



## Report of the Cabinet Member for Supporting Communities

Equalities Scrutiny Inquiry Panel – 26 January 2022

### Impact Report: Scrutiny Inquiry into Equalities

<b>Purpose:</b>	To help the Scrutiny Panel to assess the impact of the scrutiny inquiry report into Equalities
<b>Content:</b>	<p>This report deals with three questions related to the impact of the inquiry:</p> <ol style="list-style-type: none"><li>1. What has changed since the report was presented to Cabinet?</li><li>2. Have the agreed recommendations been implemented?</li><li>3. What has been the impact of the scrutiny inquiry?</li></ol>
<b>Councillors are being asked to:</b>	<ul style="list-style-type: none"><li>• Consider the contents of the report</li><li>• Reach conclusions about the impact of the inquiry</li></ul>
<b>Lead Councillor:</b>	Cabinet Member for Supporting Communities
<b>Lead Officer:</b>	Lee Wenham
<b>Report Author:</b>	Rhian Millar, Access to Services Tel: 01792 636732 E-mail: Rhian.Millar@swansea.gov.uk

#### 1. Introduction

- 1.1 The Equalities Scrutiny Inquiry Panel undertook an in-depth inquiry during 2018/19 and presented its final report with conclusions and recommendation to Cabinet on 19 September 2019. The inquiry looked at *How can the Council improve how it is meeting and embedding the requirements under the Equality Act 2010 (Public Sector Equality Duty for Wales 2011)*. This final report can be viewed using this [link](#).
- 1.2 Cabinet made a decision on the scrutiny recommendations at its meeting on 21 November 2019. The Cabinet Member response and action plan were agreed by Cabinet can be viewed using this [link](#).
- 1.4 The final stage of the scrutiny inquiry process is the follow up. It is at this point that usually the original Panel reconvenes in order to assess the impact of the work. A Scrutiny Performance Panel for Equalities has

therefore been reconvened by the Scrutiny Programme Committee and it has been tasked with following up on the impact of this inquiry.

1.5 The purpose of this report is to assist the Panel as it seeks to answer the following three questions, each of which will be dealt with as follows:

- What has changed since the report was presented to Cabinet?
- Have the agreed recommendations been implemented?
- What has been the impact of the scrutiny inquiry?

## **2. What has changed since the report was presented to Cabinet?**

2.1 Since the inquiry concluded the following changes have taken place

- A new Strategic Equality Plan for 2020/24 was developed and published in April 2020. The plan was developed in line with EHRC guidance and incorporates the key recommendations from the Scrutiny Inquiry
- A new Strategic Equality and Future Generation Board has been established. The board has a key responsibility for the actions and recommendations within the Strategic Equality Plan and Scrutiny Inquiry. These elements have been included in the work plan for the board. The board also has responsibility for the Future Generations (especially the seven areas of change identified by the Act). This a key change in the structure to the delivery of Equalities and Future Generations across the Council. A post to support the board has been filled and the board meets once a month. Examples of areas the board have looked at to date include workforce data, consultation and engagement strategy and positive campaigns around equalities.
- The Council and PSB partners have committed to work towards becoming a Human Rights City. On the 10<sup>th</sup> December 2021 Swansea Council along with all members of the PSB signed their intention to become a Human Rights City. It is a vision that we want to share with local communities and citizens of the Swansea region. We need to ensure this takes place by engaging our communities and those we serve in the realisation of their Human Rights. In moving toward becoming a Human Rights City we want to build on work which is taking place across the City informed by a commitment to human rights and social justice. In order to meet our ambition to become a Human Rights City we will need to make human rights the foundation of our service planning and delivery. We have established a steering committee to drive this aim which includes local authority officers and representatives from the all of the PSB organisations.
- In response to our action to improve our workforce data CMT agreed to set up a new Workforce Equalities Group to support the delivery of equalities solutions, engage with the workforce to delivery those solutions, and support us in being an exemplar employer in equalities

related matters. Some of the initial activities identified for this Group include;

- Supporting the delivery of a data cleaning exercise to provide updated data on employee protected characteristics, including Welsh language understanding.
- Being part of the development of the Council's Recruitment and Selection policy and approach to create a more representative and inclusive workforce.
- Supporting the development of equalities and diversity training.
- Help us achieve accreditation as a Disability Confident Leader.
- Supporting delivery of the Welsh Government's Race Equality and LGBT+ Action Plans.

## 2.2 Covid-19

- The Covid-19 pandemic continues to bring significant challenges to the Council. Officers have had to shift focus to ensure that Council services were maintained and those most vulnerable were supported during the crisis.
- Here are some examples of the work that has been done to support communities and vulnerable group in Swansea:
  - 4,500 Council staff moved to work from home using digital technology
  - 221 redeployed and over 300 repurposed Council staff into essential / support services
  - Non-essential services hibernated
  - Emergency child care hubs created in 60 school locations
  - Free school meals services established
  - Social care packages of care reviewed to limit unnecessary contact
  - Over 140 extra social care workers available
  - Two additional emergency care centres opened
  - PPE supply chains bolstered and new suppliers identified
  - PPE supply arrangements established to support all Swansea bay social care locations
  - Risk assessments undertaken on essential roles
  - 1,000-bed surge hospital designed, approved and constructed at bay studios
  - Emergency homeless support established
  - Food supply and distribution networks established
  - Over 1,400 local volunteers recruited
  - Shielding support services established including dedicated helpline, food and medicine delivery, local area workers

## 3. Have the agreed recommendations been implemented?

- 3.1 In responding to the inquiry an action plan was drawn up showing what steps would be taken to implement all of the scrutiny recommendations agreed by Cabinet (see report [here](#)).

3.2 The table at **Appendix A** shows an updated action plan showing progress against each recommendation and specifically:

- the Cabinet decision in respect of each recommendation
- the action taken since the Cabinet response on 21 November 2019 together with any relevant explanatory statements
- the responsible officer(s)
- timescales involved

The table shows that a significant number of actions have been implemented although some have been delayed due to the ongoing pandemic and the need to switch resources and focus to other areas as set out in 2.2 above. However, those areas will be progressed as soon as is practical.

#### **4. What has been the impact of the scrutiny inquiry?**

4.1 As a result of the inquiry, the internal focus on how we deliver Equalities across the Council increased. The direct impact is the development of the Strategic Equality and Future Generation Board.

The board is a significant development and will help embed equalities across the organisation. It has provided us with the infrastructures to monitor, review and deliver on the Councils agreed objectives and actions around equalities.

#### **5. Legal Implications**

5.1 There are no specific legal implications raised by this report.

#### **6. Financial Implications**

6.1 There are no specific financial implications raised by this report.

#### **7. Integrated Assessment Implications**

7.1 There are no specific implications raised by this report.

#### **Background papers:**

Equalities Scrutiny Inquiry Report

Cabinet Report – Response to Equalities Scrutiny Inquiry (21 Nov 2019)

#### **Appendices:**

**Appendix A** – Update Action Plan on Implementation of Agreed Scrutiny Recommendations

## APPENDIX A

### Scrutiny Inquiry on Natural Environment – Cabinet Action Plan Follow Up/Impact

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer
1	Implement a high-level cross council Strategic Equality Group.	Equalities Policy Development Committee (PDC) established and work plan for the remainder of the year agreed.	Aug 2019	Head of Democratic Services
<p><b>COMPLETE</b></p> <p><b>Progress:</b> Equalities Policy Development Committee (PDC) established and work plan for the remainder of the year agreed. Through the course of the year it become clear that an internal strategic group was also needed to support, monitor and champion Equalities across the Council. A paper outlining the scope and role of a new Strategic Equality and Future Generations Board was agreed by the Cabinet Member and CMT. It was identified that a resource was needed to help coordinate and deliver the action plan of the board. We are currently in the process of seeking to appoint a Strategic equality and human rights Co-ordinator to deliver the strategic Equality and human rights strategy and action plans working with departments across the council, as well as supporting the Equality &amp; Future Generations Board by gathering, co-ordinating and monitoring information for the Board on the delivery of the council’s Strategic Equality Plan and, where relevant, Well-being of Future Generations Act. The focus of this post is to help embed equalities across the organisation by supporting the Board to enable the delivery of excellent and accessible services to all residents and contribute to the goal of Swansea becoming a Human Rights City. The Equalities and Future Generations Policy Development Committee has now changed to become the Recovery and Transformation PDC but will continue to work with the Strategic Equality and Future Generations Board where policy gaps are identified.</p>				
2	Develop a new Equality Plan co-productively. Ensure it is more streamlined and outcome and impact focused. The Council should take up	New Equality Plan in development drawing on: <ul style="list-style-type: none"> <li>▪ Recommendations from the Scrutiny inquiry</li> <li>▪ This Cabinet response</li> <li>▪ Consultation activity</li> <li>▪ The ‘Is Wales Fairer’ report.</li> </ul>	Mar 2020	Corporate Performance Manager

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer	
<p>the offer from the Equality and Human Rights Commission (EHRC) Wales to work with us on our Plan.</p>		<p>Due to the timing of activity this year A full co-productive approach is not possible in order to meet the statutory deadline. However, this will form part of the plan from 2020 onwards. The Council will also proactively engage the EHRC on this and future equality plans.</p>			
<p><b>COMPLETE</b>  <b>Progress:</b> A new Strategic Equality Plan for 2020/24 was developed and published in April 2020. The plan was developed in line with EHRC guidance and incorporates the key recommendations from the Scrutiny Inquiry and the key issues identified within the EHRC 'Is Wales Fairer' report. Although, as previously reported, the timing of the development of the plan meant that a fully co-productive approach to its development was not possible, significant consultation was undertaken before and after the development of the new Equality Objectives, which included face-to-face consultation as well as surveys; different languages and formats were also used where possible to help maximise involvement.</p>					
3	<p>Promote "SMART" working with our Equality Forums, ensuring they all have clear terms of reference, work plans and schedules. Ensure better engagement with Council departments and Councillor Champions. Facilitate the establishing of</p>	<p>Leadership Team discussion with Heads of Service to determine and agree areas of consultation, engagement and co-production that can inform the future work plans across all equality forums</p>	<ul style="list-style-type: none"> <li>• Work plans and schedules to be planned across equality forums</li> <li>• Development of the Equality Champions</li> </ul>	Mar 2020	Chief Transformation Officer

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer
Women's and Inter-Faith Consultative Forums.				
<p><b>INCOMPLETE</b></p> <p><b>Progress:</b> Leadership held a discussion about the Equality forums and were encouraged to engage with the forums more in the future. An initial list of proposed areas that would be subject to engagement with the forum was produced, however the Covid pandemic means that this list now needs to be reviewed. Covid has posed a significant challenge in the continuation of our equality forums, however we have adapted and our forums have begun meeting again over the last 6 months. Ensuring we have good engagement mechanisms in place for priority groups has been highlighted as a key priority for the new Strategic Board and going forward we can address this action with the support of the board.</p>				
4	Clarify and further promote the role of Councillor Champions, ensure better engagement with Equality Groups/Forums and establish links with the Strategic Equality Group.	<ul style="list-style-type: none"> <li>• Review of Councillor Champion involvement in light of the work plans and schedules across Equality Forums</li> <li>• Develop a role description for Councillor Champions so responsibilities are clear</li> <li>• Communicate work of the Strategic Equality Group so Councillor Champions can easily engage with the group</li> </ul>	Mar 2020	Policy and Strategy Officer
<p><b>INCOMPLETE</b></p> <p><b>Progress:</b> Covid has posed a significant challenge in the continuation of our equality forums, however we have adapted and our forums have begun meeting again. Ensuring we have good engagement mechanisms in place for priority groups has been highlighted as a key priority for the new Strategic Board and going forward we can address this action with the support of the board. The future role of Councillor Champions within forum engagement and their wider role will be considered by the Strategic</p>				

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer	
<p>Board as part of its action plan. Cabinet Member for Supporting Communities has now taken on “Champions Liaison” as part of the portfolio and meets with Champions regularly to discuss the role, collaborative working and promotion. Following the election in May there will be an opportunity to revisit the role of member champions.</p>					
5	<p>Clarify expectations of those acting in the Equality Staff Representative role. We would expect those nominated to be able to take part in co-ordinating meetings and training and that they are linked to a wider knowledge base/support network for advice, guidance and support.</p>	<ul style="list-style-type: none"> <li>• Equality Champions network already identified</li> <li>• Training underway</li> </ul>	<ul style="list-style-type: none"> <li>• Equality Champions involved in work planning and scheduling so they can lead and co-ordinate at relevant Equality Forums</li> <li>• Further and ongoing training to be delivered</li> <li>• Role description articulated and reviewed annually.</li> </ul>	Mar 2020	Consultation Co-ordinator
<p><b>INCOMPLETE</b></p> <p><b>Progress:</b> Equality Staff Representative have been given presentations and information on easy read/plain English. They have also had presentations regarding coproduction. Work had begun in Feb 2020 to directly involve the champions in the co-ordination of our disability forum. The Staff Representative group met on the 10<sup>th</sup> Jan to clarify their role, meetings have been scheduled for the remainder of the year. The creation of Strategic Board will mean that the role and work plan of the staff equality champions will have more clarity and it was agreed that a board member will attend each meeting as a direct link between the Staff Representative and the Board.</p>					
6	<p>Complete the Carers Strategy as a matter of urgency.</p>	<ul style="list-style-type: none"> <li>• West Glamorgan Regional Partners Board are progressing the development</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to work with carers to develop the strategy</li> <li>• Continue to ensure a co-</li> </ul>	Dec 2020	Director of Social Services



Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer
	<p>of Regional Carers Strategy</p> <ul style="list-style-type: none"> <li>• Arrangements for progressing the development of local and regional strategies are scheduled to commence early 2020 following the appointment of Regional Carers Partnership Board Coordinator</li> <li>• The creation of People Directorate Commissioning Hub will lead to an overview of Carers requirements across the Directorate and enable responsibility for evaluating needs and developing a Carers' Strategy to be allocated to a designated officer(s)</li> <li>• Timescales for developing regional and local Carers Strategies are in development, in collaboration with relevant partner organisations</li> <li>• To ensure the voice of carers are heard a new peer led forum has been launched in Swansea that gives parents and carers of children with</li> </ul>	<p>productive approach working with carers</p>		

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer
	<p>disabilities and additional needs a greater voice in the way services are run and developed</p> <ul style="list-style-type: none"> <li>• The Swansea Parent Carer Forum has been created co-productively with Swansea Council to make sure that the views of all parent carers are represented and taken into account</li> <li>• The forum will work collaboratively in equal partnership with the council and others on developing and improving services in Swansea</li> <li>• The launch, on the 18<sup>th</sup> October, was an important part of connecting with the wider parent carer community and ensuring the Council represents the diverse community. During the launch there was the opportunity for people to find out about and influence the forum's work priorities and meet a number of organisations who work locally with disabled people</li> </ul>			

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer	
	and their families				
<p><b>COMPLETE</b></p> <p><b>Progress:</b> The Regional Carers Strategy has been co-produced and submitted for approval through the Carers Partnership Board and the Recovery Board. Carers have been fully involved in the Regional Strategy Development Group to develop the draft strategy, which should be in place by March 2021. This will inform the local strategy so we add value and not duplicate work.</p> <p>The new Regional Carers Forum is scheduled to start meeting from 21 January 2021 with a series of visioning workshops supported by Dynamix. Work is being planned to integrate the regional and local strategy development work as well as feed into a single regional Action Plan for Carers which will cover initiatives for 2021/22.</p> <p>The Co-production Strategy for Social Care was approved by Cabinet July 2021, this had been co-produced with many carers who are part of the Co-production Network and outlines a journey on how we work together to achieve the expectations of the Social Services and Wellbeing Act around how Local Authorities adheres to the principles of co-production when planning, designing and delivery care and support. This puts people who receive care and support on equal footing with those organising care and support, ensuring voice, choice and control, doing with rather than to, leading to better outcomes.</p> <p>Good progress has been made in this area, however the speed of progress has been impacted by the pandemic.</p>					
7	Complete the review of Recruitment and Selection Policy as a matter of urgency. This should include looking at better promotion of staff vacancies and apprenticeships to different groups, consider advertising these more carefully to	Review of the Recruitment and Selection Policy underway	<ul style="list-style-type: none"> <li>• Complete the review of the Recruitment and Selection Policy</li> <li>• Take a co-productive approach to developing the new Policy and procedures working with equality forums</li> <li>• Incorporate good practice</li> <li>• Establish networks to disseminate.</li> </ul>	Mar 2020	Strategic HR&OD Manager

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer	
<p>promote representation of Black, Asian and Ethnic Minority people (BAME), disabled people, Lesbian Gay Bisexual and Transgender (LGBT), veterans and women in male dominated roles (and vice-versa).</p>					
<p><b>INCOMPLETE</b></p> <p><b>Progress:</b></p> <p>The remit of the newly formed Workforce Equalities Group will include “being part of the development of the Council's Recruitment and Selection policy and approach to create a more representative and inclusive workforce”.</p> <p>This will be supported by the appointment of a Recruitment Specialist, funded by Recovery Fund monies, who will play a lead role in this activity.</p>					
8	<p>Lead positive campaigns celebrating Swansea’s diversity and zero tolerance for discrimination. Use the Swansea 50<sup>th</sup> Year as a City Anniversary to launch what will be an ongoing process.</p>	<p>Throughout the 50<sup>th</sup> year a number of activities have been undertaken to promote diversity, see the list at recommendation 15.</p>	<p>We will create an external communication programme to promote significant dates relating to equality and diversity issues, e.g.</p> <ul style="list-style-type: none"> <li>• Holocaust Memorial Day</li> <li>• LGBT history month</li> <li>• International Women’s Day</li> <li>• Deaf Awareness Day</li> <li>• Mental Health Awareness</li> </ul>	Mar 2021	Head of Communication & Marketing

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer
		Week <ul style="list-style-type: none"> <li>• Swansea Pride</li> <li>• UK Day of Older People</li> <li>• Black History Month</li> <li>• Children's Day</li> <li>• International Day for Elimination of Violence Against Women</li> <li>• World Aids Day</li> <li>• Human Rights Day.</li> </ul>		
<p><b>COMPLETE</b></p> <p><b>Progress:</b> The Covid-19 pandemic has transformed the range of activity done by departments and the communications team to ensure the council's response to the pandemic is properly promoted to staff and to the wider public. Within the response it was recognised that many activities celebrating Swansea's diversity and zero tolerance for discrimination could not be commemorated as originally intended or would have to be cancelled.</p> <p>We are continuing to provide support to significant dates relating to equality and diversity issues, despite major events relating to some of them being cancelled – such as Swansea Pride - due to the Covid-19 pandemic. We provided active support for the online Holocaust Memorial Day event in January. We provided support and undertook a range of communication activity on the Human Rights City launch on the 10<sup>th</sup> Dec 2021.</p> <p>In addition to this we have provided communications support to those council initiatives which have taken place relating to promoting diversity and zero tolerance of discrimination. We have also provided support to on-going activity by the council to support those affected by domestic abuse during the pandemic.</p> <p>Our communications activity has also focussed on highlighting to staff new council services which have made a real difference in ensuring that the most vulnerable in our communities have access to the support they need during the pandemic.</p> <p>Over the next year we will undertake activity around the following (Covid restrictions allowing):            We will create an external communication programme to promote significant dates relating to equality and diversity issues, e.g.</p>				

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer	
<ul style="list-style-type: none"> <li>• Holocaust Memorial Day</li> <li>• LGBT history month</li> <li>• International Women’s Day</li> <li>• Deaf Awareness Day</li> <li>• Mental Health Awareness Week</li> <li>• Swansea Pride</li> <li>• UK Day of Older People</li> <li>• Black History Month</li> <li>• Children’s Day</li> <li>• International Day for Elimination of Violence Against Women</li> <li>• World Aids Day</li> <li>• Human Rights Day.</li> </ul>					
9	<p>Review training opportunities to ensure they are fit for purpose. Including:</p> <ul style="list-style-type: none"> <li>a) Ensuring better uptake of equality related training amongst staff, especially front facing staff.</li> <li>b) Ensuring middle managers have completed training and encourage staff to do so</li> <li>c) Developing training with equality groups where</li> </ul>	<ul style="list-style-type: none"> <li>• Review of mandatory training completed. Equalities training remains mandatory and is therefore a requirement for all staff to complete either via e-learning or face-to-face</li> </ul>	<ul style="list-style-type: none"> <li>• Reviewing the list of employees that have / have not completed the mandatory training including refreshers and working with managers to address any gaps</li> <li>• Commissioning and co-producing training alongside the Strategic Equality Group and equality forums</li> <li>• Using existing HR&amp;OD networks to investigate and adopt good practice and share resources wherever possible</li> </ul>	Sept 2020	Strategic HR&OD Manager

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer
<p>possible.</p> <p>d) Ensuring the opportunities to do the training are repeated regularly particularly around unconscious bias, using alternative formats and making a reasonable adjustment.</p> <p>Smarter working with others to meet our duty well by investigating the sharing of some training and consultation activities with other large organisations and/or procure jointly to improve economies of scales.</p>				
<p><b>COMPLETE</b></p> <p><b>Progress:</b></p> <p>E-learning training for employees has been updated, in conjunction with the Strategic Equality Group and HR&amp;OD networks, to reflect best practice, including recognition of “unconscious bias” A supporting e-learning tool is in the process of being produced for intended delivery by mid- February 2022, together with a “toolbox” training tool for delivery to frontline workers. A report will be produced identifying employees that have completed e-learning training by mid-February.</p>				

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer	
<p>There have been necessary and unavoidable delays due to the limited resource (1FTE) available and the requirement to prioritise the recruitment and training of TTP teams newly employed in the Council during the COVID-pandemic. Additional resource has now been funded to enable the delivery of training objectives.</p> <p>As part of the Workforce Strategy for 2022-25, a Workforce Equalities Group is being established to deliver on a range of equalities related issues for our workforce. This includes;  <i>“Supporting the development of equalities and diversity training.”</i></p>					
10	Support the continued development of community hubs across the Council area and ensuring that all staff involved have full equalities training.	The strategy and business case around community hubs has been reviewed with digital at the heart of the hub model.		Mar 2022	Head of Property Services
<p><b>INCOMPLETE</b></p> <p><b>Progress:</b></p> <ul style="list-style-type: none"> <li>• Prior to the pandemic two community hub pilots were undertaken in order to co-locate services, e.g. Housing and Library staff. These provided valuable learning alongside new community models which emerged as a result of the pandemic.</li> <li>• In light of this learning the Council is therefore revisiting its strategy for Community Hubs following the Welsh Government’s ambition (as a result of the pandemic) to move towards 30% of Welsh workers working from home or close to home. The Council is already working with other public sector partners and other businesses to deliver a new hub model. The model will have a ‘digital first’ approach at its heart so that staff and Councillors can work remotely from these hubs, whilst delivering joined-up public sector services to residents</li> <li>• The Council has been working with Welsh Government on the Workplace Hub initiative and have proposed Swansea Civic</li> </ul>					



Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer	
<p>Centre as a pilot.</p> <ul style="list-style-type: none"> <li>The main focus for Community Hubs and the provision of access to public services to supplement the digital first model has been the new City Centre Community Hub to be based in the former BHS</li> <li>Consultants are assisting officers with the delivery model which will then inform a wider roll out to communities. This extended piece of work is being funded by the Community Renewal Fund for a feasibility study to utilise community buildings to maximise space for communities and business.</li> </ul>					
11	<p>Address the significant issues with the Council website as identified in this report. Key aspects should be developed co-productively. Consider use of more 'hover over' facilities for key words where pictures are shown. Be mindful of problems with PDFs/tables for screen readers.</p>	<ul style="list-style-type: none"> <li>To produce a new Council website with improved accessibility to meet AA standard using W3C 2.1 guidance</li> <li>Alt tags are present on all images already for screen readers, or when images are not loaded</li> <li>Web editors are already advised to use tables only when absolutely necessary to display information and to keep tables as small and simple as possible</li> <li>Guidance for web editors has been produced and is supplemented with new content as it is developed: <a href="https://www.swansea.gov.uk/saffnet/websiteaccessibility">https://www.swansea.gov.uk/saffnet/websiteaccessibility</a></li> </ul>	<ul style="list-style-type: none"> <li>To meet with the Disability Liaison Group to discuss any current difficulties using the site</li> <li>To co-produce the new site utilising their experiences to improve accessibility for a wide range of user needs</li> <li>To ask web editors to add Word versions of smaller pdf documents to improve accessibility for users, especially those using screen readers</li> </ul>	Jun 2020	Web Development Manager
<b>COMPLETE</b>					

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer
<p><b>Progress:</b> The new council website went live on 18 August 2021 with contributions and testing done by councillors including the Digital Inclusion Working Group, staff members, and other external groups including the Parent Carer Forum.</p> <p>Improvements include:</p> <ul style="list-style-type: none"> <li>• Tables and important pdfs have been reformatted into webpages wherever possible, so that this content is easily accessible and can be found more easily via search engines.</li> <li>• All images on the sites have a descriptive label (whether that is displayed when the user is hovering over the image is up to the browser used rather than the website)</li> <li>• Emphasis has also been put onto the language used in the site, with many pages being rewritten to aim for a reading age of 11-12 years old</li> <li>• Save function on long forms, so that the user does not lose any information they have provided.</li> </ul> <p>Further guidance on accessible content has been produced for staff and several more stories have been published on Staffnet during the year to highlight this issue.</p> <p>Once the website was live, the email address to report any issues with the site was displayed on every page of the sites for two weeks. This was then replaced with the link to the feedback form for a further week before moving this to the footer of every page. There have not been any reports of accessibility issues, but some of the feedback has been utilised to improve the site search. There weren't any negative comments about the site seen on social media.</p> <p>Although the Disability Liaison Group did not meet formally during the lead-up to the site going live, members' views were sought via email through Access to Services with an open invitation to contact the Web Manager with any feedback. The Web Manager will attend the group on a regular basis for feedback.</p> <p>Testing of the new site has been done via browser extensions, for example Axe which is used by Government Digital Services, and also Silktide, both showing a huge improvement on the previous site with most pages meeting AA standard using the W3C 2.1 guidance. Also, the council's website has jumped 218 places in the most recent Sitemorse report which ranks every English, Welsh and Scottish council's website on accessibility, content/links, code quality, performance and brand. The report was the first since the new Swansea and Abertawe sites went live and we are the second most-improved website behind Tewkesbury, moving up 218</p>				

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer	
<p>places (to 119 out of 410).</p> <p>A report is being produced comparing the various tools available to regularly test the website's accessibility. The selected tool will also be used to help the web editors as they add content to the site, because however well the templates and framework of the site works, it is often the content and formatting which makes the pages less accessible. We will also be running tests on the various portals and so that we can feed back to the third party providers on improving their accessibility.</p> <p>Further feedback on the site will be welcomed.</p>					
12	Develop more easy read and plain English resources.	<ul style="list-style-type: none"> <li>• Departmental Equality Representatives facilitated a session with Swansea People First on Easy Read/Plain English</li> <li>• Public Service Board funding has trained a number of officers in producing Easy Read documents</li> <li>• A new Consultation and Engagement Strategy is being developed which clarifies responsibility around easy read and other alternative formats</li> <li>• Social Services are working co-productively with Swansea People first in developing Easy Read/Plain English formats</li> </ul>	<ul style="list-style-type: none"> <li>• Raise awareness with staff on the importance of producing Easy Read and Plain English documents</li> <li>• Share best practice internally from areas within the authorities who are at the forefront of developing Easy read and Plain English documents</li> <li>• Consult with users to understand where people would benefit from more Easy Read and plain English resources</li> </ul>	Mar 2021	Consultation Co-ordinator
<b>INCOMPLETE</b>					

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer	
<p><b>Progress:</b> Examples of easy read and plain language documents were circulated to the staff Equality Champions; the next steps is to make these available as on an online resource for officers. Initial engagement took place with Swansea Peoples first to try to establish where people would benefit from more Easy Read and plain English resources. Wider engagement needs to take place to inform the Council's provision of easy read and plain English. This item will be picked up by the Strategic Board on its work plan,</p>					
13	<p>Build upon the development of a Co-production Strategy with inclusion of a Toolkit for use by staff across the authority.</p>	<ul style="list-style-type: none"> <li>Co-production Strategic Framework developed</li> </ul>	<ul style="list-style-type: none"> <li>Work with the Strategic Equality Group to further develop the framework and draft action plan</li> <li>Develop e-learning materials and a toolkit for staff and teams looking to use co-production in service design, development and changes</li> </ul>	Sept 2020	Chief Transformation Officer
<p><b>INCOMPLETE</b></p> <p><b>Progress:</b> We have completed a Corporate Co-production Framework which was taken to the PDC and CMT. We have devised and delivered training to CMT and Cabinet on Co-production, delivered by a trainer from the University. The next step is to review the action plan within the framework with support of the Strategic Board. A further report has been taking To the PDC and a workshop on coproduction is being organised to agree the next steps. Corporate its recognised that the framework outlines key principles, aims and milestones, the lead has always maintained that the milestones were aspirational due to limited availability of resource with the skills and knowledge to deliver the programme. The Covid-19 Crisis posed significant and unprecedented challenges to the way we deliver our services, support partnership working and our way of life. As we transition from the pandemic, we realise that it has created an opportunity to rethink the way in which the Council operates, this has highlighted the need for a review and fresh approach to the coproduction framework and action plan.</p> <p>The Co-production Strategy for Social Care has been approved, this has been co-produced with many service users who are part of the Co-production Network and outlines a journey on how we work together to achieve the expectations of the Social Services and Wellbeing Act around how Local Authorities adheres to the principles of co-production when planning, designing and delivery care and support. This puts people who receive care and support on equal footing with those organising care and support,</p>					

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer	
ensuring voice, choice and control, doing with rather than to, leading to better outcomes.					
14	Collect better data on our workforce and develop better resources to encourage staff to give their personal data, for example based upon a toolkit by Stonewall 'what it has got to do with you'. In future report on 'pay gaps such as disability and BAME, as well as gender.	<p>The Council includes an Equal Opportunities form with every recruitment application pack and new starter pack. This information is collated in order to provide Welsh Government with a full range of Equalities Data</p> <p>The Council produces its annual gender pay report and has an action plan to close the gap.</p>	<ul style="list-style-type: none"> <li>• Revision of the Equal Opportunities form (in line with the Welsh Government template)</li> <li>• Revision of the Staff Profile Survey</li> <li>• The Council is working on broadening the application process during recruitment (see recommendation 7)</li> <li>• The Council plans to increase employee self-service to capture additional data</li> <li>• The Council will work towards achieving the Disability Confident Employer Standard</li> <li>• HR staff are working with the Poverty &amp; Prevention Team to attract minority groups during recruitment</li> </ul>	Mar 2021	Service Centre Manager / Strategic HR&OD Manager
<p><b>INCOMPLETE</b></p> <p><b>Progress:</b> These activities have been placed on hold pending availability of resource re-prioritised to support COVID. We're also in the middle of the Oracle Fusion project and will be covering self-service in the coming months, so will have more information on what the system is able to provide around employees entering their own details once the project progresses. As part of the Workforce Strategy for 2022-25, a Workforce Equalities Group is being established to deliver on a range of equalities related issues for our workforce. This includes:  <i>"Supporting the delivery of a data cleaning exercise to provide updated data on employee protected characteristics, including Welsh language understanding."</i></p>					

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer	
15	<p>Develop an internal communications rolling programme, led by the Strategic Equality Group, to promote training, challenge negative views or attitudes and provide positive messages to staff.</p>	<p>A significant number of internal communications initiatives have already taken place this year, including:</p> <ul style="list-style-type: none"> <li>• Swansea Council and Swansea 50 major sponsor to Swansea Pride</li> <li>• Council LGBT+ Staff Group coordinated large council presence and participation at Pride</li> <li>• Pride flags flown from civic buildings for LGBT History Month, during Pride and for IDAHOT (International Day Against Homophobia, Transphobia and Biphobia)</li> <li>• Internal LGBT+ staff campaign – profiles of members and their stories.</li> <li>• Swansea Icons poll encourages people to vote for Swansea’s greatest icon. Features a wide range of people representative of the city’s diversity.</li> <li>• Royal visit as part of Swansea 50 meet and greet learning disabilities service clients who work at the Victoria Park</li> </ul>	<p>Our Equalities, HR and Communications teams will work with the Strategic Equality Group to:</p> <ul style="list-style-type: none"> <li>• Establish key messages for staff</li> <li>• Identify opportunities to promote existing work and training opportunities within this area</li> <li>• Provide updates on communication activities undertaken both internally and externally around equality and diversity issues.</li> </ul>	Mar 2020	Head of Communication & Marketing

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer
	<p>kiosk.</p> <ul style="list-style-type: none"> <li>• Profile on Hanif Miah – owner of Patti Pavillion as part of Royal visit.</li> <li>• Street Party in St Helens Road for Swansea 50 celebrating the area’s cultural diversity</li> <li>• Holocaust Memorial events (school based)</li> <li>• Well-being strategy consultation promotion</li> <li>• Dementia friends training for staff and promotion of the scheme</li> <li>• High 5 Awards, celebrating success of Young people who have succeeded against the odds to make things better for those around them. Winners this year (as in previous years) have included a number of ethnic minorities and those with disabilities.</li> <li>• Welsh Veterans Awards – council awards success</li> <li>• World Social Work Day – videos and feature articles for staff</li> <li>• Hearing Loop System for meetings – communications to</li> </ul>			

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer
	<p>raise awareness and encourage staff to use this facility</p> <ul style="list-style-type: none"> <li>• Local Area Coordination – promotion of the work of the local area coordination team within the community (staff and external)</li> <li>• International Woman's Day staff events and profiles. (staff and external)</li> <li>• Safeguarding Week – videos and feature articles for staff to raise awareness of the issues and encourage staff to take training</li> </ul>			
<p><b>COMPLETE</b></p> <p><b>Progress:</b> Departments within the council lead on a range of programmes and activities aimed at promoting training, challenge negative views or attitudes and provide positive messages to staff. These activities are promoted and supported at a corporate level by the Communications Team through a range of platforms including Staffnet, social media and the Chief Executive's blog.</p> <p>The Covid-19 pandemic has transformed the range of activity done by departments and the communications team to ensure the council's response to the pandemic is properly promoted to staff and to the wider public. We are continuing to provide support to significant dates relating to equality and diversity issues, despite major events relating to some of them being cancelled – such as Swansea Pride - due to the Covid-19 pandemic. We provided active support for the online HMD event in January and significant support to the Human Right Event in December. .</p> <p>In addition to this we have provided communication support to those council initiatives which have taken place relating to promoting diversity and zero tolerance of discrimination. This includes supporting Black History Month, White Ribbon Day, the Change-Makers' Festival and Interfaith Week. We have also provided support on-going activity by the council to support those affected by</p>				



Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer	
<p>domestic abuse during the pandemic.</p> <p>Our communications activity has focussed on highlighting to staff new council services which have made a real difference in ensuring that the most vulnerable in our communities have access to the support they need during the pandemic.</p> <p>Lee Wenham sits on the Strategic Equality Board and provides a direct link between communications and Equalities issues arising.</p>					
16	<p>Continue steps towards Swansea becoming a Human Rights City; explore how we could embed the UN Convention on the Rights of Persons with Disabilities and the UN Convention on the Elimination of Discrimination Against Women in the same way as with the UN Convention on the Rights of the Child. Ensure these Conventions are reflected in the Councils new Equalities Plan in 2020.</p>	<ul style="list-style-type: none"> <li>• Work undertaken by the Council in relation to the United Nations Convention on the Rights of the Child (UNCRC) has developed to include a consideration of Human Rights. A significant amount of the work already undertaken by the Council takes into account Human Rights, but not all of it captured.</li> <li>• PSB Member reconfirmed their commitment to become a Human Rights City in June 2021</li> <li>• Steering group made up of PSB was established to work on Human Rights City</li> <li>• Baseline survey and engagement session were held with numerous key groups and partners</li> <li>• PSB leads formally signed a</li> </ul>	<ul style="list-style-type: none"> <li>• PSB steering group to develop an action plan to deliver becoming a Human Rights City on the 10<sup>th</sup> December 2022</li> </ul>	Dec 2022	Consultation Co-ordinator

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer	
		Statement of Intent committing to work towards becoming a Human Rights City			
<p><b>INCOMPLETE</b></p> <p><b>Progress:</b> A working group has been established looking at approaches to becoming a Human Rights City. It was agreed this would now be taken up by the new Strategic Equalities and Future Generations Board. A paper outlining the scope and role of a action plan of the board. We are currently in the process of seeking to appoint a Strategic equality and human rights Co-ordinator to deliver the strategic Equality and human rights strategy and action plans working with departments across the council, as well as supporting the Equality &amp; Future Generations Board by gathering, co-ordinating and monitoring information for the Board on the delivery of the council's Strategic Equality Plan and, where relevant, Well-being of Future Generations Act. The focus of this post is to help embed equalities across the organisation by supporting the Board to enable the delivery of excellent and accessible services to all residents and contribute to the goal of Swansea becoming a Human Rights City.</p>					
17	Develop further opportunities for adults with disabilities, including looking at expanding our social enterprise base.	<ul style="list-style-type: none"> <li>• Employability support and sector specific skills training for citizens through Swansea Working and associated employability programmes. This has included enterprise support.</li> <li>• Personalised 121 employability mentor support for citizens</li> <li>• Adult Learning training and accreditation in numeracy, literacy and digital Essential Skills</li> <li>• The Commissioning Review of Day Opportunities which is</li> </ul>	<ul style="list-style-type: none"> <li>• Increased promotion of employment and skills support for adults with disabilities</li> <li>• Alignment of all employability support through the Employability Commissioning review</li> <li>• A key focus of work of the new West Glamorgan regional Research, Innovation and Improvement Hub will be development of Social Enterprise, once established</li> </ul>	Mar 2021	Director of Social Services

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer
	<p>now underway will actively consider the development of social enterprise as part of the range of future options</p> <ul style="list-style-type: none"> <li>• The Council has supported the parents of an individual with a learning disability to establish a Community Interest Company</li> <li>• Supporting the parents of people with a learning disability who wish to develop a social enterprise in Swansea</li> <li>• Bid for the Foundational Economy Fund to establish micro enterprises and cooperatives</li> <li>• The Local Area Co-ordinators regularly work alongside people with both learning and physical impairments</li> <li>• Cwmtawe has set up Cwm Alliance Community Interest Company which will be providing services around wellbeing</li> <li>• Regional funding available from West Glamorgan supports the development of a</li> </ul>			

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer	
	number of social enterprises				
<p><b>INCOMPLETE</b></p> <p><b>Progress:</b> The Possibilities for People events, run by a West Glamorgan regional sub group of the Recovery Board, has identified proposals for improving the way the communities play a part in our regional transformation initiatives. This has been supported by analysis of research and lessons learned from the COVID-19, using the regional Research, Innovation and Improvement (RI&amp;I) co-ordination function. The proposals are under development and will facilitate more community-led activity including the development of social enterprises. This aligns with the current Social Enterprise Development Officer roles co-ordinated by Swansea Council for Voluntary Service (SCVS), which is funded through the Regional Partnership.</p> <p>The Foundational Economy Project continues to progress, albeit at a slower rate due to the pandemic, the pilot project in Gower and Clydach areas and aims to change the nature of care and support delivery and intends to put people who have care and support needs in control of the design and delivery of their care and directly connect them with community-based organisations that can provide a local, flexible and responsive service. The project is run jointly with the Council, SCVS and Wales Co-operative.</p> <p>For 2021 we are working with Wales Co-operative Centre to create the guide on how-to-do-it, which is promote social value models in a market environment and the role of commissioning in achieving social value outcomes beyond the market.</p>					
18	Work with teachers and learners to tackle issues around gender stereotyping in schools particularly relating to sporting activities.	All schools have a Strategic Equality Plan in place and must include equality objectives and explain how the school will achieve them. They must also demonstrate that the school collects relevant information and evidence on which to base its decisions. The plan is also required to outline processes for monitoring progress and assessing equality impacts.	The SEP template for schools will be reviewed in 2019/2020 and additional areas can be considered as part of this review.	Mar 2021	Head of Stakeholder Engagement Unit

Recommendation	Action already being undertaken	New Action Proposed	Time scale	Responsible Officer
		<p>Equality objectives should be linked to existing strategies and approaches to inclusion, bullying, behaviour management, improving attainment, pupil voice, wellbeing and pupil support. Schools should seek to build on their existing work and to ensure questions of equality and fairness are considered in the mainstream of activities.</p> <p>In addition to the above, some of the equality objectives included in schools' plans will emanate from issues identified as a result of consultation undertaken with pupils, parents, carers and governors. These combined objectives, together with issues arising from analysis of the school's data will form the basis of the equality objectives within the SEP for the next four years.</p>		
<p><b>INCOMPLETE</b></p> <p><b>Progress:</b> The Education Directorate has re-profiled one officer's post (Pam Cole) to have a major focus on Equalities as well as the current focus Minority Ethnic and Traveller children. Covid continues to impact on the prioritisation of work in our Directorate however we are confident that the review will now take place in the early part of 2022 with a new template provided to schools by the end of the current academic year.</p>				