brian Roles
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	Increased take up of education opportunities and outcomes for pupils from Gypsy and Traveller communities	Gavin Evans

Associated actions	Deadline	Expected outcomes	Responsible Officer
Launch tool for Recording of Identity Based Bullying across all schools	August 2016 with termly analysis	Tool launched and data analysed termly	Rhodri Jones
Review guidance to schools on Strategic Equality Plans and present update to Headteachers at a termly meeting and via the schools newsletter	2016	Guidance reviewed and amended to include UNCRC and other developments. Presentation delivered and briefing note published	Rhodri Jones / Sherill Hopkins / Julie Gosney
Continue the contractual agreement with UNICEF UK to embed the Rights Respecting Schools Award in all schools in Swansea	2017	All schools in Swansea achieve level 1 Rights Respecting status by 2017	Julie Gosney / Jane Whitmore
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	Delivering Awareness training to staff and ensuring schools are aware of Home Office guidance and toolkits. All schools are aware of their duty under the Counter Terrorism & Security Act 2015 and are acting on it.	Paul Thomas / Sandra Perrett / Paul Henwood
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	Schools can demonstrate they have promoted good practice Children and young people have the information they need	Rhodri Jones
Develop and publish Transgender Guidance for schools	2017	Transgender Guidance published and promoted to all schools	Rhodri Jones

Associated actions	Deadline	Expected outcomes	Responsible Officer
Stonewall training offered to all schools via Education through Regional Working (ERW)	2016	Training delivered to Swansea schools	Rhodri Jones

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

Associated actions	Deadline	Expected outcomes	Responsible Officer
Corporate Building and Property Services (CB&PS)			
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	On completion of the placement the student will have developed work related skills and have an enhanced knowledge for their chosen career path	Nigel Froom
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	The most suitable candidates would be attracted, selected and retained. Active commitment to equal opportunity can be evidenced The recruitment programme will give due regard to the Council's commitment to the UNCRC and will endeavour to tailor the training according to an individual's needs. All apprentices to be assigned a trained mentor	Emma Lewis

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	Expected outcomes	Responsible Officer
Implement the Pavements for People Policy	Ongoing	Successful implementation and monitoring	Stuart Davies
Review accessibility of street furniture, e.g. seating	2017	Review complete with appropriate actions scheduled	Bob Fenwick
Installation of dropped kerbs to assist access where needed	Case by case basis	Installations undertaken – decisions made on a case by case basis	Bob Fenwick
Ensure all new pedestrian crossings are designed to ensure safety for all	As new crossings are developed	New crossings will ‘track’ pedestrians and extend timings to ensure safety	Mark Thomas
Consider equality issues when designing highway and traffic schemes	As projects are designed	Issues incorporated in design process for each project	Mark Thomas
Provide permits for qualifying care organisations and carers to park within residents parking bays	As needed	Permits provided where needed to assist carer role	Mark Thomas

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	Expected outcomes	Responsible Officer
Promote the RNIB REACT system for visually impaired people at the Bus Station	Ongoing	The bus station web pages will be updated to provide information on	Cath Swain

Associated actions	Deadline	Expected outcomes	Responsible Officer
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		this facility Information and instructions on how to use the REACT system will continue to be available at the Bus Station Information desk	
Continue to implement programme to provide raised kerbs at bus stops to allow easy access for all passengers. Continued engagement with disability groups	Ongoing	Improvements made, including raised kerbing as well as new bus shelters and electronic passenger information displays	Cath Swain

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

Corporate Priority link: Tackling poverty

Associated actions	Deadline	Expected outcomes	Responsible Officer
Poverty & Prevention			
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	Increased number of families reporting improved family resilience Increased number of individuals: <ul style="list-style-type: none"> – engaged in Families First and Flying Start provision – reporting that their financial situation has stabilised or improved – reporting an improvement in emotional/health well-being 	Sian Bingham

Associated actions	Deadline	Expected outcomes	Responsible Officer
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	Increased numbers of confident /competent staff trained in order to deliver through the TAF approach Number of attendances at training courses	Sue Peraj / Sian Bingham
Identify those young people who are most at risk of becoming NEET and provide them (and their families) with the personal support they require to remain engaged with education, employment and training	October 2017 – annual snapshot	Increased numbers of young people supported and/or engaged with education, employment or training	Gavin Evans
Continued use of Child Poverty Impact Assessments for Play	2019 – feeding into the Play Sufficiency Audit	Show positive & negative impacts of play on poverty and identify areas for improvement	Steve Cable
Food Poverty Community Interest Company: Create a food enterprise to tackle food poverty and feed people well in Swansea	2017	Feasibility study completed to inform the Business Plan and secure investment prior to launch	Amanda Owen
Deliver a range of services through the Communities First, Communities for Work and LIFT Programmes that support people and families in our most deprived communities to improve their opportunities	March 2017	Increased numbers of eligible participants achieving outcomes across the programmes that improve their opportunities	Karen Grunhut / Anthony Richards / Programme Managers
Provide a welfare rights training programme to support staff from City & County of Swansea and partner organisations to negotiate the significant changes to the	2017	Deliver 130 advice line sessions each year Increase support staff's awareness	Karen Grunhut / Jane Storer

Associated actions	Deadline	Expected outcomes	Responsible Officer
benefits system resulting from Welfare Reform		and confidence in supporting clients to access benefits entitlement	
Finance & Delivery			
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	Digital zones in place and support (digital and personal budgeting) to be provided as required and agreed with DWP	Rose McCreesh
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, Council Tax Reduction Discretionary Housing Payment and help and advice on welfare reform changes and other welfare benefits	Assess effectiveness every six months	Access to advice and guidance as needed	Rose McCreesh
Proactively support all HB cases affected by the Benefit Cap	Ongoing and activity will increase when cap value falls	Effective support provided as needed	Rose McCreesh
Work with other organisations such as Age Cymru, Swansea Carers' Centre and DWP Visiting Team to provide advice and	Assess effectiveness every six months	Effective advice provided in partnership	Rose McCreesh

Associated actions	Deadline	Expected outcomes	Responsible Officer
guidance on Benefits, Council Tax Reduction and Council Tax discount schemes			
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	Effective advice provided in partnership	Rose McCreesh
Provide advice to parents and schools on Free School Meals and Uniform Grant queries	Assess effectiveness every six months	Maximise entitlement to Free School Meals and Uniform Grants	Rose McCreesh
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	Raise awareness of how to maximise income	Rose McCreesh

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

Associated actions	Deadline	Expected outcomes	Responsible Officer
Communications and Customer Engagement			
Implement new corporate Consultation and Engagement Strategy, including	March 2017	Strategy implemented and corporate consultation programme	Rhian Millar

Associated actions	Deadline	Expected outcomes	Responsible Officer
<p>continuation of corporate consultation programme</p> <p>Ensure that clear arrangements to embed children and young people's participation is included within new Strategy</p>		<p>undertaken with results used to inform service development as appropriate</p> <p>The strategy meets the Statutory Duty set out in the Child and Families (Wales) Measure and arrangements for children and young people's participation are clearly set out</p>	
<p>Continue programme of equality engagement with key forums and groups including: Disability Liaison Group, BME Forum, LGBT Forum and 50+ Network</p> <p>Continue to support equality-related events in association with these forums and groups</p> <p>Improve engagement with local disability groups via the Disability Liaison Group</p>	<p>Assess effectiveness annually</p>	<p>Ongoing engagement to ensure involvement, effective communication and support for equality groups</p>	<p>Rhian Millar</p>
<p>Review the City and County of Swansea Local Service Board & Healthy City Board Ageing Well and Strategy for Older People Action Plan 2015 – 2019</p> <p>Include work with Swansea Network 50+ and other relevant engagement mechanisms / methods with older people in</p>	<p>Annually</p>	<p>Ongoing engagement to ensure involvement of older people in the effective development and delivery of the Ageing Well Plan</p>	<p>Paul Thomas / Rhian Millar</p>

Associated actions	Deadline	Expected outcomes	Responsible Officer
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	Older people are aware of progress on the delivery of the Ageing Well Plan and informed about sources of help and advice that are available to them	Rhian Millar / Ann Williams
Poverty & Prevention			
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	<p>Delivery of 6 'Big Conversation' sessions targeting between 30 – 50 young people in each session</p> <p>Delivery of 5 Communities to Enquiries sessions targeting approximately 20 in each session</p> <p>Increased number of schools trained to support pupils to initiate their own agendas and engaging in Big Conversation mechanisms</p> <p>Increased number of children and young people from vulnerable groups engaging in Big Conversation mechanisms</p>	Katie Spendiff / Julie Gosney / Tom Jones
Continue a range of inclusive play specific consultation with identified groups and individuals. Undertake specific consultation with key groups with protected	2019	Identification of needs, gaps and issues in relation to inclusive play	Steve Cable

Associated actions	Deadline	Expected outcomes	Responsible Officer
characteristics as part of the 2016/19 Play Sufficiency Assessment			
Engage with traveller communities via Play on Wheels mobile play	2019 – feeding into the Play Sufficiency Audit	Engagement and ensuring right to play	Steve Cable
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	The Communities First Programme supports the most marginalised members of our most deprived communities to access, participate and influence the delivery of the programme locally. Adopting an asset based approach, participants will identify their strengths to build on and plan their own progression.	Karen Grunhut / Anthony Richards / Programme Managers
Ensure that the relevant aspects of the Ageing Well Plan are embedded within these Equality Objectives from 2017 onwards	2017	Specific equality objective/s developed on a whole organisation approach to the Ageing Well Plan (to address the Council's commitments contained within it)	Jane Whitmore / Paul Thomas / Rhian Millar
Housing & Public Protection			
Implement an updated Local Tenant Participation Strategy 2015-18	2018 - reviewed quarterly with Tenant Steering Group	Tenants and leaseholders will have greater opportunities to get involved in housing issues that affect them	Lynda Grove
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	Annual progress review in December of each year	Young people become more involved in their local communities and in a better position to make informed choices and decisions	Lynda Grove

Associated actions	Deadline	Expected outcomes	Responsible Officer
exclusively for young people and encouraging them to join other groups)			
Promote and raise awareness of the availability of: – Same Sex Marriage into the Civil Marriage ceremony The legal process which enables couples who have previously entered into Civil Partnerships to convert them into marriage	Monitored monthly	The services and ceremonies provided meet the needs of the local community	Noel Evans
Corporate Building and Property Services			
Review current consultation with local access groups to improve physical access to buildings and services	Ongoing with annual reviews	Evidence that consultation has taken place and where possible changes in access to buildings and services have been achieved	Nigel Froom
Economic Regeneration & Planning			
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	Effective engagement and involvement undertaken as part of key work within the service, e.g. preparation of Local Development Plan	Phil Holmes
Cultural Services			
Raise awareness of Cultural Services and identify any barriers to participation via engagement with key equality groups	2018 - and continue to monitor progress	Increased engagement and knowledge of issues / barriers faced by equality groups with any follow-up work planned accordingly	Steve Hopkins

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	Expected outcomes	Responsible Officer
Housing and Public Protection			
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	Reduction in the prevalence of smoking in Swansea which is the leading cause of health inequalities of life expectancy in Wales	Chris Steele
Cultural Services			
Ensure that relevant equality issues are considered when revising leisure centre (and other venue) timetables	Ongoing	Sessions and services are as inclusive as possible	Steve Smith
Develop Inclusive Futures Programme working on disability sport programmes events and legacy	2018 - and continue to monitor progress	Build upon the Paralympics legacy, increasing participation of the disabled in sports across the community and in competitive sports in particular	David Jones
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	Increased number of disabled sports participants within sports clubs across the community	David Jones
Increase opportunities for young people to participate in after-school (extra-curricular) sporting opportunities	2018 - and continue to monitor progress	Increase sporting opportunities for all across the community	David Jones
Continue to take steps to further reduce the gender gap in participation in sport and physical activity	2018 - and continue to monitor progress	Develop the Dragon Sport and 5x60 opportunities, consult with girls of school age about physical activity preferences and work with sports clubs to encourage post 16	David Jones

Associated actions	Deadline	Expected outcomes	Responsible Officer
		participation	

Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues
Corporate Value link: People focus

Associated actions	Deadline	Expected outcomes	Responsible Officer
HR & OD			
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	Ensure that training materials are relevant and appropriate	Khan Prince
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	School based staff are suitably trained	Khan Prince
Develop a suite of e-learning courses on a modular basis to cover subject areas such as dementia, hate crime, trafficking etc.	December 2016	Increased number of staff will have access to different training medium in order to up-skill in these areas	Khan Prince
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	Corporate Induction is appropriate, up-to-date and fit for purpose	Khan Prince

Associated actions	Deadline	Expected outcomes	Responsible Officer
Ensure that monitoring of corporate training is carried out to reflect accurately the attendance on all corporate training courses	Annually	Compliance with the requirement to report on corporate learning and development activities	Khan Prince
Poverty & Prevention			
Deliver appropriate and suitable levels of training on the UNCRC & Children's Rights	2017	Increased awareness and understanding of children's rights through training programmes	Katie Spendiff / Jane Whitmore
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	Increased knowledge and understanding of UNCRC evidenced through follow-up survey by 10%	Jane Whitmore / Jo Darling / Patrick Fletcher
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	Increased number of staff trained and awareness raised of barriers to council services	Helen Clancy
Develop and disseminate information on Swansea's migrant communities for staff and elected Members	2017	Increased number of briefings/information sent to staff and elected Members	Helen Clancy
Deliver awareness events and WRAP Training to appropriate frontline staff and Elected Members	2020 - with action plan reviewed and updated on an annual basis	Ensure key personnel have an understanding of the Prevent agenda, their role in delivering that agenda and how to access advice, guidance and support.	Paul Thomas / Sandra Perrett
Legal and Democratic Services			
To provide 6 monthly updates on legal website as to case law dealing with equality issues	Every 6 months	Increased awareness of staff to equality issues in a judicial context	Tracey Meredith

Associated actions	Deadline	Expected outcomes	Responsible Officer
All departments			
Continue to provide and promote service-specific equality training / information where needed	Ongoing via annual updates	Staff have the relevant awareness and understanding when providing services	All managers

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	Expected outcomes	Responsible Officer
When procuring works, goods or services, we will have due regard to whether it would be appropriate: <ul style="list-style-type: none"> for the Pre-Qualification and/or award criteria for that contract to include considerations to help meet the general duty to stipulate conditions relating to the performance of the contract to help meet the three aims of the general duty 	Review effectiveness every six months	Regulation met	Chris Williams
Continue to operate the Equality Impact Assessment (EIA) process across the organisation	Review effectiveness every six months	Equality issues taken into account and assessed in relation to all relevant initiatives	All departments
Continue to quality assure completed EIA screenings and reports, providing feedback to departments	Review effectiveness every six months	Effective EIAs are undertaken to inform corporate decision making	Rhian Millar