



**Equality Review Report  
2018/19  
(Year ending March 2019)**

## **Equality Review Report 2018/19**

### **1. Introduction**

This is the City and County of Swansea's Equality Review Report for 2018-19. This is our eighth 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 third 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 May – June 2019 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. Our [Strategic Equality Plan 2016-20, the summary and easy read versions are here.](#)

### **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 the Census and other official sources. For example, a new 'Population characteristics' page has been added which includes a summary of recent ONS research containing inter-censual estimates of Swansea's population by ethnicity, country of birth and nationality.

Our local area profiles, which bring together a range of statistical and other information about local areas in Swansea, including data linked to aspects of equalities (where available), were updated in August 2018 and January 2019. Profiles are currently available for the county, the 36 Wards, the local Constituency Areas, Community Areas (as defined in the 2017 Assessment of Local Well-being, as required by the Well-being of Future Generations Act) and Delivery Areas (former Communities First areas). The content and information sources included in the profiles are regularly reviewed, especially ahead of each new set, and the next versions are due to follow later in 2019.

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.

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

Please see Appendix 2 for this information. In addition, our gender pay gap report has been published. Our [Gender Pay Gap report](#) is available here.

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

This section briefly details some of our other work relevant to the requirements of the Public Sector Equality Duty during 2018-19.

##### **5.1 Councillor Champions**

Councillor Champions are selected by the Leader of the Council. They cover a wide range of equality issues including; Disability and Access to Services, Diversity, LGBT (Lesbian, Gay, Bisexual and Transgender), Sanctuary and Inclusion 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 a full list of Councillor Champions click here](#)

##### **5.2 Scrutiny Inquiry Panel – Equalities**

Equalities were identified as an important topic for scrutiny at the Scrutiny Work Planning Conference in June 2018 and was agreed as a topic for in-depth scrutiny by the Scrutiny Programme Committee in July 2018. A Scrutiny Inquiry Panel – Equalities, was established in October 2018. The primary focus for the inquiry was to examine how the Council was meeting and embedding the requirements under the Equality Act 2010 (Public Sector Equality Duty for Wales) and to explore how the Council was meeting its duties in terms of; eliminating unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act, advancing equality of opportunity between people who share a protected characteristic and those who do not and fostering good relations between people who share a protected characteristic and those who do not.

Overall, the inquiry concluded that the Council was meeting its duties under the Equality Act 2010 (and the Public Equality Duty for Wales 2011). Many areas of good practice were identified throughout the inquiry, but the Panel also identified a number areas for improvement. The inquiry recommended that improvements should be made in relation to monitoring the national picture and implications for local communities within Swansea, building upon existing work to ensure effective policy, practice and processes are embedded and improve the accessibility of Council services. The inquiry also recommended improving how Councillors and Staff work with, and learn from others and continuing to improve consultation and engagement processes.

A full list of recommendations from the Scrutiny Inquiry Panel including some quick wins, medium term and long term actions can be found in the main report. Our [Scrutiny Panel report into Equalities can be found here](#).

### **5.3 Equality Impact Assessments (EIA)**

EIAs are an integral part of any decision making process and we aim to undertake them as early as possible during any initiative - ideally at its inception. The Council's budget and savings programme are subject to the full EIA process.

We continue to use our comprehensive EIA process, which also takes into account the United Nations Convention on the Rights of the Child (UNCRC), the needs of carers, community cohesion, poverty, social exclusion and Welsh language. Our focus has been on ensuring that the process remains user-friendly, effective and workable for colleagues across the Council. Colleagues have access to a series of on-line tools and guidance from early screening of equality implications to completing a full EIA. The Access to Services Team continue to co-ordinate dedicated EIA support via information, advice and the quality assurance of EIAs.

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..

[All completed EIA reports continue to be published alongside relevant corporate reports here](#).

### **5.4 Equality Representatives**

In order to ensure greater integration on Equalities in core Council business and service delivery, departments now play a much greater role in ensuring the Council meets its duties under the Equality Act. A network of Equality representatives from departments across the Council has been established in order to support and build capacity to integrate work on Equalities. The purpose of this group is to raise awareness of the needs and views of people with protected characteristics within the Council through their service areas and departments. The group act as a link between their department and

Access to Services team to identify any issues with equality issues and support the completion of EIAs. Some members of the group have received equality and diversity training, specific disability awareness training and information on GDPR in relation to equality monitoring. The group have also met with representatives from an organisation which supports Adults with learning disabilities to discuss how to produce Council documents in an Easy Read Format. Swansea Public Service Board, supported by Swansea Council have procured training for staff and key partners on how to produce Easy Read and Plain English versions of documents and reports in January 2019.

## **5.5 Consultation and Engagement**

[Information about our current consultations and engagement methods are available here](#) . Further updates are provided in Appendix 1 We are continuing to support our commitment to consultation by involving residents, other stakeholders and employees in our decision making processes. We continue to apply the Gunning Principles in relation to our overall approach to consultation and a consultation toolkit, a list of frequently asked questions and links to consultation resources. The Access to Services team continues to offer advice and support about consultation conducted by the Council, including support in relation to any equality implications and appropriate consultation with hard to reach groups, including groups with protected characteristics.

During 2018-19, the Council have undertaken a number of formal statutory consultations to seek the views of residents, other stakeholders and staff. For example, extensive consultation has been carried out in relation to the Council's budget and Commissioning Reviews including proposals to remodel Residential Care and Domicillary Care. The Access to Services Team have worked to ensure that consultation materials and methods have been tailored to ensure that the opportunity to take part in the consultation have been accessible and open to all.

A review of the Consultation Strategy and the development of Co-production Strategy are underway, building on good practice and pilots which have already been undertaken in some services. This work is closely aligned with the strategic review of Sustainable Swansea and the new Medium Term Financial Plan.

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

### ➤ LGBT Forum

The Swansea Bay LGBT Forum was established 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 the LGBT forum supported the second Pride event in Swansea which was held in the National Waterfront Museum on 4th May 2019. The Pride parade once again took place but was much bigger and better than the previous year seeing over 1,000 people march through Swansea City Centre. Figures for the National Waterfront showed over 4,710 people came and took part in the celebrations, which included entertainment and information stalls

We have also established a Council Staff LGBT+ Group that meet regularly to provide a peer support network for LGBT+ staff, raise awareness of LGBT+ issues in the workplace and fundraise for LGBT+ charities, including World AIDS Day. The LGBT+ group have held information stands at staff Health and Wellbeing events, while some members of the committee are part of the Council's bully buddy scheme providing dedicated LGBT+ support to those who require it. A number of members have publicised personal profiles on the staff Intranet that tell their experiences of coming out, and being an out LGBT+ person in the workplace.

➤ BME Forum

A regional BME forum was introduced this year. Led by EYST as part of the Welsh Government's Equality and Inclusion Programme. The forum met three times during 2018-19 and discussed issues such as racism affecting Asylum seekers and refugees, school children and labour exploitation of EU migrants. The forum also contributed to a national conference Race, Poverty and Representation 2018.

➤ Disability Liaison Group

The Disability Liaison Group allows for two-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 2018-19, we have been reviewing the Disability Liaison Group including the membership, terms of reference, code of conduct and encouraging departments to have stronger links to the group through the departmental Equality representatives.

## **5.6 Co-production**

A Corporate Co-Production Strategic Framework is in draft following a development workshop with the Transformation and Future Council Policy Development Committee. The Committee will continue to develop Policy on co-production and make recommendations to Cabinet during 2019-10. This will be aligned with our revised Consultation and Engagement Strategy.

Adult Social Services are continuing to develop its approach to the co-production of services. The Adult Social Work Practice Framework has been developed and co-produced with service users contributing to the amended

assessment format and the development of a handbook for service users to prepare potential service users for the assessment and to guide them through the process. A Framework for Supported Living was also co-produced with service users last year and a number of co-produced commissioning projects in Adult Services are in progress. There has been a strong involvement of citizens and service users across commissioning reviews of Learning Disability and Physical Disabilities. Swansea SCVS continues to support a Coproduction network for Swansea which aims to promote co-production awareness, knowledge and support to the Council, health partners, Western Bay, third sector partners and citizens.

## **5.7 Hate Crime**

Hate crime reporting and intelligence at the community level is supported with a partnership approach in place with South Wales Police. The Hate Crime Stakeholder Planning Group meets quarterly and was chaired by the Council, until Victim Support took over the chair June 2019.

We are continuing to implement 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'). A 'Train the Trainer' course was delivered by Victim Support during 2018-19 and was undertaken by four members of Council staff. A Hate Crime E-learning course has been produced and is currently a mandatory course for all Council staff

The Action Plan is a dynamic document which is maintained by Swansea Council. A Hate Crime awareness week of events is being planned with partners for October 2019

The Council continues to promote Victim Support, the Official National Hate Crime Report and Support Centre for Wales. For more information see [visit the Report Hate website.](#)

## **5.8 Community Cohesion**

We have continued to implement the Welsh Government Community Cohesion programme during 2018-19. The new programme focused on four 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.

Work has been undertaken to engage Councillors, multi-agency staff, volunteers and individuals in countering negative messaging concerning sections of our community. Mythbusting information has been developed and

shared to help counter misconceptions. In addition, we have enabled groups to come together such as the Inter-faith Group and supported community events such as Swansea University's the Bigger Picture Festival, and the annual Eid in the Park event.

Our Community Cohesion delivery plan has also incorporated a number new of activities in relation to identifying and mitigating actions related to community tensions about Brexit. We have established a Brexit Steering in order to understand the implications of Brexit for the Council and to ensure that we mitigate risks and are effectively prepared for developments, including community. Work has included gathering information about perceptions of community safety, hate crime and Brexit from an on-line survey.

Community cohesion work to support Gypsy Travellers, Refugees and Asylum Seekers, Modern Day Slavery and Hate Crime has continued. We are continuing to participate in the Home Office's Dovetail pilot. The Local Authority Channel Co-ordinator monitors Counter Terrorism and radicalisation cases and a number of multi-agency interventions are in place. Work has been undertaken to embed the Anti-Slavery Wales Victim Response pathway into the Ethical Care Charter for procurement and we are currently developing a policy statement. Swansea Social Services Strategic Working Group has now developed an internal referral pathway for Modern Day Slavery and training on Modern Day Slavery has been delivered to over 100 people, including the development of a 'Train the Trainer' session. Information sessions on Refugees and Asylum Seekers has been held with Housing, Social Services and Communities for Work staff. Future training is imminently planned for Team Around the Family and Local Area Coordinators.

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

We are continuing to embed Children's Rights into key Council policies, plans and practice. During 2018-19 we have continued to incorporate UNCRC standards within the Strategic Equality for Plan for Schools, Child and Family Services Participation Strategy, the Corporate Parenting Strategy, the Early Years Strategy, the Healthy and Sustainable Pre-School Scheme, the Play Sufficiency Assessment, Young People's Service plans and Swansea's Public Service Board's Well-Being Plan.

During 2018-19, projects which received funding from the Children and Young People Fund were required to evidence how children & young people are involved in the planning and delivery of services, in line with the UNCRC. Workforce development opportunities have been offered by the Life Stages Team through Poverty and Prevention, Education and Child and Family Services training programmes. UNCRC training has also been provided to Governors and Councillors. We have also provided bespoke sessions on Human Rights for Young Families and Cultural Services. A number of Officers have been trained to undertake Rights Respecting Schools Award assessments.



We have continued to disseminate information about the UNCRC through a range of forums, events and projects across Swansea, including the Big Conversation, Pupil Voice Forum, a consultation on services for children whose first language is not English, forums for Children who have experienced care and the Play Sufficiency Assessment. Additionally, specific consultation was undertaken on several new and upgraded play areas, as well as the design of the Dilly Trail and “Dilly Footprints” which is part of the new Kingsway development. We celebrated International Children’s Rights Day in Swansea by presenting our work to over 100 guests from across Wales

### **5.10 Education and schools**

We continued to work with the Show Racism the Red Card programme during 2018-2019 by participating in a number of workshops and events in our schools. The sessions explored various issues around racism, stereotyping, terminology and media influence. Schools from Swansea were also well represented at the annual Show Racism The Red Card Wales creative competition awards. There was a range of categories from clothing design and creative writing to digital media and poster design. This year’s special category saw pupils tasked with designing an anti-racism advert for Show Racism the Red Card which is the UK’s largest anti-racism educational charity.

A number of schools in Swansea have been using My Concern to record instances of safeguarding/well-being concerns. We have promoted the software in order to get an overarching view of all incidents across schools in Swansea. Work has taken place with a group of primary Head Teachers to re-develop My Selfie. My Selfie provides primary pupils with the opportunity to directly feedback on their school life and wellbeing. The website provides sign-posting to well-being and safeguarding resources for pupils of all ages. Key teaching staff at schools can make use of the information to gain a holistic understanding of an individual pupil’s needs and development.

The Welsh Government has consulted on new bullying guidance for all schools in Wales and we are awaiting the final publication of this guidance to improve our recording all incidence of bullying in Swansea schools. In addition we will shortly be consulting on a policy that is concerned with ensuring the inclusion of and raising standards for pupils from minority ethnic backgrounds (including young people from gypsy and traveller community) attending maintained schools in Swansea.

### **5.11 Work with Older People**

#### ➤ Live Well, Age Well / Swansea’s Local Wellbeing Plan

We have continued to implement the steps in Swansea’s Wellbeing Plan action plan to meet one of our key partnership objectives – Live Well, Age Well and ensure activity is aligned to Ageing Well work. Swansea’s Public Services Board have endorsed the principles and actions set out in the Dublin

Declaration on Age-Friendly Cities and Communities in Europe and supports the development of a Human Rights City approach in Swansea.

We have continued to raise awareness of the Human Rights Principles for Older Persons and the Human Rights Declaration more broadly. The Ageing Well Engagement Plan has incorporated human rights principles. The review of the 50+ Network to develop a Big Conversation forum for those that are 50+ has enabled us to make explicit links to human rights and ensure that citizens that are 50+ are engaged in a more meaningful mechanisms to have a voice on issues that impact on their lives. The first Big 'Intergenerational' Conversation took place on December 10th 2018 (International Human Rights Day) to launch the start of our intergenerational approach.

Engagement events with our older community members have taken place in relation to what an Age Friendly City looks like for Swansea. Planning colleagues and developers have been provided with advice and resources to ensure City Centre development is considerate of issues relating to Older community members and is accessible to people of all ages. In addition, following feedback from participants at UK Day For Older People which took place on 1st of October 2018, we have developed a Live Well, Age Well Forum, which has identified a number of themes including Digital Inclusion, Health & well-being, Transport & Safety, which are important issues for Older People.

We have continued to work with the Network 50+ and Dementia Friendly Swansea to develop work around Ageing Well. A Health & Well-being Forum was held with a variety of community groups and individual 50+ members. We have also co-produced a Dementia Friendly Action Plan which will be further developed in 2019/20. An action plan and engagement plan has been developed within the Life Stages team setting out priorities for the next three years; this includes promoting Intergenerational projects e.g. the BIG Intergenerational conversation, Dementia Friendly Schools and Dementia Friendly Homes.

## **5.12 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 five ways of working help us involve people more effectively, focus on prevention and early intervention, align our priorities with other organisations and Council services to achieve better integration, collaborate and work better with partners and focus on the long term outcomes. These behaviours create an enabling environment that supports works towards our strategic equality objectives.

### **5.13 Poverty**

Tackling Poverty continues to be a corporate priority and one of six key objectives within our Corporate Plan. Our Tackling Poverty Strategy continues to support the premise that Tackling Poverty is Everyone's Business. A cross departmental Delivery Plan sets out commitments across the Council ensuring that tackling poverty is everyone's business. Key actions from the Delivery Plan have ensured a cross departmental approach to delivering on utilising the Policy In Practice Data to target appropriate services at households in need or at risk. 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 Swansea Poverty Partnership Forum has met quarterly throughout 2018/19 providing an opportunity for partnership discussion and the sharing of knowledge and best practice. The Forum has considered a number of topics this year including Universal Credit and the predictions made by the Policy In Practice data analysis, Swansea Working, Regional Learning and Skills Partnership and Holiday Hunger. Membership has grown over the previous year with many organisations represented at the forum.

The Financial Inclusion Steering Group has also met quarterly through 2018/19 providing an opportunity for organisations involved in the provision of financial support to network and share good practice. This has been particularly useful during the roll out Universal Credit in Swansea which has dominated the agenda throughout the year. Several pieces of work have been delivered though the group including the production and distribution of the 'Quids In!' guides and the delivery of the Loan Shark Awareness Training to front line staff in Swansea.

The Poverty Reduction Policy Development Committee – a cross party Council committee established to develop new Council policies in relation to reducing poverty - has examined a number of topics during 2018-19 including; welfare reform, high cost lending, the effectiveness of employability programme such as Swansea Working and Extended Childcare, diverted

giving and Extended Childcare and subsequently made Policy recommendations.

Steps have been taken to establish a Swansea Poverty Truth Commission which will bring together key decision makers with people with direct lived experience of poverty. A series of meetings were recently held to explore the interest in developing a Poverty Truth Commission for Swansea. Facilitated by Andrew Grinnell (Leeds Poverty Truth Commission), the three meetings engaged with Civic Leaders, key organisations and people with lived experience of poverty. Preparations are being made for the next step of setting up a 'Start-Up Group' and identifying potential Commissioners.

#### **5.14 Lifelong Learning Service**

The Life Long Learning Service (LLS) continues to develop and deliver Essential Skills, digital literacy, family learning and learning for life courses across Swansea. The Service works with partner providers to ensure clear progressive pathways between learning opportunities from engagement to accredited provision and training opportunities are available. The Service has worked with employability partners to develop and deliver a number of bespoke programmes to meet a range of learners' needs and improve employability prospects. These include sector specific accredited courses, accredited training opportunities and intensive employability programmes addressing literacy, numeracy, digital literacy and essential employability skills. Partnership working between providers and employability services continues to strengthen and increase both learning opportunities and employability prospects.

Swansea Learning Festival for 2019 - Unlocking Opportunities - was held between the 1<sup>st</sup> and 6<sup>th</sup> April 2019. The event included over 300 free events and catered for a range of interests, ages and abilities. Over 8000 participants took part in the event. Activities included interactive taster sessions, exhibitions, demonstrations, performances, workshops and seminars and a free all-day family event in Castle Square. Areas of learning included art and crafts, health and well being, sports and science, technology and media, poetry, entrepreneurial opportunities, business support and employability skills to name a few. The festival's themes of 'Innovation, Inclusive and Entrepreneurial' were also reflected throughout the celebrations. Events took place in traditional learning venues such as libraries, schools and museums but also in some more unusual locations including the Quadrant shopping centre, Castle Square, Swansea beach and pubs and clubs.

#### **5.15 Welfare Reform**

The Welfare Rights Team continues to increase welfare rights awareness and knowledge of the workforce in Swansea. They do this by providing training on a range of welfare benefit issues; an advice line; appointments for appeal representation and complex casework; publications and self-help guides and policy work. The work of the Welfare Rights Team has resulted in changes at both a national and local level; for example the results of a mini take up of

former Incapacity Benefit claimants migrated to Employment and Support Allowance was fed into a national campaign which resulted in the Government agreeing to revise all claimants awards of Contributory Employment and Support Allowance. The result of this take up campaign increased average weekly income by £62.53 and a backdated lump sum payment of £6,089.20 for each of the 17 claimants involved.

The Welfare Rights Team provide appeal representation at both First tier and Upper Tribunal hearings. During 2018-19 a total of 64 appeals were successful in securing rights and entitlements to welfare benefits which raised over £876,200 following appeal representation. It has been estimated that this is worth £3,500,000 to the local economy. The work of the team has in many of the cases prevented eviction proceedings being enforced and has reduced both rent and council tax arrears. This has impacted on all our services, including Child and Family services because the children are no longer at risk. In some cases an award of a Disability Benefit not only increases income but will prevent claimants moving over to Universal Credit in the short term and when they do, they will receive significantly more income going forward. Benefit under-claiming remains a huge issue and households affected by welfare reform are at risk of becoming high demand users of our costly services, where effective income maximisation could de-escalate their issues.

The final 'Policy In Practice' analysis of Swansea's Single Household Benefit Extract took place in September 2018. A Data Sharing Agreement has been written and approved that allows the household level data to be utilised in order to provide offers of support to targeted and selected cohorts. Welsh Government have commissioned Policy In Practice to carry out a Wales wide analysis; Local Authorities across Wales will be required to submit their Single Household Benefit Extract Data for the analysis

### **5.16 Violence against Women, Domestic Abuse & Sexual Violence**

The Violence against Women, Domestic Abuse & Sexual Violence Strategic Partnership Group have reviewed the objectives in the strategy and established actions for 2019/20. These include projects working with young people to ensure they have healthy, safe and equal relationships.

Swansea's Domestic Abuse Hub continues to support children and their families and takes a 'whole family approach' to support. This Hub ensures a more proportionate response and pathway to police PPNs (Public Protection Notices) issued after a police call-out to an incident. As the overwhelming majority of referrals would not necessarily hit the threshold for statutory intervention, the Hub helps to coordinate early intervention, prevention and family support services. This development is enhanced by a Domestic Abuse One-Stop Shop, with open access to anyone (female or male) who has experienced domestic abuse currently or in the past or to anyone looking for information and support.

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.

A Swansea and Neath Port Talbot commissioning review of domestic abuse provision is underway aiming to ensure that service delivery models are of good quality, financially sustainable, and meet strategic and legislative requirements. The focus of the review will take into consideration the five ways of working and ensure we develop robust data collection across services to evidence impact and ensure there is a continual understanding of client groups and client need. A working group will establish a training package and timetable for delivery. In 2019/20 a new partnership agreement will be developed with service users to ensure there is an agreed way of working so people can get the right support at the right time, to enable them and their family to feel safe and not afraid, now and in the future.

The Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Partnership held its annual White Ribbon Day event to raise awareness amongst professionals and the public of issues around violence against women. This was supported and attended by MPs, Councillors, the Swans, Ospreys and a range of public services

### **5.17 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.

### **5.18 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 2018 – 2019 were:

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

## 5.19 Website

To help us make the Swansea Council website accessible, Digital Services uses the Web Content Accessibility Guidelines (WCAG) 2.1. These guidelines explain how to make web content more accessible for people with disabilities, and user friendly for everyone.

The guidelines have three levels of accessibility (A, AA and AAA) and level AA is the target for the Swansea Council website. We aim to ensure that the site is free of jargon, uses simple, plain English and Welsh, is easy to search and presents information in a logical order. The Web Team provides support to web editors and written guidance via the staff portal (Staffnet) to encourage clearly written, consistent pages. Following on from the work done by Swansea Public Service Board on how to produce Easy Read and Plain English versions of documents, there is now information on Staffnet to which staff can refer.

Digital Services promotes [free computer and tablet courses for beginners](#) in Swansea, which are planned and supported by the Digital Inclusion Co-ordinator and delivered by Lifelong Learning tutors. The courses provide a basic introduction to using a device and accessing the internet and provides information on how to keep personal and financial data safe. An important part of the course is teaching attendees how to access money saving deals that are only available online, for example switching energy provider, which supports the Council's anti-poverty agenda. In 2018/2019 there were 454 course attendees, exceeding the target of 440. At present the risk of digital exclusion in Swansea is considered to be low.

The Web Team also helps to promote equality campaigns across the council, including Hate Crime Awareness Week and elements of Community Cohesion. Extensive support was given to the first Swansea Learning Festival with promotion through online advertising as well as facilitating the bookings for various sessions. The Local Well-being Plan pages were developed and promoted both externally and to staff, and the Live Well / Age Well pages were updated. Regular newsletters have been designed and sent on the Ageing Well team's behalf.

Digital Services and Transformation teams undertook a considerable amount of work to ensure the whole council and all the systems used to store data was fully prepared for GDPR in the build up to 24 May 2018. This involved working with all sections of the council to ensure there was a central record of how and where personal and sensitive personal data was collected and to make it clear to service users why their information is taken and how it is used. This is done at the point of data capture and informs them of their rights. The privacy policy was updated and accessible information about [privacy rights for children and young people](#) which complies with GDPR and also helps to support the work done on [children and young people's rights](#) within the council.

Staff from Digital Services also continued to work with Communications and Trading Standards to raise awareness to staff and Swansea residents about the [dangers of scams](#) (including updates on current scams operating in Swansea). Information and regular updates from the Information Security Officer is provided for staff on how to protect their own data and those of our service users both online and offline.

Planning started for a new council website and an EIA screening was submitted in March 2019. A full EIA will be completed and the Web Manager is working with Access to Services to ensure the Disability Liaison group is consulted to provide advice and guidance.

## **6. Concluding comments**

This annual report has allowed us to assess our progress during the third 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.