



Dinas a Sir Abertawe

Hysbysiad o Gyfarfod

Fe'ch gwahoddir i gyfarfod

Panel Perfformiad Craffu - Gwella Gwasanaethau a Chyllid

Lleoliad: Remotely via Teams

Dyddiad: Dydd Llun, 14 Rhagfyr 2020

Amser: 10.00 am

Cynullydd: Y Cynghorydd Chris Holley OBE

Aelodaeth:

Cynghorwyr: P M Black, P Downing, L S Gibbard, P R Hood-Williams, L James, M H Jones, P K Jones, J W Jones, I E Mann, B J Rowlands a/ac D W W Thomas

Agenda

Rhif y Dudalen.

- 1 Ymddiheuriadau am absenoldeb.**
- 2 Datgeliadau o fuddiannau personol a rhagfarnol.**
<https://www.abertawe.gov.uk/DatgeluCysylltiadau>
- 3 Gwahardd Pleidleisiau Chwip a Datgan Chwipiau'r Pleidiau**
- 4 Cofnodion.** **1 - 4**
Derbyn nodiadau'r cyfarfod(ydd) blaenorol a chytuno eu bod yn gofnod cywir.
- 5 Cwestiynau gan y Cyhoedd**
Rhaid cyflwyno cwestiynau'n ysgrifenedig, cyn hanner dydd ar y diwrnod gwaith cyn y cyfarfod fan bellaf. Rhaid i gwestiynau ymwneud ag eitemau ar yr agenda. Ymdrinnir â chwestiynau o fewn cyfnod 10 munud.
- 6 Adroddiad Adolygu Cydraddoldeb 2019-2010** **5 - 88**
Y Cyng. Louise Gibbard, Aelod y Cabinet dros yr Cefnogi Cymunedau Joanne Portwood - Swyddog Polisi a Strategaeth
- 7 Llythyrau** **89 - 94**

Cyfarfod nesaf: Dydd Llun, 11 Ionawr 2021 ar 10.00 am

Huw Evans

Huw Evans
Pennaeth Gwasanaethau Democrataidd
Dydd Llun, 7 Rhagfyr 2020

Cyswllt: Craffu

Agenda Item 4



City and County of Swansea

Minutes of the **Scrutiny Performance Panel – Service Improvement & Finance**

Remotely via Teams

Monday, 9 November 2020 at 10.00 am

Present: Councillor C A Holley (Chair) Presided

Councillor(s)

P M Black
L James
J W Jones

Councillor(s)

P Downing
M H Jones
B J Rowlands

Councillor(s)

P R Hood-Williams
P K Jones
D W W Thomas

Other Attendees

Mark Thomas

Cabinet Member - Environment Enhancement & Infrastructure Management

Officer(s)

Adam Hill
Chris Howell
Ben Smith
Emily-Jayne Davies
Michelle Roberts

Deputy Chief Executive / Director of Resources
Head of Waste Management
Chief Finance Officer / Section 151 Officer
Scrutiny Officer
Scrutiny Officer

Apologies for Absence

Councillor(s): I E Mann

1 Confirmation of Panel Convener

The Panel agreed that Cllr Chris Holley would be re-appointed as Convener.

2 Disclosure of Personal and Prejudicial Interests.

No disclosures of interest were made

3 Prohibition of Whipped Votes and Declaration of Party Whips

No declarations were made.

4 Minutes

The Panel considered letters and minutes from previous meetings and agreed the minutes of the meeting on 21st September 2020 as an accurate record of the meeting.

5 Public Questions

No questions were submitted by members of the public.

6 Q1 Budget Monitoring Report 2020/21

7 Review of Revenue Reserves

8 Mid Term Budget Statement (Verbal)

The Chief Finance Officer and Director of Resources attended the meeting to present the report and answer questions. It was noted that:

- Revenue and Capital Budget Monitoring Report Q1 2020/21 tries to bridge the normal budget reporting style for Q1 and the wider challenges of Covid-19.
- Recommendation 3 is unusual - to draw such sums as £10m from reserves, however, this is consistent with accepted advice to Council.
- Council Tax arrears at the end of 2019-20 was £4.7m and the cumulative total is nearer £10m.
- Expectations are for a £2.5m shortfall in council tax this financial year.
- The Chief Finance Officer confirmed he is confident will nevertheless be in a position to balance the overall budget.
- Projected £16m overspend in the Place Directorate
- Swansea Council is unusual in that it owns much of the city centre land following the Second World War, therefore the largest commercial landlord in the city centre.
- Business grants of £53m were distributed during Q1, and continue into Q2.
- Officers expect the Q2 report to indicate the service over spend is down, reflecting the realisation of more grants.
- Panel queried whether Welsh Government would cover the Council Tax shortfall (Q1) and the £10m over spend. It remains uncertain as to whether any of this can be reimbursed.
- Cardiff University is keeping track of sums allocated via UK and Welsh Gov funding streams for Welsh Local Government as a whole.
- Panel queried whether the Council is at risk of any fines and penalties (for example over waste and recycling). Early indications are that Welsh Gov are sympathetic and unlikely to impose such fines but will look at it on a case by case basis.
- Panel drew attention to the Housing Revenue Account (HRA) not being adversely affected during Q1.
- The Chief Finance Officer emphasised that general fund reserves remain at the minimum safe level and are at the lowest they can be in his opinion.

9 Recycling and Landfill - Annual Performance Monitoring Report 2019/20

The Panel thanked the Cabinet Member and the Waste Services Manager for presenting the report and answering their questions. It was noted:

- At the end of March 2020 the 64% recycling target was met; an increase of 2.1% from the previous year.

- 2000 tonnes of waste avoided landfill, likely due to success of Keep It Out campaign.
- Swansea mostly utilises landfill. Most other authorities send all their non-recyclable waste to incineration.
- If incinerated, can claim up to an extra 6% recycling rate that is accounted for by recycling tonnage from the residue ash produced.
- Concerns raised over potential impact on climate change and Co2 emissions from waste incineration.
- The only available, realistic, option currently is incineration.
- Looking at other options as there are constantly new technologies being developed, although none are available to us at this time.
- Likely that the Council will therefore take a short-term contract for incineration, and then move towards other newer market options and methods as they become available.
- The recycling target of 64% may not be met this year (2020/2021). This situation is affecting all councils in Wales.
- We can attribute shortfalls to the impact of Covid-19.
- Not expecting any fines or penalties and understand that Welsh Government are sympathetic to this situation.
- Sites are now open and a booking system is now in place at Llansamlet.
- Black bag disposal can resume before the end of this financial year.
- Long-term strategy needs to be centred on re-use rather than disposal. 'Energy from waste' is the best option currently.
- The Council is looking at a balance of an affordable available solution with flexibility to move into emerging technologies as and when they become available
- A new round of the waste trainee scheme has started, and the Keep It Out campaign will be reinvigorated.
- Income here has been hit significantly. 90% of businesses closed so did not require commercial collections. A claim has been submitted to Welsh Government for reimbursement.
- Every outfit utilised for waste disposal is registered with UK regulators.
- This is a verified process and any company who we contract is regulated by NRW, who check on compliance.

10 Planning the Service Improvement and Finance Scrutiny Work Programme 2020/2021

- The draft work plan was noted and agreed.
- Performance monitoring reports will be issued prior to meetings to give ample time for review. Questions can then be directed to the relevant Officer beforehand in order to prepare answers in advance.
- Budget proposal to be reviewed again in March to provide further opportunity to scrutinise if needed.
- Byelaws need in depth review; yet to be scheduled.

11 Letters

The meeting ended at 12.53 pm

Chair

Agenda Item 6



Report of the Cabinet Member for Better Communities

Cabinet – 17 September 2020

Annual Equality Review 2019/20

Purpose:	To publish the Council's Annual Equality Review for 2019/20 in line with the Public Sector Equality Duty and reporting regulations for Wales.
Policy Framework:	Public Sector Equality Duty and reporting regulations for Wales.
Consultation:	Access to Services, Finance, Legal
Recommendation(s):	It is recommended that: 1) Cabinet approve the report content for publication.
Report Authors:	Richard Rowlands / Joanne Portwood
Finance Officer:	Paul Roach
Legal Officer:	Debbie Smith
Access to Services Officer:	Rhian Millar

1. Introduction

- 1.1 The attached report and appendices are the fourth and last report on the Strategic Equality Plan (SEP) 2016/20; a new Strategic Equality Plan 2020/24 was approved in March 2020. It is the ninth review under the Public Sector Equality Duty and reflects the annual reporting regulations for Wales introduced in 2011.

2. Content

- 2.1 The report at Appendix A summarises progress against the former Equality Objectives contained within our previous Strategic Equality Plan 2016/20. Additional information (of relevance to the requirements of the Public Sector Equality Duty) has also been included.
- 2.2 The report is a retrospective review of progress against the actions to meet the Objectives during 2019/20, which is set out in more detail in Appendix B. Details on employment & training information is attached at Appendix C.

3. Equality and Engagement Implications

3.1 The Council is subject to the Public Sector Equality Duty (Wales) and must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Our Equality Impact Assessment process ensures that we have paid due regard to the above.

3.2 There are no direct equality and engagement implications associated with this report. However, the report sets out progress to deliver the actions to meet our Equality Objectives during 2019/20 that are set out within the previous Strategic Equality Plan 2016/20; these actions will have been screened or subjected to an EIA.

4. Financial Implications

4.1 There are no financial implications associated with this report.

5. Legal Implications

5.1 There are no legal implications associated with this report.

Background Papers: EIA Screening

Appendices:

Appendix A	Annual Equality Review 2019/20.
Appendix B	Equality and Diversity Review 2019/20.
Appendix C	Equalities Data Report 2019/20.



**Equality Review Report
2019/20
(Year ending March 2020)**

Equality Review Report 2019/20

1. Introduction

This is the City and County of Swansea's Equality Review Report for 2019-20. This is our ninth 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 ninth review of progress for our Equality Objectives 2016 – 2020,
- Equality information,
- Employment and training information,
- Additional information relevant to our legislative duties.

Note that COVID-19 and the subsequent lockdown affected the latter end of 2019/20 and it is reflected in this report where it had an impact. A big effect was on our work to gather information and data to compile this report; but it is expected that this situation will improve over time and in line with the progress of the pandemic and the Council's Recovery Plan.

2. Reviewing the Equality Objectives

The annual review of progress took place during April – May 2020 and all departments provided details of their progress. All of the information can be found at Appendix 1.

Our new Strategic Equality Plan for 2020 – 2024 was adopted by Council in March 2020. Our [Strategic Equality Plan, Easy Read version, Screen Reader version, Engagement report and Statistical Review are available here.](#)

3. Equality Information

We have built upon our knowledge of people with protected characteristics living in Swansea by undertaking a detailed Equalities Statistics Review in January 2020. The Review was undertaken to inform our new Strategic Equality Plan 2020-24. We also considered the evidence from *Is Wales Fairer 2018 ?*, the findings from a Scrutiny Inquiry into Equalities and feedback from a number of consultation and engagement exercises to inform our new Strategic Equality Plan 2020-24.

The main purpose of the review was to examine the diversity of Swansea's population, assess how it has changed and (as far as is possible) explore what may happen in future. The report identifies all relevant data sources and present a summary of key statistics for Swansea (including national comparisons, local variations within Swansea), changes over time and potential future trends. The report contains an analysis of the information for each of group of people with protected characteristics; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

We have also maintained and developed demographic information included on the Council's 'Statistics' web pages. This includes local social and demographic data from the Census and other official sources and a summary of recent ONS research containing inter-censal 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 January 2020. 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 2020.

We continue to use equality information to inform our Equality Impact Assessments (EIAs); this varies according to the EIA subject, relevance and focus. We are also continuing to build upon and improve our Equality monitoring processes to collect and analyse data about our staff and customers. Part of this process has involved encouraging staff and customers to provide information about any protected characteristics and equality issues. All of the information supplied is confidential and anonymised. Although staff and customers are not compelled to disclose any personal information about protected characteristics we are continuing to encourage disclosure and raise awareness about why we need information to ensure that we are treating people fairly. We are building upon our corporate approach to develop an equality lens to all of our core business and decision making, aiming to ensure equality is at the centre of everything we do.

We are committed to respecting the rights of every person, recognising the relationship between rights and equalities, in ensuring an equitable provision of services for all. Human Rights remain integrated in our Strategic Equality Plan, continuing to raise awareness and place rights at the heart of decision making across all directorates of the local authority. Measures to reinforce this include due regard to the UNCRC, existing work on the Dublin Declaration to uphold the rights of older persons and planned work around Human Rights.

4. Employment and Training Information

Please see Appendix 2 for this information. The Council acknowledges that there remain gaps in our employment and training data, due to the employees right not to provide the information. However we are working with our employees and unions to improve the data and we continue to work on our systems to collect such data. The Council is investing in a new cloud-based employee management system, which will be introduced during 2021/22; this should ensure that information is more readily available as the system is embedded and matures. In addition, although requested, employees are not required to provide information concerning their characteristics and many choose not to do so. We will continue to work with employees to encourage

them to supply this information and the Council will work closely with the Trade Unions to look for other ways to encourage staff to do so.

Our gender pay gap report has been published. Our Gender Pay Gap Report is available here: <https://www.swansea.gov.uk/genderpaygap>

5. Additional information

This section briefly details some of our other work relevant to the requirements of the Public Sector Equality Duty during 2019-20.

5.1 Councillor Champions

Councillor Champions are continuing to work with, advocate and promote equality issues for groups of people with protected characteristics. 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 Councillors Champions aim to provide a voice for traditionally under-represented groups or issues, which need to be kept at the forefront of Council business and to ensure that they are taken into account when Council policy is being developed and decisions are made. One of the key recommendations from the Scrutiny Panel's inquiry into Equalities was to review the involvement of Councillor Champions in light of the inquiry and develop a clear role and mechanism for communication with the Strategic Equality group and other equality groups and forums.

[For a full list of Councillor Champions click here](#)

5.2 Scrutiny Inquiry Panel – Equalities Report

An in-depth inquiry into equalities was conducted by a Scrutiny Inquiry Panel in 2019. The report was considered by Cabinet in September 2019 and a report with a proposed action plan was subsequently received by Cabinet in November 2019. The action plan outlines the Council's intentions in relation to addressing the 18 recommendations contained within the report and has been used to underpin the our new Strategic Equality Plan 2020-24.

Work is currently underway in terms of implementing the action plan from the Scrutiny Inquiry report. Terms of reference for the Future Generations and Equalities Policy Development Committee have been developed and agreed, including a requirement to implement a high-level cross Council Strategic Equality group. The Future Generations and Equality Policy Development Committee have played an active role in the review and development of equality related policy including the development of our new Strategic Equality Plan 2020-24, the Council's Consultation and Engagement Strategy and the Council's Corporate Strategic Co-production Framework.

Work is also underway in relation to the development of a Carers Strategy. A peer led forum for parents and carers of children with disabilities and

additional learning needs was launched in October 2019. The aim of the forum is to give parents and carers a greater voice in the way services in Swansea are run and has been created co-productively with the Council and a range of partners. The West Glamorgan Regional Partnership have also been progressing a Regional Carers Strategy with arrangements to develop a local strategy.

We are also in the process of reviewing the Council's website and are working co-productively with the Disability Liason Group to make improvements. We have improved the accessibility of the Council's website to meet AA standard using W3C 2.1 guidance. We have also introduced tags on all images which are required for screen readers, or when images are not loaded. We have also reviewed and produced new guidance for Web editors to ensure that the content is accessible. For example, only using tables only when absolutely necessary and to keep tables as small and simple as possible.

Work is also underway in terms of developing more easy read and plain English resources. The Public Services Board commissioned some training on how to produce easy read documents and the Departmental Equalities Representative group facilitated a session with Swansea People First on how to produce easy read/plain English resources. Social Services have been working co-productively with Swansea People First to develop a number of Easy Read/ Plain English formats and our revised corporate Consultation and Engagement Strategy provides links to further guidance of the production of Easy Read/Plan English documents. Our new Strategic Equality Plan 2020-24 included an Easy Read version of the plan, questionnaire in both English and Welsh and screen reader versions of documents.

Early work is also underway in terms of piloting our Strategic Corporate Co-production Framework. We are currently in the process of working with Leadership team and Heads of Service to identify pilot areas in the Place Directorate to develop a rolling programme and a toolkit. This approach aims to build upon the work already undertaken by Social Services by adopting a co-productive approach to the review and commissioning of services. We have also developed further opportunities for adults with disabilities, including looking at expanding our social enterprise base. The Commissioning Review of Day Services recommended considering the development of social enterprises as part of a range of future options. We have supported the parents of an individual with a learning disability to establish a Community Interest Company and to develop a social enterprise. We have also made a bid for the Foundational Economy Fund to establish micro enterprises and cooperatives in Swansea. Swansea Working and associated employability programmes have continued to provide personalised 121 employability mentor support for citizens.

Work is also underway to develop an internal communications rolling programme, to promote training, challenge negative views or attitudes and provide positive messages to staff. Our celebrations of Swansea's 50th Year as a city have included a number of activities with partners to promote diversity including; the LGBT History Month, International Women's Day,

Black History Month, Holocaust Memorial Day, Swansea Pride, International Day for the Elimination of Violence Against Women, Swansea Eid in the Park, Deaf Awareness Day, Interfaith Awareness Month and Mental Health Awareness week. Examples of case studies include:

Case Study 1: LGBT History Month

Celebrations included activities to promote diversity across the city during February 2020. The Glynn Vivian opened a new exhibition of works created by Good Vibes LGBT+ youth group from Swansea YMCA in collaboration with Glynn Vivian Associates Artists. The event included the opportunity to join creative workshops, compose poems and turn the poem into text art in a print making workshop. The event also included Tallulah Bandersnatch's 'Alternative Stories' - Gallery Tour, live music by Truly Kaput, tapas and a bar.

Case Study 2: Black History Month

As part of Black History Month Wales, Swansea Grand Theatre Arts Wing hosted an evening of music, storytelling and speakers on the 8th October 2019. The theme for this year was Movers, Shakers and Legacy Makers and aimed to celebrate and showcase young black people and their roles as history makers and custodians of the future. The event marked the contribution of Wales based ethnic minority servicemen and women to World War 1 and 2. The event also included a programme of music and speakers, with African and Caribbean food being served and a drumming workshop for children.

Case Study 3: Swansea Pride 2019

We supported the 2nd Swansea Pride celebrations in May 2019. The celebrations prior to the parade included a week of events including; an Arts Festival day at the Glynn Vivian, a Musical Theatre style Pride Cabaret, a Youth Showcase, a Swansea Pride Hits the Dance Floor event and a Pre-Pride Drag night featuring Farrah Moan and other Drag Queens. The Pride Parade included a carnival style parade, live entertainment, stalls, street food, activities, evening entertainment and a festival at the National Waterfront Museum and Museum Green. The parade was the biggest in Swansea and involved more than a 1,000 people in the parade with many more enjoying the spectacle and participating in the event and activities. Data from the National Waterfront showed over 4,710 people took part in the celebrations, which included entertainment and information stalls. The Council's LGBT + staff network participated in supporting arrangements for the parade and raising awareness of the event within the Council.

Case Study 4: White Ribbon Day

This year, an event to mark White Ribbon Day (also known as the International Day for the Eradication of Violence Against Women) was held in the Grand Theatre on the 25th November 2019. The wearing of the white ribbon stands for never taking part in, condoning or staying silent about violence against women. On White Ribbon Day, men and boys are encouraged to wear the white ribbon for a week or two afterwards to support and highlight that pledge. Swansea Council and Neath Port Talbot Council held a regional awareness raising event, where the public and professionals are invited to come together to show their support and share information of local services. The event included stands from specialist providers from the third sector, police, health and local authorities. Lee Trundle from Swansea City FC also attended to show support, and there was live entertainment from local singers. A group of young people with knowledge of our 'healthy relationships' programme were also invited to take part in our 'hands are not for hurting' campaign.

Case Study 5: Culture and Digital Hub at the Grand Theatre

This year we have leased the Grand Theatre's Arts wing to the Race Council Cymru in order to support the development of a cultural and digital hub. We have a long standing collaboration with race Council Cymru and have also committed to working with Unities Cities and Local Government in a Pilot Cities programme to develop cultural participation as part of sustainable city making and have developed a long term. The aim of the Culture and Digital Hub is to provide rehearsal and production space to small Black, Asian and Minority Ethnic (BAME) run arts organisations and to increase the involvement of people with protected characteristics in cultural and arts based activities and programmes. The hub also includes a new provision for community learning/digital experiences.

Case Study 6: Mental Health Awareness Week

Staff supported Mental Health Awareness week with the Mental Health Foundation between May 13th to May 19th by wearing something green and posting pictures on social media. The theme this year was Body Image - how we think and feel about our bodies. The event was marked as part of our developing Child and Family Services Well-being and Engagement strategy. The strategy also included three months pilots of well-being offers from team meetings with a twist, make a space, no core hours, massages, sport activities and visits from the Izzy the therapy dog.

Case Study 7: Employee mental health and wellbeing – Coronavirus

A stress management and counselling service to support the mental health and wellbeing of all employees. The service provides quick easy access to telephone counselling and debrief support, referrals relating to front line staff and/ or coronavirus prioritised with a call back within 24 hours, contact for managers to arrange weekly mental health and wellbeing debriefs/check, critical incident debriefs for any employee who experiences or is witness to any traumatic incidents and on-line critical incident.

Case Study 8: World Aids Day

The Staff LGBT+ Group sold red ribbons in aid of the National AIDS Trust (NAT) this World AIDS Day on 1st December each year. It provides an opportunity for people worldwide to unite in the fight against HIV, to show support for people living with HIV, and to commemorate those who have died from an AIDS-related illness. Founded in 1988, World AIDS Day was the first ever global health day.

Case Study 9: St Helens Road 50 yrs celebration – Free Street Party

A free street party in St. Helen Road to mark 50yrs of Swansea's city status held in June 2019. Activities included; live music, performance, street food and free activities such as art, poetry, drumming, rides and games, a 50 year pop up museum, talks and conversation, a local heritage exhibition, tai chi, henna tattoos and a pop up Skate Park. The aim was to engage BAME traders, Swansea Mosque, local Schools and communities to celebrate the cultural diversity of St. Helen Road and their contribution to the City.

Case Study 10: Cultural Services: Diversity Pledge

We, via our Cultural Services, are participating in a 'Culture in Sustainable Cities - European Pilot' programme, led by United Cities and Local Government which aims, through peer learning and collaboration, to embed culture in sustainable 'city making'. A result of the Agenda 21 commitments, the programme has involved us working toward nine core policy commitments, to place culture at the heart of strategies for citizen and government collaboration and participation, in creating a sustainable city; exploring governance, cultural rights, learning, planning and equality for all. Our work to date has resulted in a commitment to create a 'Diversity Pledge', which outlines the ways in which co-production, collaboration and new ways of delivery can promote greater participation and access to culture in our city. During October 2019 we held a Peer Learning Session which focus on the

principles of a 'Diversity Pledge' within the context of Swansea, current challenges and pressures, exploring opportunities to deliver a commitment to all our citizens, especially those most at risk of exclusion due their protected characteristics.

Case Study 11: School Swap

The project aims to address community misconception by replicating the Channel 4 'Great British School Swap' documentary through a community cohesion initiative for young people aged 11-18 across Swansea, Neath Port Talbot and Bridgend. The project also aims to grow social capital amongst different groups of people by exploring cultural and social differences with respectful curiosity through facilitated discussions, resulting in a filmed documentary. The purpose of the project is for young people across the Western Bay region to learn about themselves and others of different backgrounds, cultures, faiths and communities and to provide safe opportunities for facilitated discussions around issues of community cohesion and provide young people with the chance to highlight what issues are important to them and to address these issues collectively with respectful curiosity. Over 50 young people and volunteers took part in the first session in October 2019 where they were encouraged to identify similarities and differences and for their views on Race, Religion, Culture and Social Background.

Case Study 12: A Better Welcome to Swansea The "A Better Welcome to Swansea" project helps to welcome refugees and asylum seekers and promote their well-being. The project is a partnership between Swansea City of Sanctuary and Swansea Council for Voluntary Service (SCVS), funded by the National Lottery. Mentors are trained volunteers who can help people to get the things that they need and want to do in Swansea. For example; showing and explain bus routes, cheap places to shop, information on health and social care services, helping to meet other people and finding things to do, for example, football, singing, arts, dance and helping people find English classes and other training and volunteering opportunities.

A great deal of work has already been undertaken throughout the 50th celebrations. The planned promotion of future activities in 2020 will ensure these important issues continue to receive a high profile within Swansea and its communities. This will have to be achieved within existing resources and as part of our teams' existing work programmes.

Overall, good progress has been made in terms of beginning to address the recommendations within the Scrutiny Inquiry report. Further activity is planned

over the next 12 months to build upon existing work and implement the recommendations.

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 Internal Council Staff Group - Equality Representatives

One of the key recommendations from the Scrutiny Inquiry report into Equalities was to clarify the roles and expectations for staff acting as Equality Representatives and to ensure that they are linked to a wider knowledge base/support network for advice, guidance and support. The network have continued to meet this year and have received further training from Disability Wales on the Social Model of Disability and how it can be applied in practice. The network have also participated in the review of Corporate Training on Equalities with suggestions about increasing the reach of the training to staff who do not access IT as part of their daily job and how to improve the information on the Council's commitment to equality and diversity in an information pack to all job applicants.

5.5 Consultation and Engagement

We are continuing to support our commitment to consultation by involving residents, other stakeholders and employees in our decision making processes. We have revised our approach to consultation and engagement and developed a draft Consultation and Engagement Strategy 2020-23. The aim of the strategy is to provide a framework for the meeting the Council's consultation and engagement requirements over the next three years and

provides guidance and direction on when the Council should consult and engage stakeholders, the level of consultation and engagement required, principles to consider when undertaking consultation and engagement and the use of consultation and engagement results. The strategy has been designed to support, (not replace), existing statutory and regulatory consultation and engagement processes, long standing consultation and engagement arrangements within service areas, and existing partnership arrangements. A Strategic Corporate Co-production Framework was also produced to align and support the Consultation and Engagement Strategy as one example of a method of engagement. Both the Consultation and Engagement Strategy 2020-23 and the Corporate Co-Production Strategic Framework are in the process of being considered by Cabinet and Council.

This year, people have had the opportunity to give their views on a wide range of issues including the Council's budget, our new Strategic Equality Plan, childcare and play sufficiency and rate their overall levels of satisfaction with Council services. In addition, local residents, staff and service users have also had the opportunity to participate in a number of service specific reviews such as the Housing Commissioning Review and the re-structuring of Family Support Services. We have also facilitated a number of Big Conversations with children and young people, older people (50yrs+) and inter-generational forums. 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.

We are continuing to develop the range and reach of our consultation and engagement methods. As part of our consultation and engagement approach on our new Strategic Equality Plan we produced materials in English, Welsh, Albanian, Arabic, Urdu, Farsi, Mandarin and Tigrinya. We also produced documents in Easy Read, Screen Reader Friendly versions, attended promotional events e.g Swansea's UNCRC Ten Year Celebration Event, promoted the consultation through Social Media (Facebook and Twitter) and provided 'train the trainer' style workshop to enable advocates to promote discussion and participation with people, groups and communities they represent and held a number of public drop in sessions in local libraries.

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

➤ **LGBT Forum**

The Swansea Bay LGBT Forum continued to meet during 2019-20 and was supported by Swansea Council in partnership with South Wales Police and Swansea University Students Union. Membership included employees or volunteers from local and national organisations who represent the interests of LGBT citizens. This year the LGBT forum supported the second Pride event in Swansea which was much bigger and better than the previous year seeing over 1,000 people march through Swansea City Centre and around 5,000 people taking part in the celebrations.

Our Council Staff LGBT+ Group have continued to meet regularly and 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 group have explored recording resources with West Glamorgan Archive service to begin recording Swansea's LGBT history and the Council gaining accreditation from Stonewall as an employer. The group are also exploring ways in which the promote awareness of LGBT+ within the Council, recruiting more staff members and facilitating social events.

➤ **South West Wales BAME Forum**

We are continuing to support the work of the regional South West Wales BAME Forum. Swansea hosted another successful BAME forum as part of EYST's All Wales BAME Engagement Programme, with over 25 individuals from 9 organisations in attendance. Much of the discussion focused on the upcoming Hate Crime Awareness week and sharing ideas and plans for activities

This year, EYST also launched the first round on the Welsh Government's BAME Routes to Public Life Mentoring Scheme in February 2019, which matched over 25 Mentees with Mentors including Vaughan Gething AM, Jane Hutt AM, and many more. An evaluation of the first round found that 80% of Mentees stated that the programme had had a 'significant' or 'huge' impact on their aspirations. A second round of the programme started in October 2019 with another 25 Mentees on the programme. Mentors included Lady Monjulee Webb, Suzy Davies AM, and Councillor Huw Thomas, Leader of Cardiff Council.

This year we also supported EYST to run a summer play scheme which ran for two weeks in August and attracted 40 children. Activities included rock painting, making cakes, cards, frames & clay models, an obstacle and circus equipment.

➤ **Disability Liaison Group**

The terms of reference for the Disability Liaison Group have been revised and a new chair elected. The group have agreed to meet at least 5 times a year and that the meeting will be co-produced in line with the Council's Corporate Co-production Strategic Framework. The group have been involved in a consultation on the Council's Strategic Equality plan 2020-24.

We have also worked with the Disability Liaison Group to develop and improve the Council's website and ensure that it is accessible and will meet the W3C AA standard by September this year. Improvements which have been made include the addition of guidance produced by Health to ensure that staff know how to write for screen readers, the refinement of search terms and documents including the use of separate weblinks rather than PDF documents.

5.6 Hate Crime

Victim Support have been commissioned by the Welsh Government to increase the reporting of hate crimes and hate incidents across Wales and to offer support to victims of these offences. Working with other organisations such as the Police, Victim Support aims to prevent further hate offences through local and national targeted interventions. Support is tailored to the needs of each victim which may include emotional support, practical support, advocacy, support with reporting the crime to the Police and attending court. Hate crimes are reported directly to the Police, or confidentially Victim Support or through Report Hate Crime website. Hard copies of forms to report Hate Crimes are also available in District Housing Offices and other Council venues.

The prevention and reduction of Hate Crime and Community Tension Monitoring is one of the five strategic priorities identified in the Safer Swansea Strategy 2018-21. In line with Welsh Government's National Strategy on tackling Hate Crime, 'WG Tackling Hate Crimes & Incidents – A Framework for Action' the Safer Swansea Strategy 2018-21 aims to prevent hate crime, support victims and improve a multi-agency responses to the problem. Our Hate Crime Stakeholder Action Plan' continues to be managed and monitored through the Hate Crime Stakeholder Group and the Safer Swansea Partnership Steering Group. A snapshot of recorded Hate Crime in Swansea between April – September 2019 revealed that there were 171 incidents recorded in Swansea. Three quarters of all the incidents were classified as 'racial'.

This year we continued to raise awareness of Hate Crime through the Hate Crime Awareness in October at Swansea's Waterfront Museum. The event was part of a National Hate Crime Awareness Week event 2019. The theme was 'Spread Love, Not Hate' to reflect upon in the context of imminent EU withdrawal and the increasingly divisive political and media discourse which surrounds it. The event featured information stands, exhibitions and workshops. The event included workshops on Gendered Islamophobia, definitions of Hate Crime, reporting Hate Crime and how to cope with the effects of Hate Crime.

In December 2019, the Welsh Government introduced a Hate Crime Minority Communities Grant scheme. The project aims to support ethnic minority groups, religious organisations and individuals across South and West Wales around hate crime, how to recognise it, report it and speak up for others who are victims of hate crime and will support the engagement of Community champions who will work as a local contact within their communities.

5.7 Community Cohesion

We have continued to implement the Welsh Government Community Cohesion programme during 2019-20 through a range of regional and local community cohesion activities. One of the key areas of work we have undertaken is identifying and mitigating community tensions (hate crime,

extremism, anxiety, anti-social behaviour) relating to Brexit. We have established a Brexit Steering Group which consists of Officers from across the Council and is chaired by the Leader of the Council who also leads for WLGA on Europe. We are continuing to work closely with the WLGA and Welsh Government to ensure there is a collective and consistent approach across Welsh local government in responding to Brexit. In addition, All Heads of Service have completed and returned an EU Exit and Assurance Statement to provide assurance on their preparedness for Brexit and have undertaken a number of actions to mitigate the potential risks to supply chains, the workforce, social care, school food supply, communication and information and community cohesion.

We hosted an open event for EU citizens living in Swansea to learn about what Brexit will mean for them and have a chance to ask questions. The Council has also developed a Brexit webpage on the Swansea Council and have signposted to a number of useful websites that have been set up by the Welsh Government and the UK Government to provide useful, official information about Brexit. We have undertaken a Community Cohesion (Brexit) survey across the Western Bay to develop the evidence base and to better assess the impact of Brexit on communities. A Welsh Government funded Community Cohesion Officer has been appointed – part of the role is to identify any community tensions that may arise as a result of Brexit and to coordinate a multi-agency response in developing community based solutions. The Community Cohesion Officer has established a forum of young people to participate in a School Swap project across the Western Bay region to learn about themselves and others of different backgrounds, cultures, faiths and communities and to provide safe opportunities for facilitated discussions around issues of community cohesion.

We have also undertaken a number of other activities to promote community cohesion in Swansea and across the Western bay region including the promotion and participation in Mosque open days, working with Swansea Interfaith Forum as part of their awareness raising week in November 2019, supporting EYST's BAME Forum and promoting the LGBT+ agenda and the annual Swansea Pride event. We supported the annual Eid Festival which was held in Singleton Park and attended by more than 3,000 people. We are also continuing to work closely with South Wales Police, Swansea University and the Health Board to participate in staff training and promote social, cultural, religious and sporting events such as the Community Cohesion netball cup to promote community cohesion in our communities.

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

We are continuing to ensure that Children and Young People have the opportunity to be involved in decisions made by the Council which affect them. The Council adopted the United Nations Conventions on the Rights of the Child (UNCRC) in 2014 which means that the Council must perform all its functions in a manner that Children and Young People must be provided with meaningful opportunities to influence decisions concerning their lives.

The Council remains committed to respecting the Human Rights of children, the work of which is set out in our Children and Young People's Rights Scheme. A large element of this has been to ensure effective rights based education is sustainable when financial resources are required. We continue to work with schools, Unicef, the Children's Commissioner's Office for Wales and with learners themselves, to develop models that are most fit for purpose and aligned to the new curriculum, moving forward.

We have continued to disseminate information about the UNCRC through a range of forums, events and projects across Swansea, including an online social media presence and celebrating our 5th International Children's Rights Day in Swansea by presenting our work to over 100 guests from across Wales

We continue to respect the right of every child to be listened to in decisions that affect them through a range of engagement mechanisms that fall within the Big Conversation:

- During 2019-20, 9 county-wide Big Conversations took place involving 795 children and young people and members of the public, exploring topics such as LGBTQIA+, alternative education, ALN codes of practice, city redevelopment, housing and homeless, stronger communities and working with nature. 32 primary schools and 13 secondary schools engaged;
- Big Conversations for those who have experienced care: 67 children took part in forums to let us know what is important for children in care;
- Big Conversations to discuss Community Cohesion: 50 young people took part in opportunities for facilitated discussions around issues such as extremism, rumours in communities, community cohesion, racism and prejudice;
- School Project Work: 609 children worked with through visits to schools, to school councils and other school clubs.

Outcomes of this engagement work include influencing the Scrutiny Equalities Enquiry; Informing ideas on new, alternative education provision in Swansea; Designing initiatives that have informed how period poverty is addressed in Swansea; Co-producing resources for Care Experienced CYP, and young children, participating in the recruitment of senior staff; Developing specific projects relating to priorities young people have voiced, e.g. Counter Extremism.

This year, the age range of participants in the Big Conversations was also extended from 11-18 yrs to 50yr +, including older people at Intergenerational Forums. Members of the public and 50+ Network group, along with residents from care homes and day centres, joined children and young people in structured activities, discussions and explorations of key issues pertaining to people of all ages, including the Council Budget, Children's Rights and Human Rights, commonalities and differences between different age groups and digital assistive technology.

Future plans include;

- a review and refresh of the Children and Young People's Rights Scheme based on academic review, and engagement with children, young people, families, the wider public, members, council staff and wider partners.
- a review of rights based education, with a view to develop sustainable and effective mechanisms for learning about rights,
- a review of mechanisms that fulfil our statutory duty to engage in children and young people in decisions that affect them (Children and Families (Wales) Measure (2010), to ensure that a whole council approach, that is fit for engagement in the current climate, is developed,
- The publication of the Annual progress Report, including recommendations moving forward, will be published upon ratification from all Council Members.

5.9 Education and schools

The new Additional Learning Needs and Tribunal Act (Wales) 2018 will place new mandatory duties on Local Authorities and other responsible bodies such as Health Boards and Welsh Government to improve support for Children and Young People with Additional Learning Needs, or Learning Disabilities. It is envisaged that it will be implemented from September 2021 and represents a significant change to the nature of provision and support for Children and Young People with ALN (Additional Learning Needs) and Learning Disabilities. Although the new ALNET Act and Code will not replace the duties of the Equality Act 2010, it aims to strengthen provision by increasing the involvement of children, young people and their families in the development of holistic Individual Development Plan and will cover children from the early years up until the age of 25yrs.

We have made good initial progress in raising awareness and starting work with other agencies and the region to develop an integrated local offer that will meet the needs of learners with ALN across the 0 to 25 age range. We have developed an ALN Strategy and Implementation Plan and created an ALN Strategy Steering Group of key stakeholders including parent/carers to oversee the implementation of the Strategy. We are also leading on workforce development for ALNET (Wales) Act 2018 across the region by coordinating a training plan for the region. We are also undertaking a re-structure of the ALN teams within the Local Authority in order to ensure that we can meet the needs of learners in a timely manner and build capacity for ALN within our schools and our specialist teaching facilities. We are also continuing to develop partnership working with Early Years Services, Health and Social Services. For example, this year Additional Learning Needs (ALN) training was delivered by Flying Start staff and Education professionals to the private childcare sector in order to raise awareness about the ALNET (Wales) Act

2018 and to develop more robust relationships between childcare practitioners and schools in relation to transitions.

During 2019-20 we have also continued to work with the Show Racism the Red Card programme and supported a number of workshops and events in schools. We funded specific training, provided by Show Racism the Red Card, for learners and staff across our schools. The sessions explored various issues related to 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. Swansea City supported the initiative by wearing anti-racism t-shirts prior to kick off in matches during October 2019.

The Welsh Government has now launched its new guidance on bullying. Nearly all schools in Swansea now use software called My Concern to record safeguarding issues, including all incidents of bullying. We are currently working with My Concern to source software that will provide an overview of all these incidences so that we can plan support accordingly. We are continuing to ensure that schools are directed to relevant Welsh Government guidance so this can be practiced in schools, for example: the provision of counselling, specific equality-related advice and information and any relevant training for school staff, pupils and governing bodies. Schools are all signposted to relevant Welsh Government guidance e.g. revised bullying guidance and counselling is offered across all our schools by The Exchange.

5.10 Work with Older People

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.

Live Well Age Well work of the PSB

This year we have revisited existing steps in Wellbeing Plan under this objective to establish what is business-as-usual and what actions would benefit from a collective approach. We have mapped existing work on Ageing Well into the Live Well Age Well theme to reflect where we have come from and identify key areas of work going forward. The Partnership have identified three priorities; a City for All, Active Travel and Health Literacy. Each priority has a specific working group with a nominated Lead Officer, an action plan with expected outcomes and timelines. The City for All working group has been mapping existing City status and their associated commitments; identifying opportunities, overlaps and commonalities with a strengths based focus. The Active Travel working group has conducted an audit to identify obstacles and barriers to active travel and have explored the use of the OPERAT model (Older People's External Residential Assessment Tool) to assess the suitability of external residential environments for older people (aged 65+ years) with different physical and cognitive capacities The Health Literacy working group has adopted a shared health literacy checklist (

focusing on Dementia, Smoking, Sugar free, Green space, Best Start) and are exploring whether there is a relevant quality mark/standard.

Our (Council) Work with Older People

The Council have initiated Live Well Age Well Forums, aimed mainly at the 50+ age group but open to all. There have been five such events, with the audience increasing each time in line with our strategy of broadening and diversifying our reach. Topics are initiated and voted on by community members from a wide range of groups and individual participants through on-line engagement, community sessions and our “Uk Day of Older Persons” event. The following Forums have already taken place:

- Digital Inclusion and Communication (April 2019).
- Health and Well Being (May 2019).
- Transport and Getting Around (July 2019).
- Staying Safe (Sept 2019).
- Money Matters (February 2020).

Work continues to explore incorporating a rights based approach into staff inductions, on-going training, strategies and assessment tools etc. across adult services. A review of the Ageing Well Engagement Plan is to be carried out over the next few months, incorporating themes and aims from the soon-to-be published, refreshed Welsh Government Strategy for Older People in Wales and also the Older People’s Commissioner for Wales’ key priorities. Our Life Stages Team continues to work with the Commissioner’s Office to support on-going work and campaigns such as #EverydayAgeism etc.

Dementia Friendly Generations – Integrated Care Funded Project

Dementia Friendly Schools:

The project has involved a collaborative digital storytelling project aimed to bring together young and older people in Swansea. This project created an understanding of Dementia and explored issues around being young and old, helping people to learn from each other and celebrate those moments through finding and telling stories. The project delivered a series of Dementia Friends information sessions within pilot schools to teaching staff and pupils at both primary & secondary settings. The pilot project ended with Pontarddulais Comprehensive School being awarded Dementia Friendly School status and being officially recognised by the Alzheimer’s Society. It is the first School in Swansea to receive this award. The project was also shortlisted for a Social Care Accolade. As a result of the successful ICF pilot, 7 more Primary Schools and 2 Comprehensive Schools are working towards Dementia Friendly School status.

Dementia Friendly Home:

As part of the Dementia Friendly Homes element of the project, People Speak Up (PSU) and Sound Memories Radio. We delivered a Dementia Friendly

Generations pilot project 'To be in the Now'. The project was a dementia inclusive life story project empowering 4 older people living in Swansea, their families and their carers to enhance community communication, resilience and connectivity and enable older people living with dementia to be part of their own solution.

We worked in collaboration with Social Services, People Speak Up, Swansea Bay University Health Board Community Resource Team, Local Area Co-ordination and Swansea Carers Centre. Participants and their families had been referred to the project and meetings/sessions had taken place. Several of the participants had completed the pilot with a memory calendar and video produced.

5.11 Poverty

Tackling Poverty continues to be a corporate priority and one of six key objectives within our Corporate Plan. This year we revised the terms of reference for our Swansea Poverty Forum and agreed three priority areas for delivery for 2019/20. The priorities included; employability, financial inclusion and utilising data to target support to tackle poverty. In terms of employability we are continuing to develop employability sessions (pre-year 10) in schools and to develop links with schools and produce a framework that links to employability including work experience across different sectors and all Council. Work is also ongoing in relation to the development of Creative Careers Days and supporting the development of employment routes into creative industries. The "My Choice" website was launched in September 2019 aiming to enable all school leavers to see all the options open to them. Early work is also underway to develop an 8 week programme of volunteering and work placements for Looked After Children. Work is also ongoing in relation to the development of Hubs and Employability and wider support availability in communities / a central hub.

In terms of financial inclusion, we are 1 of 4 Local Authorities in the UK which were selected to participate in a pilot of a Co-ordinated Crisis Support Programme. The aim of the programme is to co-ordinate crisis support for people facing a financial crisis and to prevent the re-occurrence of a crisis. Work is underway to map crisis support and provision in the local area, assess co-ordination capacity and develop programme resources e.g training and raising awareness. The Poverty Reduction Policy Development Committee have also developed an Affordable Credit Policy and a draft Corporate Debt Policy. The aim of the Corporate Debt policy is to provide a clear and consistent approach to the Council pursuing debt across the Council, which is firm, but fair and aims to prevent and provide help at an early stage for residents who are in financial difficulties or having multiple debts owing to the Council. The Poverty Reduction Policy Development Committee have also reviewed a range of Council letters sent to residents about debts, aiming to simplify the process and encourage residents to take help early offers of help and support. We are also in the process of undertaking a Financial Inclusion Commissioning Review which aims to

produce a process for offering a timely offer of benefit checks and money advice to residents at various 'life stages' e.g birth of a child or bereavement.

In terms of using data and information to tackle poverty we have built upon our previous work of utilising the data and information to target support. We have worked in collaboration with departments across the Council to target various specific cohorts of people, families and households (e.g mixed age couples, lone parents and low income households) that could benefit from information and offers of specific support relating to their circumstances as identified in the Single Housing Benefits Extract Data set. We have worked with the Revenues and Benefits Section along with other services such as the Welfare Rights Team, Employability Team and Family Resources Services to raise awareness and target support.

This year we have established a Swansea Poverty Truth Commission. The Poverty Truth Commissions aim to bring together key decision makers with those living at the sharp end of poverty to work together towards overcoming poverty. The Commission aims to put people with lived experience of poverty at the heart of decision making. The Swansea Poverty Truth Commission is the first in Wales. SCVS were selected as the host organisation for the Poverty Truth Commission. A start-up group is in place with partners, Council and community representatives. A funding sub-group has been working on securing the funding required for a delivery team to implement the commission

5.12 Welfare Rights

The Welfare Rights Team have continued to increase awareness and knowledge of welfare rights in Swansea by delivering training to staff, providing an advice line, representation at appeals, complex casework, producing publications and self-help guides and policy work. During 2019/20 the Welfare Rights Training Programme delivered training to 262 participants and provided an advice line three days a week. During 2019/20 the Team represented 76 people at appeals (72 were successful), provided advice in relation 881 enquiries and raised £1,416,282.43 overall.

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.

5.13 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 was 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

5.14 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.

5.15 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

5.16 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 2019/2020 there were 302 course attendees, exceeding the target of 300. A grant was successfully bid for and won from The Good Things Foundation to take part in the BT Skills for Tomorrow programme, to help residents with a variety of digital skills through Learn My Way courses, from using a keyboard and mouse to creating a CV

and using social media to keep in touch with others. 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 each year and elements of Community Cohesion. Part of this included daily updates from 18 March and also involved rapidly producing Coronavirus advice pages to support shielding residents as well as the wider community. Support was given to the second Swansea Learning Festival with promotion through online advertising as well as facilitating the bookings for various sessions. The Local Well-being Plan pages were updated with easy read documents and promoted both externally and to staff using web banners, and knowledge transfer took place so that the Live Well / Age Well team could use the bulk email system to send their own regular newsletters to their email list.

Staff from Digital Services 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.

Work started on the new council website and the Web Manager is working with Access to Services and has met with the Disability Liaison group in December and in early 2020 to get advice and guidance. The West Glamorgan Partnership has a new website to go with their rebrand, and as part of this a full accessibility test is being done by the Shaw Trust.

6. Concluding comments

This annual report has allowed us to assess our progress during the final year of our Strategic Equality Plan (SEP) 2016-20. 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 human rights and the additional progress that is being made, particularly as we celebrate the tenth anniversary and reaffirm our commitment to being a City of Sanctuary. Our new Strategic Equality Plan (SEP) 2020-24 was approved by Council in March 2020. This new plan builds upon the work we have already undertaken and the lessons learnt and outlines our vision and ambition to sustain and strengthen our approach to ensuring that equality issues are embedded in our decision making process and the services we deliver to local people.

Service	Equality Objective	Equality Action	Departmental Rep	Progress April 2019	Progress April 2020
Poverty & Prevention	Equality Objective 1 – Ensure equality of access to services	Develop arrangements with the Corporate Complaints Team to ensure accessible mechanisms for addressing any issues arising in relation to children's rights in Swansea (including signposting to advocates and providing feedback)	Jane Whitmore	<i>Process map in place. Work to be carried out with Equality Champions to review mechanisms for raising issues in relation to due regard to UNCRC.</i>	Process map in place. Work to be carried out with Equality Representatives across local authority departments to review mechanisms for raising issues in relation to due regard to UNCRC.
Poverty & Prevention	Equality Objective 1 – Ensure equality of access to services	Continue facilitation of Play Access Group and BME Family and Play Group	Jane Whitmore	<i>The Play Access Group continued to meet bi-monthly throughout 2018/19 with a cross-cutting cohort of parent/carers and representative organisations, feeding into the overall Play Network (and accordingly to the CYP Board). The Play Access Group ensured issues affecting access to play for those with disabilities and their families was fed into Swansea's Play Sufficiency Assessment submitted on 31st March 2019. Capacity issues have meant that the BAME Family & Play workstream hasn't formally met during the year, but issues affecting access to play by minority groups remains a key subject at the Play Network and the circulation list is consulted on play sufficiency.</i>	As with the previous year, the Play Access Group continued to meet bi-monthly (prior to lockdown) feeding into the over Play Network. It has been engaged in a range of consultation and representative issues and continues to push for access to play. The BAME group continues to work virtually
Poverty & Prevention	Equality Objective 1 – Ensure equality of access to services	Provide a range of services through the Families First programme targeted at families with disabled children	Jane Whitmore	<i>During 18/19 Families first funded the following disability related projects: 1. Support for families with preschool children who have an emerging or diagnosed disability. Delivered through Stepping stones. 2. Hollsitic family support and an advocacy service centred around ALN and education, provided by SNAP. 3. Life skills and family support for young people with very challenging behaviour and high end disability via the Local Aid Buddies project. 4. Early Language Development support via the Early Interventions internal team</i>	During 19/20 Families first funded the following disability related projects: 1. Support for families with preschool children who have an emerging or diagnosed disability. Delivered through Stepping stones. 2. Hollsitic family support and an advocacy service centred around ALN and education, provided by SNAP. 3. Life skills and family support for young people with very challenging behaviour and high end disability via the Local Aid Buddies project. 4. Early Language Development support via the Early Interventions internal team

Poverty & Prevention	Equality Objective 2 – Undertake a range of work focused on safety including hate crime, modern slavery, protection of vulnerable people, radicalisation and extremism etc.	Develop a Hate Crime Strategy Increase understanding of hate crime and awareness of how to report it amongst staff and key partners	Craig Gimblett	<p><i>In progress:</i></p> <ul style="list-style-type: none"> • <i>Swansea Hate Crime Stakeholder Action Plan established and is a dynamic document maintained by Swansea Council</i> • <i>HC Stakeholder Planning Group meets quarterly, chaired by Council for 2 and half years, Victim Support taken over chair June 2019</i> • <i>HC E-learning course is being accessed by staff as a mandatory course</i> • <i>Train the Trainer course delivered by Victim Support undertaken by 4 members of Council staff - delivery co-ordinated by Victim Support.</i> • <i>HC awareness week events being planned with partners (Oct 2019)</i> • <i>Victim Support take the lead on this agenda as commissioned by Welsh Government.</i> 	<ul style="list-style-type: none"> • Swansea Hate Crime Stakeholder Action Plan established and is a dynamic document maintained by Swansea Council • HC Stakeholder Planning Group meets 4 monthly, chaired by Council for 2 and half years, Victim Support taken over chair June 2019. Last meeting cancelled due to Covid - 19. • HC E-learning course is being accessed by staff as a mandatory course. • HC awareness week events will be planned with partners (Oct 2020) • Victim Support take the lead on this agenda as commissioned by Welsh Government.
Poverty & Prevention	Equality Objective 2 – Undertake a range of work focused on safety including hate crime, modern slavery, protection of vulnerable people, radicalisation and extremism etc.	Maintain a framework for the delivery of Prevent interventions and support to vulnerable individuals at risk of or being drawn into violent and/or non-violent extremism.	Craig Gimblett	<p><i>In progress:</i></p> <ul style="list-style-type: none"> • <i>Participating in the Home Office Dovetail pilot</i> • <i>Local Authority Channel Co-ordinator managing Counter Terrorism and radicalisation case load</i> • <i>Community Integration and Partnership Manager chairs Channel Panel</i> • <i>Multi-agency Channel Panel meets monthly to discuss cases.</i> • <i>Interventions in place for current cases.</i> • <i>Prevent Action Plan 2017-20 established and maintained.</i> • <i>Community Co-ordinator Counter Extremism vacancy being filled, Summer 2019</i> 	<p>Participating in the Home Office Dovetail pilot - funding confirmed for 2020-21.</p> <ul style="list-style-type: none"> • Local Authority Channel Co-ordinator managing Counter Terrorism and radicalisation case load • Community Integration and Partnership Manager chairs Channel Panel • Multi-agency Channel Panel meets monthly to discuss cases - being held virtually during Covid-19 • Interventions in place for current cases. • Prevent Action Plan 2017-20 established and maintained. • Community Co-ordinator Counter Extremism vacancy filled in September 2019 - engagement projects being undertaken. Funding confirmed by Home Office for 2020-21.

Poverty & Prevention	Equality Objective 2 – Undertake a range of work focused on safety including hate crime, modern slavery, protection of vulnerable people, radicalisation and extremism etc.	Increase awareness amongst staff and partner organisations on modern slavery and how to signpost victims	Craig Gimblett	<ul style="list-style-type: none"> • Assisted colleagues in Swansea Procurement team to embed the Anti-Slavery Wales Victim Response pathway into the Ethical Care Charter for procurement. Currently assisting colleagues with the policy statement. • Swansea Social Services Strategic Working Group has now developed the internal referral pathway, and this will be presented to the next Western Bay Anti-Slavery Forum. • The Coordinator supported the Anti-Slavery Train the Trainer session, 7 people from Western Bay area attended the session. • Anti-Slavery Awareness training - 109 people attended these sessions. • The Swansea Anti-slavery first responder session in March was delivered to Swansea Social work colleagues. 12 people attended this session. • The Cohesion Coordinator currently providing the secretariat to the Western Bay Anti-Slavery Forum. 	<ul style="list-style-type: none"> • The Coordinator supported Anti-Slavery Awareness sessions and First Responder Sessions in Swansea. • The Cohesion Coordinator also delivered a special Anti-Slavery / Human Trafficking workshop to Swansea University medical students. • On the request of Steve Chapman, Welsh Government Anti-Slavery Coordinator, the Cohesion Coordinator arranged a special Anti-Slavery meeting for the Home Office representative to discuss the review of NRM and the role of first responders. The meeting was held on 19th Feb 2020 in Swansea. • Swansea Social Services internal referral pathway was presented as part of the Social Services Managers Awareness session but this is yet to be approved officially at a local level. • The Cohesion Coordinator is currently providing the secretariat to the Western Bay Anti-Slavery Forum.
Poverty & Prevention	Equality Objective 2 – Undertake a range of work focused on safety including hate crime, modern slavery, protection of vulnerable people, radicalisation and extremism etc.	Continue role of BME Family and Play Group within cross-sector Play Network in relation to hate crime awareness and understanding of modern slavery	Jane Whitmore	There was no specific training or awareness relating to this area delivered via the Play Network or Early Years during 2018/19 as it has been provided in recent years.	As 18/19, no specific additional training through the Play Network and Early Years Training
Poverty & Prevention	Equality Objective 2 – Undertake a range of work focused on safety including hate crime, modern slavery, protection of vulnerable people, radicalisation and extremism etc.	Establish a working group to explore opportunities in relation to confidence and safety in getting around the City and County of Swansea	Craig Gimblett	No change	No change

Poverty & Prevention	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Increase knowledge and understanding of the UNCRC by ensuring all staff attend/participate in the UNCRC corporate training	Jane Whitmore	<p>Funded projects supported by the CYP Fund are required to evidence how children & young people are involved in the planning and delivery of services, in line with the UNCRC</p> <p>Workforce development opportunities offered by Life Stages Team through Poverty and Prevention, Education and Child and Family Services training programmes.</p> <ul style="list-style-type: none"> • UNCRC training provided to Governors and Councillors and bespoke sessions include human rights sessions for Young Families and Rights in cultural services. 	<p>Funded projects supported by the CYP Fund are required to evidence how children & young people are involved in the planning and delivery of services, in line with the UNCRC. Children's Rights training has been provided to 192 members and officers.</p> <ul style="list-style-type: none"> • Rights in Early Years • Rights in Schools • Rights in Child and Family Services • Children's Rights as Human Rights
Poverty & Prevention	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Promote and raise awareness of the UNCRC by embedding children's rights within day to day practice and utilising the Children's Rights logo in all promotional activity	Jane Whitmore	<p>In addition to a range of examples of where Children's Rights have been central to our work, a significant success for awareness of children's rights has been with the 'Dilly Footprints' work that will form a key part of the new Kingsway development. With the intention of highlighting the city centre as belonging to children & young people just as much as adults, Dilly footprints will be embedded into paving slabs along the streets, with an additional awareness campaign which got underway in 2018/19, to promote children's rights. Dilly Dragon, the rights mascot is disseminated by teams to raise awareness of the UNCRC and the Council's commitment through the Children's Rights Scheme. This is done in a number of ways: a Dilly flag flies during planned periods from the Civic Centre Building. #DillyDragon #DdraigDilly is linked to the Corporate Facebook and Twitter</p>	<p>Children's rights and the council's commitment to the UNCRC is publicised most broadly through the use of Dilly Dragon mascot and #dillydragonswansea social media handle. Promotional Dilly resources have been procured, uniforms purchased, and the flag continues to fly at Civic buildings during appropriate periods.</p>

<p>Poverty & Prevention</p>	<p>Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme</p>	<p>Ensure quality opportunities for Children & Young People's voice in policy/service developments that affect them</p>	<p>Jane Whitmore</p>	<p>UNCRC due regard information is disseminated by The Children's Play Team at every opportunity to support awareness and responsibility across departments and members. Different forums, events and projects across Swansea through Big Conversations – open, safe and fun ways for children and young people to be heard:</p> <ul style="list-style-type: none"> • Big Conversation Forum – 539 11-18 year olds explored topics including extremism, gender equality and Swansea Council's Budget. • Pupil Voice Forum – 165 children and young people aged 7-18 took part in the Pupil Voice Forum. Topics included Identity and Equality, The Future of Education in Swansea (Abertawe 2025) and a consultation on services for children whose first language is not English • Forums for Children who have experienced care – 67 children took part in forums to let us know what is important for children in care and those who have been, and have now left. • School Visits – 617 children worked with through visits to schools, to school councils and other school clubs. The 2019 Play Sufficiency Assessment was submitted in March 2019 and incorporated the views of over 600 children & young people. Additionally, specific consultation was undertaken on several new and upgraded play areas, as well as the design of the Dilly Trail (detailed above). 	<p>1,521 children and young people had opportunities to have their voices heard.</p> <ul style="list-style-type: none"> • Big Conversation Forums: 795 children and young people participated in Big Conversations exploring topics such as LGBTQIA+, alternative education, ALN codes of practice, city redevelopment, housing and homeless, stronger communities and working with nature. 32 primary schools and 13 secondary schools engaged. • Big Conversations for those who have experienced care: 67 children took part in forums to let us know what is important for children in care. • Big Conversations to discuss Community Cohesion: 50 young people took part in opportunities for facilitated discussions around issues such as extremism, rumors in communities, community cohesion, racism and prejudice • School Project Work: 609 children worked with through visits to schools, to school councils and other school clubs. Some of the outcomes include: Influencing the Scrutiny Equalities Enquiry; Informing ideas on new, alternative education provision in Swansea; Designing initiatives that have informed how period poverty is addressed in Swansea; Co-producing resources for Care Experienced CYP, and young children, participating the recruitment of senior staff; Developing specific projects relating to priorities yp have voiced, e.g. Counter Extremism.
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Poverty & Prevention	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Continue to embed Children's Rights in all practice and procedures within the department and with partner commissioned organisations	Jane Whitmore	<p>Continued incorporation of UNCRC standards in the following;</p> <ul style="list-style-type: none"> • Strategic Equality plans in schools • Child and Family Services Participation Strategy • School Council Audit • Corporate Parenting Strategy • The Early Years Strategy • Our approaches to school readiness in Childcare settings • Healthy and Sustainable Pre-School Scheme • Play Sufficiency Assessment • Young People's Service plans • Child and Family Service's Participation and Children's Rights Plan • Swansea's Public Service Board's Wellbeing Plan On International Children's Rights Day, children and adults in Swansea presented their success to over 100 guests from across Wales <p>A new contract to embed and sustain the Rights Respecting Schools Award at a cost that is free to Schools in Swansea is progressing. A number of internal staff have been trained to undertake assessments on behalf of the Council. This will begin in Summer 2019.</p>	<p>We have worked together to consider how rights based approaches underpin practice by: 1. Ensuring children's human rights are included in key policies such as: the Strategic Equality Plan, the Consultation and Engagement Plan within the 'Live Well, Age Well' components of Swansea's Well-being Plan, Swansea's Co-Production and Engagement Strategy, 2. Extending learning from children's rights based approaches more broadly to think about every person's human rights by: Exploring what it means for Swansea to be a Human Rights City, Applying learning to what rights means for people across the life stages, ensuring Swansea is a city for all, where every person has the opportunity to have the best start in life, and live and age well, Developing a Poverty Truth Commission. Last year saw the celebration of the 5th anniversary of Swansea's Children's Rights Scheme in Swansea. The event was a celebration of Swansea's Rights journey so far, and of the many people from schools, communities and services who work together to make Swansea's commitment to rights a reality for children and young people. 204 children, young people and service providers participated in, and 72 children, young people and service providers facilitated stall and activities at the National Waterfront Museum, where rights were celebrated through activities, speeches, information stalls and consultation opportunities.</p>
Poverty & Prevention	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Raise awareness of "Big Conversation Mechanisms", ensuring children & young people have an understanding of a variety of opportunities to have their voice heard	Jane Whitmore	<p>This year has seen the first Big Conversations for children aged 7-10, and also Intergenerational Big Conversation for people across the life stages to come together to have their voices heard.</p>	<p>The Big Conversation now operates successfully for children aged 7-18 years, and three Intergenerational Big Conversations per year take place for any person aged 7+. The Big Conversation model has been extended and adopted to successfully engage children and young people in Child and Family Services and in projects within the Community Integration Service.</p>

Poverty & Prevention	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Develop a communication strategy and campaign plan with key objectives to be delivered across the whole of Swansea	Jane Whitmore	Gender equality continues to feature within discussions through the Big Conversation for Primary & Secondary school aged children. The Equalities Scrutiny Enquiry saw councillors participate in Big Conversations across the age range and gender equality with regards to service provision, sports and within our schools featured heavily in the discussions.	In 2019, an academic review of Swansea's Children and Young People's Scheme was undertaken as part of a Master's Dissertation at Cardiff University. 'From Rhetoric to Reality: How Effectively Does Swansea Council Enact its Children and Young People's Rights Scheme?' details how council officers, managers and members interpret the Children's Rights Scheme in their day to practice. The study considers where this has work well and where improvements can be made, concluding with recommendation made to Members, and will inform a review of the Scheme moving forward. In the next 12 months we will evaluate how well the Scheme works, and co-produce a revised version of the Scheme based on feedback. A communication strategy and action plan will be developed to act on strategy outlined within the revised Scheme.
Poverty & Prevention	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Establish a working group to explore issues around gender stereotyping	Jane Whitmore	Dilly Dragon, the rights mascot is disseminated by teams to raise awareness of the UNCRC and the Council's commitment through the Children's Rights Scheme. This is done in a number of ways: a Dilly flag flies during planned periods from the Civic Centre Building	Gender equality continues to feature within discussions through the Big Conversation for Primary & Secondary school aged children. The Equalities Scrutiny Enquiry saw councillors participate in Big Conversations across the age range and gender equality with regards to service provision, sports and within our schools featured heavily in the discussions. Though specific Big Conversations planned, to further detail this subject from the perspective of CYP, have been postponed, work will continue to address these issues in the future.
Poverty & Prevention	Equality Objective 5 – Improve pupil attainment and continue to close performance gaps	Reduce inequalities in school readiness	Jane Whitmore	The Flying Start Programme continued to operate with the Foundation Phase Profile adapted for pre-school children and the Wellcomm speech and language screening tool rolled out across all childcare settings. Further development of the Best Start Campaign through Social media, posters and events. Consolidation of the Jig-so Project supporting young parents during their child's 1st 1000 Days. Collaboration with the Health Board and Public Health Wales to facilitate a 1st 1000 Days multi-agency event to inform a new action plan.	Consolidation of the Jig-so Project supporting young parents during their child's 1st 1000 Days. Ongoing delivery in respect of Flying Start programme. Significant progress in respect of hosting the 1,000 days event together with further collaboration in terms of an integrated Early Years Programme via the WG Pathfinder agenda. Increased online profile of Best Start Social media presence.

Poverty & Prevention	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Through the Families First and Flying Start programmes, deliver a range of services to children, young people and their families to improve outcomes, through interventions such as Parenting, Language and Play etc	Jane Whitmore	<p><i>Families First continues to develop new and initiative ways to deliver services to children, young people and their families.</i></p> <p><i>In 2018/19 Families First engaged with 5,328 cases, comprised of 10,780 individuals</i></p> <p><i>Flying Start continues to provide the Best Start in life for children in our most deprived areas.</i></p> <p><i>In 2018/19 2925 children benefitted from the Flying Start programme. The childcare attendance average was 79%.</i></p>	Families First continues to develop new and initiative ways to deliver services to children, young people and their families. Services delivered through the programme include Parenting, Early Language Development, Young Person key working, Play and preventative mental health services. In 2019/20 Families First engaged 12,278 individuals Flying Start continues to provide the Best Start in life for children in our most deprived areas. In 2019/20 2886 children aged 0-3 benefitted from the Flying Start programme.
Poverty & Prevention	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Promote and provide a range of upskilling opportunities on a multi-agency basis in order to achieve quality services through the workforce development approach. This will include training on Motivational interviewing, Team Around the Family (TAF), Solutions Focused Thinking, etc.	Jane Whitmore	<i>1,014 training places filled covering 20 different subject matters.</i>	948 training places offered covering 23 different subject matters
Poverty & Prevention	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Identify those young people who are most at risk of becoming NEET (not in employment, education or training) and provide them (and their families) with the personal support they require to remain engaged with education, employment and training	Jane Whitmore	<i>Regular meetings take place between, schools, careers, evolve and partner organisations to regularly track those at risk during year 11. This information is used to broker the most appropriate support for each individual. The attached provides an overview of the most recent review of data by area, school and level of need.</i>	Regular meetings take place between, schools, careers, early help and partner organisations to regularly track those at risk during year 11. This information is used to broker the most appropriate support for each individual. This year has seen an extra layer of checking take place with the education department compiling a further checklist of pupils due to the covid 19 risks. The 19/20 cohort saw the lowest school leavers rate for the past 10 years at 2.9%.
Poverty & Prevention	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Continued use of Child Poverty Impact Assessments (CPIAs) for Play	Jane Whitmore	<i>No change</i>	Continued use but no specific CPIA's undertaken

Poverty & Prevention	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Food Poverty Community Interest Company: Create a food enterprise to tackle food poverty and feed people well in Swansea	Jane Whitmore	No change	During 2019/20 grants totalling £111,291 were awarded to organisations in Swansea to address Food Poverty and Food Insecurity. These included funding for accessible cookery and healthy eating workshops in young people's housing projects, teaching kitchen installations, infrastructure for new foodbanks, mobile foodbank, fridges and freezers, food share projects, a surplus food app and emergency food packs.
Poverty & Prevention	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Deliver a range of services through the, Communities for Work Plus and Communities for Work Programmes, and through the effective allocation of the Legacy Fund that support people and families in our most deprived communities to improve their opportunities and reach their potential	Amy Hawkins	<i>The Communities for Work, Communities for Work Plus and Legacy fund provision is now fully implemented and is operational in delivery areas across Swansea. The Swansea Working approach has also been implemented with closer links and a single referral point being key objectives achieved in the first year.</i>	CfW and CfW+ programme delivery is ongoing and targeted at those experiencing poverty. During the last 18 months the introduction of Welfare Benefits and Financial Inclusion support (funded through the WG Legacy Fund) has been linked with specific alignment to employability delivery. Swansea Working referral process has continued to make sure clients are matched appropriately in line with their needs to employability support programmes. The Council, through its Swansea Working approach have ensured that clients from all Swansea wide programmes (internal and external) are able to access training provision, enabling them to enter employment. Targeted work with those the most at risk of poverty (including introductory training with NEET groups, work with prison leavers and young people leaving care). 22% of CfW+ participants had a work limiting illness or a disability and services were delivered in line with participant need. The Welsh Government Legacy Fund supported third party organisations directly working with families and contributed toward the first year of the Swansea Poverty Truth Commission contributing to alleviating poverty at a community and strategic level.

Poverty & Prevention	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	New action added for 2018 Lifelong Learning Service: Provide a wide range of high quality accredited and non-accredited Adult Education provision throughout Swansea, supporting learners to improve and enhance their employment skills and prospects through various learning opportunities	Amy Hawkins	<p><i>The Lifelong Learning Service 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.</i></p>	<p>The Lifelong Learning Service worked with partners to deliver the Swansea Learning Festival engaging over 9,000 learners in new learning activities and training opportunities. The Festival provided a first step for many into learning and training, building confidence in addressing skills and highlighting opportunities available. Partnership working has focussed on employability outcomes for learners with the Service delivering employability courses in a range of working context eg LSAs and Food Hygiene. Fast track higher level essential skills courses in literacy and numeracy have enabled numerous learners to overcome accreditation barriers to access in work or HE training opportunities. The Service has worked with GP Surgeries to develop and deliver a series of courses to support learners health and wellbeing. Learning for life, family programmes and essential skills classes continue to be delivered alongside bespoke delivery for partner employability organisations.</p>
Poverty & Prevention	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	New action added for 2018 Ensure the adoption, delivery and effective monitoring and reporting of the Council's Poverty Strategy and Prevention Strategy	Amy Hawkins	<p><i>In progress: Swansea's Tackling Poverty Strategy continues to support the premise 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. 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 mid-term review is planned of the Delivery Plan during 19/20.</i></p>	<p>Swansea's Tackling Poverty Strategy continues to support the premise that Tackling Poverty is Everyone's Business. An Internal Poverty Forum has been set up chaired by the Deputy Chief Executive. Meeting monthly, the forum focusses on key issues and a cross departmental approach to actions. The Swansea Poverty Partnership Forum and Financial Inclusion Steering group continue to meet quarterly. Key milestones have been achieved in establishing a Swansea Poverty Truth Commission: Funding for year 1 has been secured, SCVS has been selected as the host organisation and the facilitation team has been recruited. Swansea is one one of four pilot areas in the UK partnering with the Children's Society and wider services to improve crisis support. The Covid-19 pandemic has had a significant impact on the experiences of poverty in Swansea and the demand for services. This will influence the evolution of the strategy in the coming year. One such aspect will be a focus on food poverty and food insecurity. A Swansea Food Poverty Network will be established in the wake of the crisis.</p>

Poverty & Prevention	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Provide a welfare rights training programme to support staff from Swansea Council and partner organisations to negotiate the significant changes to the benefits system resulting from Welfare Reform	Amy Hawkins	<i>In progress: The Welfare Rights Training Programme delivered training to 219 participants. The 19/20 Training Programme has been planned and the initial courses have been advertised.</i>	The Welfare Rights Training Programme delivered training to 262 participants.
Poverty & Prevention	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	New action added for 2018 Provide a specialist advice line service to support staff of Swansea Council and partner organisations negotiate the welfare benefit system to ensure that clients are receiving their correct entitlement.	Amy Hawkins	<i>In progress: The Welfare Rights advice line runs three days a week – Monday, Wednesday and Friday. The queries on the advice line have become more complex due to the significant changes within welfare reform, including Universal Credit and right to reside cases. The team have also opened up an advice email advice - this is currently being monitored</i>	The Welfare Rights advice line runs three days a week - Monday, Wednesday and Friday and 144 were delivered during the 2019/20. At the start of lock down the advice line was opened up daily and longer term the opening hours have been extended.
Poverty & Prevention	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	New action added for 2018 Appeal Representation at both first tier and Upper Tribunal hearings	Amy Hawkins	<i>Appeal outcomes: Successful = 64 Withdrawn = 4 Unsuccessful = 3 Money raised from appeal representation: £876,206.23</i>	Appeal outcomes: Successful = 72 Unsuccessful = 4 Money raised overall: £1,416,282.43

Poverty & Prevention	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Ensure that the Big Conversation continues to encompass a range of mechanisms that aim to facilitate the widest possible participation of all children and young people	Jane Whitmore	<p>The Big Conversation continues to expand and different forums, events and projects across Swansea through Big Conversations – open, safe and fun ways for children and young people to be heard:</p> <ul style="list-style-type: none"> • Big Conversation Forum – 539 11-18 year olds explored topics including extremism, gender equality and Swansea Council's Budget. • Pupil Voice Forum – 165 children and young people aged 7-18 took part in the Pupil Voice Forum. Topics included Identity and Equality, The Future of Education in Swansea (Abertawe 2025) and a consultation on services for children whose first language is not English • Forums for Children who have experienced care – 67 children took part in forums to let us know what is important for children in care and those who have been, and have now left. • School Visits – 617 children worked with through visits to schools, to school councils and other school clubs. The Big Conversation has also successfully been delivered with primary school aged children as well as intergenerational opportunities for people aged 7+ in 2019 and will continue in 2019/20. 	<p>The Big Conversation continues to expand.1,521 children and young people had opportunities to have their voices heard. Big Conversation Forums: 795 children and young people participated in Big Conversations exploring topics such as LGBTQIA+, alternative education, ALN codes of practice, city redevelopment, housing and homeless, stronger communities and working with nature. 32 primary schools and 13 secondary schools engaged, Big Conversations for those who have experienced care: 67 children took part in forums to let us know what is important for children in care, Big Conversations to discuss Community Cohesion: 50 young people took part in opportunities for facilitated discussions around issues such as extremism, rumors in communities, community cohesion, racism and prejudice. School Project Work: 609 children worked with through visits to schools, to school councils and other school clubs. Some of the outcomes include: influencing the Scrutiny Equalities Enquiry, informing new alternative education provision in Swansea, designing initiatives to address period poverty, oo-porducing resources for CYP in care ,participainting the recruitmen of senior staff and developing specific projects relating to priorities yp have voiced, e.g.Counter Extremism. In light of the Covid pandemic, Big Conversation and digital and online mechanisms for engaging cyp will be reviewed,</p>
Poverty & Prevention	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Continue a range of inclusive play specific consultation with identified groups and individuals. Undertake specific consultation with key groups with protected characteristics as part of the 2016/19 Play Sufficiency Assessment	Jane Whitmore	<p>A Parent Carer Forum has been commissioned in Swansea and this mechanism will support much of the on-going consultation and engagement of parent carers on a wider range of subject matters. Through the Big Conversation, the Life Stages Team continue to explore opportunities to engage with more vulnerable cyp and make existing mechanisms accessible to all and this includes STF units and Special Schools etc.</p>	<p>All consultation undertaken regarding play areas and play considers the 'Key Considerations' for inclusion and involves engagement with the Play Access Group</p>
Poverty & Prevention	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Engage with traveller communities via Play on Wheels mobile play	Jane Whitmore	<p>Play on Wheels attended sessions at the Morganite site during Q1, however a decision was made for the team not to return for the time being due to a concern on site that impacted upon the very important relationship between the team and the community. It is hoped to return once this has been resolved.</p>	<p>Due to relationship issues identified in 18/19 it is still considered inappropriate to visit the Morganite site but we remain hopeful this won't always be the case</p>

Poverty & Prevention	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Ensure a wide range of engagement by local people, including the most marginalised members of the community, in the Communities First (CF) Programme. Activities will include information sharing, active participation, collaboration and partnership working between individuals and organisations, and empowering local people	Jane Whitmore	<i>Consultation and engagement is a key theme of all Children's and Community grant delivery.</i>	Communities 1st programme has ended. See No.23 for update on new programmes.
Poverty & Prevention	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Ensure that the relevant aspects of the Ageing Well Plan are embedded within these Equality Objectives from 2017 onwards	Jane Whitmore	<i>The Life Stages Team 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 more Big Conversation like 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 mechanism to have a voice on issues that impact on their lives.</i>	Five Live Well Age Well Forums held since the last progress report, targeted at those residents aged 50 + but open to all. The themes were: Digital Communication and Information, Healthy Living, Transport & Getting About, Staying Safe and Employment & Money Matters. The Council's Rights Co-ordinator and Officers from the Older People's Commissioner's Office were present giving presentations, supplying resources and advice and making themselves available to participants. Consultation element always included in these events. The Older People's Commissioner visited the former 50+ Forum to give a presentation on her priorities, which include tackling ageism and ending age discrimination. Quarterly newsletter provides Welsh Government, OPC, Council and any other relevant consultation information. Regular provision of information to those on Ageing Well circulation list. Strong relationship built with Swansea University's Centre for Ageing & Dementia Research (CADR), who provided speakers, some funding for the events and information/resources. National and local strategies and policies, e.g. Welsh Declaration of the Rights of Older People, taken into account in planning and decision-making

Poverty & Prevention	Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues	Deliver appropriate and suitable levels of training on the UNCRC & Children's Rights	Jane Whitmore	Ongoing bespoke workforce development opportunities including: sessions to develop understanding of rights for young families in cultural services and for those championing participation of children who are care experienced. 2019 has seen progress toward a programme of workforce development that explores rights across the life stages, exploring children's human rights in line with other human rights declarations.	Children's Rights training has been provided to 192 members and officers. <ul style="list-style-type: none"> • Rights in Early Years • Rights in Schools • Rights in Child and Family Services • Children's Rights as Human Rights. Online training provision will form part of a review of the Children's Rights Scheme in the next 12 months, as will develop children's rights as human rights, in an attempt to aid understanding of human rights for all. Human rights workforce developments have been planned with Equality Champions to support connections between human rights and the principles, policy, regulation and law relating to equality. this has been postponed due to Covid lockdown. Work with adults services is also ongoing to transfer knowledge and learning regarding children's rights based practice in Swansea to an adult environment, considering how a similar approach can be taken to human rights based practice.
Poverty & Prevention	Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues	Re-circulate the staff survey first completed in 2014 to all staff and Councillors to measure knowledge and understanding of children's rights and the UNCRC	Jane Whitmore	Work continues across the Directorates to ensure there is increased knowledge and understanding of Rights based practice.	Work continues across the Directorates to ensure there is increased knowledge and understanding of Rights based practice. A review of the Childrne's Rights Scheme will form a new baseline from which to develop appropriate and relevant action and strategy to embed children's rights in Swansea.
Poverty & Prevention	Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues	Deliver Asylum Seeker and Refugee Awareness Training to enable staff to understand issues facing asylum seekers and refugees and make services more accessible and welcoming	Craig Gimblett	In progress: This year information sessions have 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	Information sessions and training have been held with Social Services and Team Around the Family
Poverty & Prevention	Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues	Develop and disseminate information on Swansea's migrant communities for staff and elected Members	Craig Gimblett	In progress: Relevant and current information passed on to elected members (including Cabinet members), and staff as required and appropriate. This includes information on the EU settlement Scheme and the Windrush Scheme.	Relevant and current information is passed on to elected members (including Cabinet Members) in terms of the refugee and asylum seeker population, EU citizens and the wider migrant community. This has led to engaging with the Intercultural Cities' agenda, progressing on becoming a Human Rights City and reviewing and developing praactices to support City of Sanctuary status

Poverty & Prevention	Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues	Deliver awareness events and Workshop to Raise Awareness of Prevent (WRAP) Training to appropriate frontline staff and Elected Members	Craig Gimblett	<p><i>In progress:</i></p> <p><i>In this reporting period, April 18 – March 19</i></p> <ul style="list-style-type: none"> <i>• 233 individuals (including staff from Schools, Housing Services, Gwalia, Coastal, Evolve, Social Service and Environmental Health) received Prevent awareness training</i> <i>• 145 members of staff completed the mandatory Prevent e-learning course (these figures are up to Dec '18 as now unable to access the figures as the Home Office has closed access to the portal)</i> 	WRAP training has now been de-commissioned by the Home Office and are developing a new package. 126 frontline members of staff and colleagues undertook Prevent Awareness training since the last report. E-learning package also available for Council and Education staff. A programme of training had been arranged from March 2020 to June 2020 but only 1 session was undertaken due to COVID - 19 in March. The subsequent six sessions to be re-scheduled when safe to do so.
Communications and Customer Engagement	Equality Objective 1 – Ensure equality of access to services	Introduce a new British Sign Language service at the Contact Centre	Julie Nicholas-Humphries	<p><i>Complete:</i></p> <p><i>The Council now use existing internal resources to deliver a British Sign Language Service with two officers available at Level 1 BSL and three officers available at Level 2 BSL. We also have access to higher level resource as required through our partnership with the Welsh Interpretation & Translation Service and residents can request a preferred translator if they are available.</i></p>	Complete
Communications and Customer Engagement	Equality Objective 1 – Ensure equality of access to services	Introduce a SMS texting service for residents	Julie Nicholas-Humphries	<p><i>Complete:</i></p> <p><i>Service in place with 546 texts received between April 2017-March 2018 (SMS: 07919 626434)</i></p>	Complete
Communications and Customer Engagement	Equality Objective 1 – Ensure equality of access to services	Provide additional support to Contact Centre customers by having staff positioned at the entrance to assist as needed	Julie Nicholas-Humphries	<p><i>Complete:</i></p> <p><i>The Council continues to have ‘floor walkers’ at the entrance of the Civic Centre to assist with resident with their queries or make payments at the payment kiosks.</i></p>	Complete
Communications and Customer Engagement	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	<p>Continue programme of equality engagement with key forums and groups including: Disability Liaison Group, BME Forum, LGBT Forum and 50+ Network</p> <p>Continue to support equality-related events in association with these forums and groups</p> <p>Improve engagement with local disability groups via the Disability Liaison Group (DLG)</p>	Tracey Meredith/Jane Whitmore	<p><i>The work of the LGBT forum has continued and the group met four times over this period. The forum continues to support events such as Swansea Pride and LGBT History Month. There is a West Wales Regional BME forum which we are members of, although meetings have been quiet this year. 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 reps.</i></p>	We have continued to support the work of the LGBT forum. The forum continues to support events such as Swansea Pride and LGBT History Month. There is a West Wales Regional BME forum which we are members of. We have supported the Disability Liaison Group to review its membership, terms of reference, code of conduct and have encouraged departments to have stronger links to the group through the departmental equality reps.

Communications and Customer Engagement	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Review the City and County of Swansea Local Service Board & Healthy City Board Ageing Well and Strategy for Older People Action Plan 2015 – 2019 Include work with Swansea Network 50+ and other relevant engagement mechanisms / methods with older people in the annual review	Jane Whitmore	<i>A Health & Well-being Forum was held with a variety of community groups and individual 50+ members. Report findings from the Health & Well-being Forum were circulated to relevant internal colleagues and external organisation across the local authority area. We continue to work with a variety of community groups, engaging through the newly formed "Live Well, Age Well Forums.</i>	Public Service Board Workshop held in July 2019 to review the Live Well Age Well objectives, followed by two further workshops to clarify those actions chosen and focus on delivery. The workshops were open to all and invitations sent to a wide audience. Three themes were identified: A City For All, Health Literacy and Active Travel. Due to the COVID 19 pandemic the objectives will need to be revisited to reflect the current situation A Health & Well-being Forum was held in May 2019 with a variety of community groups, individual 50+ members and Public Service and Third Sector organisations. Report findings from the Health & Well-being Forum were circulated to relevant internal colleagues and external organisations across the local authority area. We continue to work with a variety of community groups, engaging through the newly formed Live Well, Age Well Forums.
Communications and Customer Engagement	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Organise an event to include an Annual Meeting of Swansea Network 50+ and a public event to mark UK Day of Older People	Jane Whitmore	<i>As a result of feedback from participants at UK Day For Older People which took place on 1st of October 2018, the Life Stages Team have progressed a Live Well, Age Well Forum, which has focussed on prioritise identified for exploration and discussion as matters that are important to those ageing well within Swansea and. Forum themes inc. Digital Inclusion, Health & well-being, Transport & Safety.</i>	Planned work undertaken with the 50+ Network in liaison with SCVS to enable the group to become independent of the Council and establish new governance rules . Members of the group have been invited to contribute to and support the new Live Well Age Well Forums and the two Intergenerational Big Conversations held during the year. The UK Day of Older People was celebrated as part of the Staying Safe Forum on 28 September, held in Gendros Community Centre. Over 100 people attended and the event received positive coverage by Swansea Bay TV. All the Forums have include a consultation element and ahve been reported on and evaluated to identify the way forward.
Communications and Customer Engagement	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Continue to provide and promote service-specific equality training / information where needed	Lee Wenham	<i>Communications: The Communications team helps promote equality issues via our internal Communications platforms to all staff and training opportunities are promoted and discussed within the team</i>	No change
Communications and Customer Engagement	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Continue to operate the Equality Impact Assessment (EIA) process across the organisation	Tracey Meredith	<i>In progress: This process continues to be applied to the subject of all Corporate Reports submitted to Corporate Briefing, Cabinet and Council (as well as other Committees). It is also applied to the budget setting process, major projects as well as all commissioning reviews.</i>	No change

Communications and Customer Engagement	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Continue to quality assure completed EIA screenings and reports, providing feedback to departments	Tracey Meredith	<i>In progress: Officers are supported by the Access to Services Team via meetings, initial informal feedback and bespoke team sessions on request. The EIA quality assurance process includes officers with expertise in equality, children's rights, poverty, Welsh language, consultation and engagement</i>	No change
Housing & Public Health	Equality Objective 1 – Ensure equality of access to services	Develop a Rents Strategy. Part of this strategy will ensure that the arrears recovery process is easy to understand and takes account of customer needs, particularly those who may be vulnerable	Mark Wade	<i>Resourcing the Rents Strategy has been difficult particularly due to the demands of dealing with Universal Credit. Delivering the Rents Strategy is a key priority for the Rents Team, it is anticipated that it will be completed by December 2019</i>	A draft rent strategy was completed and scheduled for wider consultation, however the draft will now be subject to review due to the financial impact of the Covid 19 crisis.
Housing & Public Health	Equality Objective 1 – Ensure equality of access to services	Continue with programme of customer access audits of Housing and Public Protection services to ensure that services are accessible to everyone	Mark Wade	<i>The next round of customer access audits will be completed by November 2019.</i>	Reception audits completed in November 2019. The next audit will be done in November 2021
Housing & Public Health	Equality Objective 1 – Ensure equality of access to services	Incorporate all relevant equality issues into the new Local Housing Strategy (LHS)	Mark Wade	<i>Latest LHS will be under development shortly and will be published in 2020. There will be a dedicated equalities chapter as per previous strategies.</i>	Development of the strategy is underway. A draft strategy will be subject to consultation with a range of stakeholders and the timeline for this engagement is currently being reviewed.

Housing & Public Health	Equality Objective 1 – Ensure equality of access to services	Raise awareness of the availability of Disabled Facilities Grants (DFGs) particularly in terms of disabled children and young people	Mark Wade	Ongoing promotion of these services.	Ongoing promotion of these services
Housing & Public Health	Equality Objective 1 – Ensure equality of access to services	Produce a strategy as part of the More Homes project for using Housing Revenue Account resources to provide more Council Housing, which will help meet the needs of a diverse community	Mark Wade	Cabinet approved the Housing Revenue Account Development Plan in February 2019. This sets out the programme to develop over 140 new homes up to 2022. Following on from the first Passivhaus pilot at Colliers way, the second phase of the More Homes project is underway with development commencing at a further 2 sites at Parc Y Helyg and Colliers Way Phase 2. As part of this phase, 34 new homes will be built as 'Homes as Power Stations' using funds from a £1.5m Innovative Housing Programme grant from the Welsh Government. The homes will have innovative features such as solar panels and battery storage and will be built to DQR (Development Quality Requirements.)	<p>Cabinet has approved a 10 year delivery ambition for 1000 new Council homes from 2021-2031. The second phase of the More Homes project is underway at a Parc Y Helyg and Colliers Way Phase 2. A planning application has been approved for 25 homes on Hill View Crescent, Clase. All these homes have been awarded Innovative Housing Programme funding and will have renewable technology such as solar panels and battery storage.</p> <p>Work is underway on the conversion of a former social services building in West Cross into 2 new family homes.</p> <p>Following publication of the HRA PIN to explore interest from potential partners in delivering a development programme across 30 potential HRA sites in phases, a Cabinet report in January 2020 approved the commencement of the next steps in progressing the procurement of a development partner or partners. The aim will be to deliver mixed tenure housing on the Council owned sites, whilst maximising the delivery of affordable housing to meet local need.</p>
Housing & Public Health	Equality Objective 1 – Ensure equality of access to services	Provide burial/cremation arrangements in line with the requirements of Swansea's diverse community	Mark Wade	Ongoing, there is minimal demand.	Ongoing, there is minimal demand.
Housing & Public Health	Equality Objective 1 – Ensure equality of access to services	Develop protocol for inspection of dwellings proposed to be used to accommodate asylum seekers	Mark Wade	Ongoing	Completed.

Housing & Public Health	Equality Objective 2 – Undertake a range of work focused on safety including hate crime, modern slavery, protection of vulnerable people, radicalisation and extremism etc.	Review the Statement of Policy for Licensing in respect of alcohol, entertainments and late night refreshment, taking particular account of the need to ensure protection of children	Mark Wade	<i>Policy adopted by Council July 2018. Next full review is due in July 2023. The Special Policy, which is contained within the main policy is due for review in July 2021.</i>	The Special Policy which is contained within the main policy is due for review in July 2021 and the next full review is due July 2023.
Housing & Public Health	Equality Objective 2 – Undertake a range of work focused on safety including hate crime, modern slavery, protection of vulnerable people, radicalisation and extremism etc.	Review the Council's policy in respect of gambling, taking particular account of the need to ensure protection of children and vulnerable people	Mark Wade	<i>The Policy was adopted by Council in 2018. The next review is due January 2022.</i>	Policy in place with the next review in January 2022.
Housing & Public Health	Equality Objective 2 – Undertake a range of work focused on safety including hate crime, modern slavery, protection of vulnerable people, radicalisation and extremism etc.	Raise awareness of doorstep crime and scams to prevent people becoming victims	Mark Wade	<i>Ongoing, periodic awareness campaigns undertaken.</i>	The service continues to undertake ongoing information campaigns. Currently there is a particular focus on raising awareness in relation to Covid 19 scams.
Housing & Public Health	Equality Objective 2 – Undertake a range of work focused on safety including hate crime, modern slavery, protection of vulnerable people, radicalisation and extremism etc.	Provide training and raise awareness with support agencies in identifying scams	Mark Wade	<i>Ongoing</i>	Ongoing.
Housing & Public Health	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Implement an updated Local Tenant Participation Strategy (LTPS) 2015-18	Mark Wade	<i>The new TP Strategy 2019-2021 will be published in September 2019 and launched with tenant groups.</i>	The strategy was launched with the Tenants Steering Group (TSG) and Cabinet Member in Sept 2019. Implementation of the action plan is being progressed and jointly monitored with the TSG during 2020/21.

Housing & Public Health	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Continue to work in partnership with the Youth Inclusion Team, to encourage participation of young people in housing matters (with the aim of setting up a group exclusively for young people and encouraging them to join other groups)	Mark Wade	Big Conversation housing session took place in March 2019 on homelessness issues, future session planned for WHQS environmental improvements later this year. A council housing facebook group has been established. We hope to increase the membership during 2019 with the aim of engaging with younger people and other harder to reach groups.	A housing facebook page is in place and membership numbers are growing steadily. Children of tenants and leaseholders were asked to help design the front cover of the June 2020 edition of Open House. Housing's contribution to the Big Conversation group will continue when face to face sessions can safely resume.
Housing & Public Health	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Promote and raise awareness of the availability of: □ Same Sex Marriage into the Civil Marriage ceremony and the legal process which enables couples who have previously entered into Civil Partnerships to convert them into marriage	Mark Wade	Ongoing and regularly monitored.	Ongoing and regularly monitored.
Housing & Public Health	Equality Objective 12 – Work on health and sport initiatives that focus on outcomes for our communities	Deliver a Tobacco Action Plan for Swansea, which will concentrate on areas identified in local needs assessments and mapping exercises	Mark Wade	Continuing investigations being undertaken to deal with the illicit supply of tobacco in the Swansea area in conjunction with HMRC / partners.	The service continues to undertake investigations to deal with the illicit supply of tobacco in the Swansea area in conjunction with HMRC / partners.
Housing & Public Health	New*** Equality Objective 1 – Ensure equality of access to services	Ensure that the Homelessness Strategy reduces homelessness and improves access to the service by implementing a range of actions over the life time of the strategy 2018-2022	Mark Wade	New Action for 2018-19	Youth Homelessness Charter co-produced with young people. Easy read version of Homeless strategy produced and available on line. Improvements made to processes for collection of equality monitoring data
Legal & Dem Services	Equality Objective 1 – Ensure equality of access to services	Continue to review Polling Stations; seeking to improve them to ensure a positive experience for the voter	Tracey Meredith Huw Evans Rhian Millar	The Review for 2019 has just been completed. It was presented to Council in April 2019. Some comments were received and we are looking at following up any suggestions, in order to improve access wherever possible.	The Review will be repeated again in 3-5 years; however, the Head of Democratic Services is constantly seeking to improve voter facilities to ensure a positive voter experience for all.

Legal & Dem Services	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Promote and raise awareness of the UNCRC by embedding children's rights within day to day practice and utilising the Children's Rights logo in all promotional activity	Tracey Meredith Huw Evans Rhian Millar	<i>In progress: Children's rights continue to be considered as part of the report clearance cycle and during the decision making process. Impact assessments will include any relevant considerations.</i>	During the report writing process children's rights issues continue to be considered as part of relevant considerations for decision makers
Legal & Dem Services	Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues	To provide 6 monthly updates on legal section of intranet site as to case law dealing with equality issues	Tracey Meredith Huw Evans Rhian Millar	<i>Regular bulletins are produced by the legal department relating to equality issues/considerations and published on internal website.</i>	Regular bulletins are produced when relevant and published on internal website.
Cultural Services	Equality Objective 1 – Ensure equality of access to services	Continue project in libraries to introduce or improve the computer skills of people of all ages	Tracey McNulty	<i>Swansea Libraries are in the process of rolling out access to Learn My Way a free digital tool to support improved digital literacy and provided by the Good things foundation. This will see all libraries registered to enable access to a new digital learning tool. The service is continuing to promote its growing digital resources which makes access to online information and reading materials more accessible. It supports this with e-resources workshops across libraries delivered by library staff.</i>	Swansea Central Library is registered as an Online Centre with the GTF. Swansea Libraries have worked with Digital Communities Wales to develop a plan to maximise the use of various online tools, resources and training (including Learn My Way) to improve the digital skills of customers and staff. The library has continued to offer a venue for the delivery of training in digital skills, especially for Get Swansea Online and Lifelong Learning also. Libraries across Swansea worked with colleagues in Transport to support significant numbers of Swansea residents to be able to renew their concessionary bus passes online in late 2019 where they had no access to IT or insufficient skills or confidence or other support to do this. By the end of the second month this totalled over 4000 requests for support. During the closure of libraries as result of Covid, Libraires supported a increasing number of people to access electronic resources including ebooks, audio and magazines. During this time and up to the end of May 2020 staff supported over 200 people remotely to access electronic resources successfully and users of ebooks increased by 95% and eaudio by 65%.on the preceding period.

<p>Cultural Services</p>	<p>Equality Objective 1 – Ensure equality of access to services</p>	<p>Consider sourcing and implementation of additional/improved visual impairment computer aids in libraries</p>	<p>Tracey McNulty</p>	<p><i>The improvement to libraries hardware continue this year and we are working closely with IT to install currently purchased improved hardware and to replace additional to ensure Windows 10 compliance on the public network. This will also allow us to evaluate alternative accessibility tools to improve accessibility in libraries. The CodeClub at the Central Library continue to grow providing opportunities for young people to learn coding skills outside of the school environment in a structures way. We are shortly to become a centre for the Assisted Digital Service for UK Visa applications.</i></p>	<p>The installation of new hardware and Windows 10 across the Libraries has been completed. Staff have been provided with guidance on the improved functionality of the accessibility features of Windows 10 so they can support customers to apply setting changes where needed to meet their needs. Libraries are keeping the use of these features under review and have consulted with IT support as to the additional value and benefit of supplementary accessibility software or packages. An update to the Libraries website and online catalogue is being tested currently and the new version will have improved accessibility features. Swansea Libraries have linked up with colleagues in the Vale of Glamorgan to share best practice ideas regarding Code Club and coding projects have been shared via social media whilst libraries have been closed to support children to continue to learn and develop these skills at home. Libraries have also secured some additional microbits for loan via the Micro:bit Educational Foundation and these will be available to borrow for free from selected community libraries when these libraries reopen. Swansea Central Library is registered as a centre for the Assisted Digital Services on behalf of the Home Office for UK Visa Applications and has supported a number of citizens with their resettlement application as part of the Brexit requirements and will continue to do so when able to.</p>
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Cultural Services	Equality Objective 1 – Ensure equality of access to services	Continue variety of activities that takes Swansea Museum to older people and groups	Tracey McNulty	<p><i>We offer volunteering opportunities at Swansea Museum, at the moment we have 20. Most of whom are Retirees. This provides opportunity to socialise whilst developing new skill and knowledge. We also continue to provide outreach talks to the county of Swansea with 320 attending in 2019 so far, with groups such in Killay Libraries & St Davids Church in Morriston participating.</i></p>	<p>Swansea Museum will continue volunteering opportunities at Swansea Museum, this has increased to 30 active volunteers. Most of whom are Retirees and students. This provides opportunity to socialise whilst developing new skill and knowledge. Total volunteer hours at the museum in 2019 -20 totalled 3593 hours. Outreach is delivered with talks throughout County of Swansea with 1512 attendees in 30 outreach talks though year. 2020 talks have included groups such as hard of Hearing at Swansea Library, Wide Horizons Women's Group, Montana Park Community Centre, Norton Lodge and St John's Day Centres. The later have also used museum memory boxes in addition to talks. Subsequently as a result of lockdown both the Mumbles Railway and Swansea in WW2 have been transformed by one of the Fusion volunteers into films and are now available online. The Mumbles Railway film which was first put online has been viewed by over 800 people and Swansea in WW2 uploaded 2 weeks later has been viewed by 453 people as at mid-June. A further round of films is currently being developed. Staff have also created mini 'vlogs' on their favourite museum items, all of which has created a new dialogue with audiences.</p>
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<p>Cultural Services</p>	<p>Equality Objective 1 – Ensure equality of access to services</p>	<p>Explore the history and heritage of the LGBT community as an option for the Museum programme</p>	<p>Tracey McNulty</p>	<p><i>We have explored diversifying collections to better represent LGBT community. Museum has held a collecting Stall at Pride event and held an exhibition highlighting the relevant collections we hold for the Pride celebrations</i></p>	<p>We have continued to explore diversifying collections to better represent LGBT community. Museum has held a collecting Stall at Pride event and held an exhibition highlighting the relevant collections we hold for the Pride celebrations. Meeting have been held with WGAS and Swansea Pride to ensure we have an active collecting policy in place for LGBTQ+ objects, images and oral histories by ensuring an active presence in all events as well as putting calls out to relevant groups to highlight the fact we are collecting. It is hoped that we will via grant funding and donations look to actively develop a contemporary communities collection to better reflect our diverse audiences. Unfortunately plans to develop this area at Pride 2020 have stalled due to lockdown, however we will include an element of LGBT campaign work in the forthcoming exhibition on protest.</p> <p>In 2019 the museum continued to work in partnership with a variety of groups with protected characteristics particularly BAME community on Crossing Borders, Windrush and First Waves projects and also young people with a disability for Museum Take Over Day. Museum will use relevant collections to take part via online platforms in events such as International Refugee Week.</p>
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Cultural Services	Equality Objective 1 – Ensure equality of access to services	Undertake a range of equality-focused activities at the Glynn Vivian, working with groups such as children & young people, disabled people, BME and LGBT communities	Tracey McNulty	<p><i>Our dynamic Exhibitions programmes includes work by emerging and established artists based in Swansea and Wales, together with internationally renowned artists.</i></p> <p><i>N. S. Harsha is an Indian artist whose work featured in the Gallery during summer 2018. As part of the exhibition, schools form Castle ward; St, Helen's, Sandfields, Login Fach and Hafod Primaries, as well as Step Ahead Pupil Referral Unit, worked with the Gallery's learning team to make work for an exhibition called 'The Future'.</i></p> <p><i>In Autumn 2018, we displayed the incredible work by Yinka Shonibare, End of Empire, to coincide with Black History month.</i></p> <p><i>In Spring 2019 Phytopia included work by International Artists from China, Israel, France and Taiwan and the celebrated British artist, Derek Jarman.</i></p> <p><i>India Wales, a joint initiative between Wales Arts International and the British Council that supports artistic collaboration and exchange between creative professionals and arts organisations in Wales and India. As part of the programme supporting the exhibition by N.S. Harsha, Glynn Vivian hosted several events including A Feast of Words – poetry and writing event, Rangoli community workshop and Mindfulness workshop with Neeta Madahar.</i></p>	<p>Exhibitions</p> <p>In April this year we were about to launch a series of exhibitions focussing on our commitment to LGBT. The programme included international and locally based LGBT artists. The series included a major multi-screened installation by New York based artist Charles Atlas called The Tyranny of Consciousness; a collaborative project by painter Catrin Webster and video artist Roy Efrat and photographic work by Dafydd Williams which formed an LGBTQ+ intervention into our permanent collection.</p> <p>In June we were intending to launch a major solo exhibition by artist Carlos Bunga. The work included painting, installation and themes about migration as well as an intervention into our permanent collection. Due to the Covid-19 outbreak we have had to rearrange our programmes – we hope to exhibit some of our LGBTQ+ season from September – March and have postponed Carlos Bunga until Summer 2021.</p> <p>September 2020's Pushing Paper exhibition (partnership with British Museum) also includes world renowned BAME artists such as Anish Kapoor, Hamid Sulaiman, Hew Locke, Ellen Gallagher, Adel Daoud, Bahman Mohassess, Trần Công Dũng, Sun Mu, Nermine Hammam, Imran Qureshi, Marcia Kure, Hajra Waheed, Murni Mo Selle, Yinka Shonibare and Rima Farah.</p> <p>In May this year we developed a 4 day seminar programme entitled Imperial Subjects (partnership with</p>
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			<p><i>(continued). Our Artists in Residence in 2018/2019 included Shiraz Bayjoo, Nazma Botanica, Durre Shahwar, all of whom are from BAME backgrounds Our learning programmes have continued in 2018/2019 with activities for key targeted and core community groups and individuals.including;</i></p> <ul style="list-style-type: none"> • <i>Art Babas Pre-school & Early years children.</i> • <i>Young Art Force Young NEETS (not in education, employment to training).</i> • <i>Wednesday Adult Workshops (55+).</i> • <i>Welcome group - Refugee's and Asylum Seekers.</i> • <i>Alternative Art School Adults with additional and special needs.</i> • <i>RNIB art class Monthly art classes for adults with visual impairments</i> • <i>Glynn Vivian at Night In February 2019, celebration LGBT+ History month with a late night Gallery opening</i> • <i>Pride Workshops - Family Fun Days Holiday workshops to make banners, placards and flags for Swansea Pride 2019.</i> • <i>Gwanwyn Festival Worked with Gwanwyn Festival on an intergenerational/ cross community Festival day.</i> • <i>Sensory Art Backpacks Our Gallery trails and backpacks include sensory toys and resources for visitors with autism</i> • <i>Family Film Club Autism friendly film screenings.</i> • <i>Training with Engage Cymru Dementia Awareness.</i> • <i>Additional film screening Ad hoc screenings for BAME women, LGBTQ+, adults and young people</i> 	<p>(continued) In May this year we developed a 4 day seminar programme entitled Imperial Subjects (partnership with Plus Tate and British Art Network) which examined the relationships between Wales and South Asia. We were able to move these seminars online. Each seminar included approx. 140 people from all over the world. We are also working with Plus Tate on a day seminar which focusses on de-colonising our collection (date to be confirmed).</p> <p>Learning and Outreach We continue to offer children and young people many opportunities to work with us at the gallery. Art Baba's focusses on parents and babies with basic introduction to the Welsh Language and our young people's group is developing and working online while the gallery is closed. We also continue our work with those children who do not usually attend main stream education. Last year we began our Associate Artist scheme as part of our ACW Taking Part Grant. The 3 artist/educators are working with many young people through partnerships with Good Vibes at the YMCA (young LGBTQ+ people), EYST Wales (Ethnic Youth Support Team) and many other local charities and groups. We continue to work with our Welcome Group in partnership with Swansea City of Sanctuary and our wider communities through the Welsh Government's Fusion project.</p> <p>We also continue our work with our adult groups providing opportunities for creative activity for adults with special needs through Swansea's Day Service</p>
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(continued) We also continue our work with our adult groups providing opportunities for creative activity for adults with special needs through Swansea's Day Service provision, vulnerable isolated adults in our weekly sessions for adults over 55 and working with local RNIB to facilitate workshops and activities for their members.

During lockdown we have done our utmost to continue this work through our online content.

The recent programme has included a focus on past exhibitions which included BAME artists, inviting all our communities to participate and share, while behind the scenes ensuring that we provide activities for those who are socially isolated, recovering from Covid as well as providing art packs and resources for children and those receiving food parcels.

We are working with our colleagues in Swansea Council, our advisors and our team to review all policies such as Exhibitions selection, acquisitions, volunteering and internships, employment etc to ensure we challenge conscious and unconscious bias and continue to provide more "equality focussed activities".

Cultural Services	Equality Objective 1 – Ensure equality of access to services	<p>Continue to deliver Dylan Thomas Centre Heritage Lottery Fund Project Activity Plan</p> <p>Action amendment for 2018 onwards: Following completion of the Dylan Thomas Centre's successful HLF project (ended March 18), continue to build on and deliver the range of equality-focused activities developed throughout the project, in line with Corporate Priorities.</p>	Tracey McNulty	<p><i>In Progress</i> <i>Following completion of the Dylan Thomas Centre's successful HLF project (ended March 18), we continue to build on and deliver the range of equality-focused activities developed throughout the project, in line with Corporate Priorities, and despite reduced resource.</i></p> <p><i>Running 'Literature and Trauma' workshops for refugees and asylum seekers and help develop further opportunities for the group, such as readings for Refugee Week and at other venues. Transport costs and children's activities are provided to ensure as many people as possible are able to attend.</i></p> <p><i>Continue to run and develop free family learning opportunities on every day of the school holidays during operating hours, including a programme of tutor-led workshops. All sessions are accessible and open to all, with range of activities provided to appeal to different ages and abilities</i></p> <p><i>Continue to develop and expand free Young Writers Squad workshops for children and young people across Swansea. From one Squad for 11-16 year olds, we now have two Squads for 11-16 year olds and one for 8-11 year olds. We are also trialling off-site writing workshops in libraries such as Morriston.</i></p>	<p>Following completion of the Dylan Thomas Centre's successful HLF project (ended March 18), we continue to build on and deliver the range of equality-focused activities developed throughout the project, in line with Corporate Priorities, and despite reduced resource. Our 'Literature and Trauma' workshops for refugees and asylum seekers continue to run, and we are helping develop further opportunities for the group, such as readings for Refugee Week and at other venues. Transport costs and children's activities are provided to ensure as many people as possible are able to attend. This work was held up as an example of good practice by Pilot Cities</p> <p>We continue to run and develop free family learning opportunities on every day of the school holidays during operating hours, including a programme of tutor-led workshops. All sessions are accessible and open to all, with range of activities provided to appeal to different ages and abilities</p> <p>Continue to develop and expand free Young Writers Squad workshops for children and young people across Swansea. From one Squad for 11-16 year olds, we now have two Squads for 11-16 year olds and one for 8-11 year olds. We have a programme of off-site open access writing workshops held in libraries across Swansea to ensure we reach as many communities as possible.</p> <p>From July 2020 we will begin our Esmee Fairbairn Collections Fund project, which aims to make the</p>
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				<p><i>(continued) Continue to host free community creative writing sessions in partnership with Fusion and Swansea University. Continue working with Swansea People First – a user-led group for people with a learning disability. Member of 4-Site programme delivering workshops for schools across Swansea, including free sessions for SEN . Reminiscence Box sessions available: boxes are themed to Dylan’s work, eg ‘Dylan’s Swansea’, ‘A Child’s Christmas in Wales’, ‘Holiday Memory’ and also work well with school groups as well as with older people in the community. Continue to make our bilingual Dylan Thomas Exhibition even more accessible to groups, including easy read guide produced in partnership with Swansea People First. Continue to develop partnerships with other venues to target resources effectively and develop and share audiences. Continue to work with Fusion and Pilot Cities to develop Diversity Pledge. Continue providing staff training to ensure each visitor is welcomed warmly and confidently: courses already completed include Autism Friendly, Refugees Welcome, Dementia Friendly, Human Rights, Safeguarding Adults and Children. Age Friendly standards achieved, to sit alongside Family Arts Standards award. Esmée Fairbairn funding secured to deliver a three year learning and outreach programme on and off site, focusing on target areas, due to commence later this year.</i></p>
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From July 2020 we will begin our Esmee Fairbairn Collections Fund project, which aims to make the Dylan Thomas Collection and Exhibition accessible to a wider range of audiences via family learning workshops taking place on site and in family centres in target areas. This also includes a volunteer strand and the opportunity for project participants to gain a qualification.

<p>Cultural Services</p>	<p>Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities</p>	<p>Raise awareness of Cultural Services and identify any barriers to participation via engagement with key equality groups</p>	<p>Tracey McNulty</p>	<p>Cultural Services/Pilot Cities- Diversity Pledge</p> <p><i>As part of the Pilot Cities programme, Cultural Services is drawing up a diversity pledge. The pledge enshrines the principle that access to and participation in culture is a fundamental human right, not a privilege. The pledge will incorporate aims and objectives relating to: relationships, communications and participation; creative process and programming; audience, ticketing, welcoming and access; and organisational culture, governance, recruitment and representation to ensure a diverse range of cultural activity that represents and meets the needs of all sectors of the community, taking steps to satisfy the needs of people with protected characteristics as well as those living at economic disadvantage where these are different from the needs of other people. Fusion has supported this area of work by consulting with local people from a variety of age groups, working in partnership with the Life Stages Partnership, visiting other cities to gain knowledge and insight from best practice and putting on pilot projects which embed the aims of the pledge group.</i></p>	<p>The Diversity Pledge has been peer reviewed and has been completed. The final draft is now awaiting publication. The Pledge has been reviewed by a delegation from UCLG Culture Committee including delegates from Barcelona and Malmo. The Pledge contains a commitment to hold a regular Pledge Panel with our key stakeholders. Arts Council Wales, Coastal Housing and Swansea University have agreed to support the Panel. There is a possibility that Full Council may endorse the work, due to the outline of the work programme to involve BAME communities in designing our services. The Fusion Coordinator has supported this work by contributing to the discussions on the Charter for Rome, sharing the work of the service during Lockdown for the Agenda 21 Covid Report.</p>
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				<p><i>(continued) Libraries: Swansea Libraries provide venues for many organisations. Often these are hard to reach groups such as Swansea Association for independent living, Swansea Lip Reading Group, Swansea Hard of hearing group. Libraries are challenged to reach out to hard to reach groups and we are asked to demonstrate examples of this when reporting on the Welsh Public Library Standards. One particular example is an event organised by Oystermouth Library with Whitestone Primary School and a group of children with learning difficulties. The visit involved story reading and activities and an introduction to e-resources that were suitable for the children to access.</i></p> <p><i>Swansea Museum: Crossing Borders. Project led by RCC with partner support from AFC, YMCA and Swansea Museum.</i></p> <p><i>HLF funded and exploring music, dance and identity. Number of visits to the museum looking at the heritage side and oral history. The project includes accredited training on composition skills and will culminate with recording a song at Rockfield Studios on Saturday 9th June and a Grand Finale the following Saturday. Due to space the final event will take place at the National waterfront. An exhibition on the project will be exhibited at the Museum during Black History Month in October.</i></p>
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(continued) First Waves Project in partnership with Parliament and RCC celebrating the 50th anniversary of the 1968 discrimination act. Artist Scarlett Crawford was commissioned by Parliament to work with 6 groups across the UK. The workshops were run at Swansea Museum in July 2018 and apparently were the most diverse group across the country. The work of the Swansea group was displayed in October and November before being transported for the full exhibition at the Palace of Westminster early 2019. Suffrage: As part of Take Over the Museum Day, Lougher Brownies worked with the museum to explore the 100th anniversary of Women's Suffrage. Over a few sessions, one of which at the museum where they considered slogans and create their own banner. The Brownies also achieved their Suffrage badge. Fusion Project: The Fusion Programme aims to engage with people from across the city from a broad range of ages, backgrounds and situations, many of whom don't currently engage with cultural venues or activities.

We also continue our work with our adult groups providing opportunities for creative activity for adults with special needs through Swansea's Day Service provision, vulnerable isolated adults in our weekly sessions for adults over 55 and working with local RNIB to facilitate workshops and activities for their members.

				<p><i>(continued) New activity, partnerships and venues include; Halloween Cinema and free cinema screenings and craft sessions to Clase, North Penlan, Morriston and St Phillips Community centres. Adult Animation at the Glynn Vivian – in the Glynn Vivian for unemployed adults from across the city to learn digital skills and team work. 50 years of Music – a diverse group of volunteers supporting a film making project where participants learn skills in photography and film making including. Music for Wellbeing – free sessions in partnership with the Stroke Association and Swansea Music Hub. Creative Writing Club – Free open access monthly writing sessions for adults of any background and experience. In partnership with the Dylan Thomas Centre and Swansea Uni. 50 Years of St Helen’s Road – A project in partnership with St Helen’s Primary School (where over 20 languages are spoken), local residents and Elysium Artists. Fusion was able to apply for ACW monies to deliver the artistic element of the project. In partnership with DTC, free classes for wellbeing and creative expression. Sport & Health: BME Sports Forum and work of the BME sports officer, Women and Girls Forum and targeted women and and INSPORT integrated sport programme. Our Streetgames/doorstep sport programme agreed with Streetgames UK, delivered in targeted area of poverty.Cultural & Digital Hub working with Race Council Cymru and 15 partners.</i></p>	
Cultural Services	Equality Objective 12 – Work on health and sport initiatives that focus on outcomes for our communities	Ensure that relevant equality issues are considered when revising leisure centre (and other venue) timetables	Tracey McNulty	<p><i>Leisure Centres are now operated by Freedom Leisure following the Commissioning process. Equalities issues formed part of the contract and will continue to do so.</i></p>	Leisure Centres are now operated by Freedom Leisure following the Commissioning process. Equalities issues formed part of the contract and will continue to do so.
Cultural Services	Equality Objective 12 – Work on health and sport initiatives that focus on outcomes for our communities	Develop Inclusive Futures Programme working on disability sport programmes events and legacy	Tracey McNulty	<p><i>As previously stated, the inclusive futures process has been taken on by Disability Sport Wales and in Swansea has become part of the Disability Sports Officers role through links to generic volunteering and the Young Ambassadors Project.</i></p>	Inclusive futures has now been integrated successfully into the Young Ambassadors programme as was the original intention and is no longer a stand-alone project. AYP officers have recruited pupils with disabilities from a range of settings into the Young ambassadors scheme and will continue to do so as a standard procedure.

Cultural Services	Equality Objective 12 – Work on health and sport initiatives that focus on outcomes for our communities	Continue rollout of Insport to target partners and voluntary organisations to encourage integration of disabled people into mainstream sport clubs through national governing body of sport pathways	Tracey McNulty	We achieved Bronze level accreditation via application and presentation to the disability sports wales board. We are now compiling the requirements for the silver accreditation level which we hope to achieve this financial year (2019-20)	Unfortunately due to staff turnover and a slight change of strategic direction from our Funders (Disability Sport Wales) we have not been able to achieve the silver level of accreditation during 2019-20. DSW have worked with a far more regional approach and officers have worked regularly across borders. However, in terms of our national agreement with our funding partners for outcomes delivery in terms of INPORT, participation, training, we have achieved all of our agreed targets. We will work with DSW to decide whether our aspiration for silver accreditation is still a priority and if so, can be done within the timeframe of 20-21 due to our staff vacancy and the Covid 19 situation.
Cultural Services	Equality Objective 12 – Work on health and sport initiatives that focus on outcomes for our communities	Increase opportunities for young people to participate in after-school (extra-curricular) sporting opportunities	Tracey McNulty	As previously stated, this is a fundamental part of the sport and health services delivery plan and is measured both internally and externally against a set of outcomes agreed with key funding partners and linked to Swansea Councils priorities connected to the Well Being of Future Generations Act. Targets and outcomes are measure quantitatively both internally and externally and through the collection of "snapshots" showing outcomes directly contributing to WBFGA and Sustainable Swansea priorities	As previous comments. We continue to collect "snapshots" as examples of good practice in this regard. There are numerous "snapshots" available concerning a variety of different activities in targeted locations and as universal provision. We once again satisfied Sport Wales scrutiny of our Local Sports Partnership plan with them which provides the funding for us to carry out the majority of our activities with young people post curricular. We also have detailed records of projects aimed at young people's participation in community activity that have been facilitated by the team through Community Chest funding, the BAME Sport Swansea project, disability sports wales partnerships as well as contributions by other Sport and Health projects such as Parklives and Street Sports.
Cultural Services	Equality Objective 12 – Work on health and sport initiatives that focus on outcomes for our communities	Continue to take steps to further reduce the gender gap in participation in sport and physical activity	Tracey McNulty	Us girls continues to be delivered as part of our equality programme. Team members have also developed a women and girls sports forum with representatives from a wide range of sporting and community agencies including education, clubs, governing bodies, facilities management and local authority. We have also secured additional funding from sport Wales for specific women and girls sports initiatives for the financial year 2019-20. We have a full development plan agreed with sport wales for this work stream	In the last school sports survey undertaken by Sport Wales, we were able to see that the gender gap has continues to close overall in Swansea and in some areas at certain age groups girls are now participating more than boys. The Survey was carried out in 2018-19, but our action plan which resulted from it was delivered in 2019-20 and will continue until the next school sports survey is due in the summer of 2021. Following this we will consider the new statistics and develop an action plan accordingly. It is worth mentioning that one of our key projects in this area "Us Girls" won a national award hosted by Streetgames UK for the projects we delivered in 2019-20.

Highways & Transportation	Equality Objective 2 – Undertake a range of work focused on safety including hate crime, modern slavery, protection of vulnerable people, radicalisation and extremism etc.	Undertake Safer Routes in Communities (SRIC) project with schools	Lee Davies Gill Walters Stuart Davies	Funding secured for the Clydach Safe Routes in Communities project for 2019/2020	Clydach SRIC completed, funding received for SRIC Gorseinon to be delivered by March 2021
Highways & Transportation	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Increase knowledge and understanding of the UNCRC by ensuring all staff attend/participate in the UNCRC corporate training	Lee Davies Gill Walters Stuart Davies	Staff access training online or by attending face to face sessions. Further 'face to face' sessions are being planned for this year.	All staff required to complete the mandatory online Safeguarding courses. Face to face training delivered to staff who do not have access to a computer.
Highways & Transportation	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Promote and raise awareness of the UNCRC by embedding children's rights within day to day practice and utilising the Children's Rights logo in all promotional activity	Lee Davies Gill Walters Stuart Davies	Safe Routes in Communities schemes continue to be delivered.	Ongoing
Highways & Transportation	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Ensure quality opportunities for Children & Young People's voice in policy/service developments that affect them	Lee Davies Gill Walters Stuart Davies	This was successful. The same approach is being adopted for future SRIC bids.	Ongoing

Highways & Transportation	Equality Objective 8 - Improve access to the infrastructure around pavements, roads and parking provision for disabled and older people, as well as families with young children	Implement the Pavements for People Policy	Lee Davies Gill Walters Stuart Davies	<i>The Council continues to maintain the standards set out in the policy.</i>	No change
Highways & Transportation	Equality Objective 8 - Improve access to the infrastructure around pavements, roads and parking provision for disabled and older people, as well as families with young children	Review accessibility of street furniture, e.g. seating	Lee Davies Gill Walters Stuart Davies	<i>Maintenance: React to issues as reported.</i>	Maintenance: React to issues as reported.
Highways & Transportation	Equality Objective 8 - Improve access to the infrastructure around pavements, roads and parking provision for disabled and older people, as well as families with young children	Consider equality issues when designing highway and traffic schemes	Lee Davies Gill Walters Stuart Davies	<i>No change.</i>	No change
Highways & Transportation	Equality Objective 8 - Improve access to the infrastructure around pavements, roads and parking provision for disabled and older people, as well as families with young children	Provide permits for qualifying care organisations and carers to park within residents parking bays	Lee Davies Gill Walters Stuart Davies	<i>Where staff are attending a genuine emergency, without a designated permit, then any subsequent appeals against a parking fine will be looked at sympathetically.</i>	No change
Highways & Transportation	Equality Objective 9 - Improve access to public transport by bus for disabled and older people, as well as families with young children	Promote the RNIB REACT system for visually impaired people at the Bus Station The system gives audio messages about the services at each departure bay and provides a wayfinding tool in association with the tactile strip through the concourse	Lee Davies Gill Walters Stuart Davies	<i>Transportation Officers have researched potential alternative provisions. A preliminary meeting and a feasibility study may start during Q1 of 2019/20 to explore the potential for implementation.</i>	The feasibility of a number of options has been investigated and costed but has proved too expensive to implement. Further progress has been halted due to the current Covid 19 situation and the closure of the Bus station for the past 4 months

Highways & Transportation	Equality Objective 9 - Improve access to public transport by bus for disabled and older people, as well as families with young children	Continue to implement programme to provide raised kerbs at bus stops to allow easy access for all passengers. Continued engagement with disability groups	Lee Davies Gill Walters Stuart Davies	No change.	No change
Highways & Transportation	Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues	Continue to provide and promote service-specific equality training / information where needed	Lee Davies Gill Walters Stuart Davies	The H & T Equalities Representative regularly attends the corporate 'Equalities Rep' meetings and training sessions. They provide guidance and advise as and when required.	No change
Child & Family	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Increase knowledge and understanding of the UNCRC by ensuring all staff attend/participate in the UNCRC corporate training	JulieThomas	Participation work is being led by the Children's Rights and Participation officer for the service. This links in with the work ongoing on the UNCRC which is being led by Jane Whitmore	Participation work is being led by the Children's Rights and Participation officer for the service. This links in with the work ongoing on the UNCRC which is being led by Jane Whitmore
Child & Family	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Promote and raise awareness of the UNCRC by embedding children's rights within day to day practice and utilising the Children's Rights logo in all promotional activity	JulieThomas	This is achieved in day to day practice via the SOS Practice framework.	This is achieved in day to day practice via the SOS Practice framework.
Child & Family	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Ensure quality opportunities for Children & Young People's voice in policy/service developments that affect them	JulieThomas	This is ongoing through our participation offer to children and young people which is reported to SMT and Corporate Parenting Board on a quarterly basis	his is ongoing through our participation offer to children and young people which is reported to SMT and Corporate Parenting Board on a quarterly basis

Child & Family	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Further develop our front door service in accordance with the Social Services and Wellbeing (Wales) Act to enable equitable access to information, advice and assistance about statutory services and the preventative sector	<i>JulieThomas</i>	<i>Integrated IAA pilot established in November 2018 for a period of 12 months</i>	Complete
Child & Family	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Develop a service for perpetrators of domestic abuse including 1:1 and group work, informed by service user feedback, which supports the work already being undertaken with women and children where domestic violence is a feature in their lives	<i>JulieThomas</i>	<i>Complete: Completed in 2016 with the development of the DV Hub</i>	Complete
Child & Family	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Implement the Active Offer of Advocacy Arrangement to help ensure children and young people have access to additional support to have a voice in the decisions that affect them	<i>JulieThomas</i>	<i>Complete: In place as of April 2017</i>	Complete
Child & Family	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Develop and implement Looked After Children Review arrangements, which enable children and young people to lead on their reviews	<i>JulieThomas</i>	<i>This is ongoing through our participation offer to children and young people which is reported to SMT and Corporate Parenting Board on a quarterly basis</i>	Ongoing

Child & Family	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Further develop and implement the Signs of Safety Methodology within Social Work Teams. This is a strengths based model which promotes the voice of the child, includes their family and wider networks in safety planning and is focused on outcomes	<i>JulieThomas</i>	Complete: SOS implementation strategy in place and reviewed annually. Recent review, April 2018, by WBCSB acknowledged the impact of SOS in this area.	Complete
Child & Family	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Develop a Child Disability Strategy consulting with children, young people, families, multiagency partners and the third sector to ensure that disabled children and their families can access a range of provision across the continuum of need – accessing the right opportunity/service from the right place at the right time	<i>JulieThomas</i>	The local offer sub group which includes representatives from Adult Services, Education, the third sector, parent/carers as well as CFS has been established. The aim of this group is to produce a local offer for children with a disability in Swansea. Current priorities are around a better understanding and mapping of provision for transition periods	Ongoing
Child & Family	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Develop a leaving care service in partnership with a third sector provider. Final 'shape' of the new service to be informed by partners and young people's views	<i>JulieThomas</i>	Completed in 2016	Complete
Child & Family	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Develop a comprehensive support and review framework for all individuals awarded a Special Guardianship order. Services to include training opportunities for carers, groups for young people and general advice and assistance via a dedicated team	<i>JulieThomas</i>	Completed in 2016	Complete

Child & Family	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	In accordance with the Social Services and Wellbeing (Wales) Act, develop policy and procedures for a Swansea "When I'm Ready" scheme in line with Welsh Government Guidance. This will enable more young people to remain with their foster carers beyond the age of eighteen and until they are ready for independence	<i>JulieThomas</i>	Completed in 2016	Complete
Child & Family	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Develop an updated Disability Strategy for Children in accordance with the Social Services (Wales) Act. This will include greater involvement of parents and carers in Care planning via the increased use of Direct Payment packages		Complete: Completed in 2016	Complete
Child & Family	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Further establish Social Services involvement in the provision of support for children who require therapeutic support by • continued and active membership by the Head of Service of Child and Family in the Mental Health Planning Group • developing packages of therapeutic support for children, families and significant adults from the recently established Internal Therapy Team	<i>JulieThomas</i>	Completed. In addition a regional MAPPS service with Clinical Psychology support has been established to provide support to children with complex needs.	Complete

Adult Services	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Further develop safeguarding measures for vulnerable adults in a safer, personal and more timely way	Lucy Friday, Amanda Williams & Jessica Fitzpatrick	<p><i>In progress:</i></p> <p><i>Some changes made but work in progress to further improve approach and deal with safeguarding issues in a timely manner and ensure that the approach to safeguarding is as robust as possible. A revised SW structure for various teams in Dept is being progressed and staff/TUs to be consulted as necessary with the aim that changes will be implemented by approx. June 2020</i></p>	<p>Changes continue to be made to further improve approach and deal with safeguarding issues in a timely manner and ensure that the approach to safeguarding is as robust as possible.</p> <p>Work is ongoing as part of staff consultation to fully resource this team from existing establishment as part of the temporary Adult Services Restructure required to sufficiently support the impact on services and community of Covid pandemic Subject to consultation, the aim to fully resource this team approx July/August 2020. A centralised Adult Services safeguarding team will then be fully resourced, further improving consistency and timeliness of safeguarding processes.</p>
Adult Services	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Improve the deprivation of liberty and safeguarding (DOLS) processes	Lucy Friday, Amanda Williams & Jessica Fitzpatrick	<p><i>In progress:</i></p> <p><i>Some changes made but work in progress to further improve . A revised SW structure for various teams in Dept is being progressed and staff/TUs to be consulted as necessary with the aim that changes will be implemented by approx. June 2020</i></p>	<p>As part of this work Welsh Government guidance and closed - DOLS team has now been permanently resourced from existing establishment, helping to enable the DOLS team to increase consistency and efficiency with their processes</p>

<p>Adult Services</p>	<p>Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities</p>	<p>Review integration with health in the three community hubs</p>	<p>Lucy Friday, Amanda Williams & Jessica Fitzpatrick</p>	<p><i>In progress: Considerable work has been done to strengthen the role of the multi-disciplinary team of social workers, Occupational Therapists, Physiotherapists and the third sector at the Common Access Point as well as within the Integrated community Hubs. Expansion of this team has also included the addition of Dementia support and Community Psychiatric interventions. More work in progress to further improve through analysis of outcomes and impact.</i></p> <p><i>In addition maximisation of resource across the community Integrated Hubs and the practical implementation of the Practice Framework and 'doing what matters' agenda is being supported through a review of the SW structure for various teams across Adult Services - staff/TUs to be consulted and engaged throughout with the aim that changes will be implemented by approx. June 2020</i></p>	<p>Consultation in progress with Trade Unions and staff re temporary Adult Services Social Work restructure that is required to respond to the COVID19 pandemic and agreed regional processes with Swansea Bay University Health Board and NPT. Aim to ensure that services can be maintained, making the best use of our resources to support communities and critical services, which will also require some changes to working patterns if demand increases. Redistribution of some of our workforce to ensure appropriate staffing to assist with the delivery of those services and specific areas of pressure needing additional support from early on in the pandemic such as our 'front doors' - the Common Access Point and Hospital Social work teams, internal and external service provision and domiciliary care in response to the anticipated level of demand.</p> <p>Integrated working remains key to the successful management of risks associated with COVID and although the temporary restructure moves away from 'hubs' the multi disciplinary team approach remains</p>
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<p>Adult Service</p>	<p>Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user’s needs are at the centre of all planning and commissioning activities</p>	<p>Continue to transform adult service in order to ensure a citizen directed service</p>	<p>Lucy Friday, Amanda Williams & Jessica Fitzpatrick</p>	<p><i>In Progress. A Co-production Strategy and implementation plan has been co-produced and is currently in draft format. Next steps are to agree the strategy, launch and begin implementation in the summer.</i></p> <p><i>• Adult Services Practice Framework has now been developed and training is now being delivered to the teams. This is encouraging social work practitioners and those responsible for assessment to take a more person-centred, outcome focussed approach. A practice handbook has been developed and is due to be implemented.</i></p> <p><i>Collaborative comms - is being rolled out across relevant workforce All the team leaders and senior practitioners to be mentors to influence change in teams, working with Social Care Wales, to link mentors nationally to learn from best practice elsewhere. Supervision template also in progress so that the collaborative comms language runs through this template,</i></p> <p><i>• We continue to develop our in-house service provision in line with the wishes and needs of those we work with. A number of co-produced commissioning projects are in progress.</i></p>	<p>Adult Services Practice handbook has been implemented in July 2019. Ongoing maintenance and development of handbook with working group so that those responsible for assessment take a more person-centred, outcome focussed approach. .</p> <p>Collaborative comms ongoing rollout - workshops held with relevant staff, further work to be done with with mentors to share 3yr implementation plan to influence changes and best practice in teams</p> <p>We continue to develop our in-house service provision in line with the wishes and needs of those we work with. A number of co-produced commissioning projects remain in progress.</p>
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Adult Service	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Further review Commissioning Plans for Adult Services	Lucy Friday, Amanda Williams & Jessica Fitzpatrick	<p>Commissioning Reviews across the service are in various stages of progress.</p> <p>Preferred options for both Domiciliary care, the internal provision of residential and day services submitted and approved for 'roll out' - full engagement and consultation with citizens and staffing throughout</p> <p>Citizens engaged and actively involved in recommissioning of Domiciliary care helping to inform and shape provider criteria</p> <p>Strong involvement of citizens and service users across commissioning review of Learning Disability, physical disability. Person centred approach supported through the development of wider systems and support processes</p>	<p>Commissioning Reviews across the service are in various stages of progress, temporarily halted due to Covid 19</p> <p>The internal provision of residential and day services submitted and approved for 'roll out' - full engagement and consultation with citizens and staffing throughout</p> <p>Citizens engaged and actively involved in recommissioning of Domiciliary care helping to inform and shape provider criteria. New contracts awarded to providers following tender.</p> <p>Strong involvement of citizens and service users across commissioning review of Learning Disability, physical disability. Person centred approach supported through the development of wider systems and support processes</p> <p>Commissioning review in progress re current Community Alarms Service</p>
Adult Service	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Web pages updated as appropriate to improve access to information, assistance and advice	Lucy Friday, Amanda Williams & Jessica Fitzpatrick	<p>In progress:</p> <p>This continues to be work in progress in line with the requirements surrounding Information, Advice and Assistance contained in the Social Services and Wellbeing Act. Limitations due to the central resource in supporting preventative information sharing via public website but work ongoing to improve and better manage how public communications and engagement are shared.</p>	<p>In progress, resource currently assisting with Covid communications:</p> <p>This continues to be work in progress in line with the requirements surrounding Information, Advice and Assistance contained in the Social Services and Wellbeing Act. Limitations due to the central resource in supporting preventative information sharing via public website but work ongoing to improve and better manage how public communications and engagement are shared.</p>

Adult Service	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Develop Adult Social Work practice framework. This approach needs to be strength based and outcome focused, to promote the voice of service users, their families and the wider community	Lucy Friday, Amanda Williams & Jessica Fitzpatrick	<p><i>We held a co-production session in February 2019 where citizens worked with us to establish a set of guiding principles governing 'what a good assessment looks like' which will be used in developing the new assessment format and assessment practice. We also co-produced a draft handbook for service users and carers to guide and prepare them for the assessment. Next steps include producing a final handbook and ensuring the principles that were co-produced influence the assessment format and practice.</i></p>	<p>Adult Services Practice handbook has been implemented in July 2019. Ongoing maintenance and development of handbook with working group so that those responsible for assessment take a more person-centred, outcome focussed approach. .</p> <p>Collaborative comms ongoing rollout - workshops held with relevant staff, further work to be done with mentors to share 3yr implementation plan to influence changes and best practice in teams</p> <p>We continue to develop our in-house service provision in line with the wishes and needs of those we work with. A number of co-produced commissioning projects remain in progress.</p>
Adult Service	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Further develop our front door service in accordance with The Social Services and Wellbeing (Wales) Act to enable ease of access to information, advice and assistance and also preventative services	Lucy Friday, Amanda Williams & Jessica Fitzpatrick	<p><i>In progress: some changes made but work in progress to further improve . A revised SW structure for various teams in Dept is being progressed and staff/TUs to be consulted as necessary with the aim that changes will be implemented by approx. June 2020</i></p> <ul style="list-style-type: none"> <i>• All Information and Advice Assistants trained to provide information, advice and assistance as well as signpost people to preventative services.</i> <i>• A full Multi-Disciplinary Team is now in place at the Common Access Point to offer information and advice.</i> <i>• A common approach to Information, Advice and Assistance has been developed across Social Services so there is consistency of approach.</i> 	<p>In progress: some changes made but work in progress to further improve as a result of Covid 19 a revised temporary SW structure for various teams in Dept is being progressed and staff/TUs to be consulted as necessary with the aim that changes will commence July 2020</p> <ul style="list-style-type: none"> <i>• All Information and Advice Assistants trained to provide information, advice and assistance as well as signpost people to preventative services.</i> <i>• A full Multi-Disciplinary Team is now in place at the Common Access Point to offer information and advice.</i> <i>• A common approach to Information, Advice and Assistance has been developed across Social Services so there is consistency of approach.</i> <p>in light of COVID information and signposting has been improved with Community Wellbeing Offer with CAP linking with Corporate team alongside third sector colleagues. This has led to improved sharing of information on community based support and direct referral routes being developed</p>

Adult Services	Equality Objective 4 – Continue to improve Social Services provision within both Adult and Child & Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities	Ensure current assessment tool is compliant in accordance with Welsh Government recommendations in preparation for the implementation of The Social Services and Wellbeing (Wales) Act	Lucy Friday, Amanda Williams & Jessica Fitzpatrick	<i>We held a co-production session in February 2019 where citizens worked with us to establish a set of guiding principles governing 'what a good assessment looks like' which will be used in developing the new assessment format and assessment practice. We also co-produced a draft handbook for service users and carers to guide and prepare them for the assessment. Next steps include producing a final handbook and ensuring the principles that were co-produced influence the assessment format and practice.</i>	Ongoing
Adult Services	Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues	Continue to provide and promote service-specific equality training / information where needed	Lucy Friday, Amanda Williams & Jessica Fitzpatrick	<i>In Progress</i> <i>Adult Services has developed a Training Needs Analysis which will inform an all Adult Services Workforce Development Plan, to date has this work has involved identifying mandatory training for all AS and C & F roles and is to identify any skills gaps.. Equality Training will form part of this.</i>	Ongoing
Education	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Increase knowledge and understanding of the UNCRC by ensuring all staff attend/participate in the UNCRC corporate training	Rhodri Jones Helen Morgan-Rees Brian Roles	<i>All staff continue to be encouraged to complete the online UNCRC corporate training.</i>	All staff continue to be encouraged to complete the online UNCRC corporate training.
Education	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Promote and raise awareness of the UNCRC by embedding children's rights within day to day practice and utilising the Children's Rights logo in all promotional activity	Rhodri Jones Helen Morgan-Rees Brian Roles	<i>The Education Department promotes and raises awareness of the UNCRC at every opportunity</i>	The Education Department promotes and raises awareness of the UNCRC at every opportunity.

Education	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Ensure quality opportunities for Children & Young People's voice in policy/service developments that affect them	Rhodri Jones Helen Morgan-Rees Brian Roles	<i>The Education Directorate ensures that the voice of children and young people is heard with all major policy and service development by utilising the Big Conversation, School Councils and pupil specific consultation meetings.</i>	The Education Directorate ensures that the voice of children and young people is heard with all major policy and service development by utilising the Big Conversation, School Councils and pupil specific consultation meetings. We are currently working with the Children's Commissioner's office to see how this could be further developed in the future.
Education	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Children and young people from ethnic minority backgrounds continue to achieve at least as well as their peers at end of Key Stage 4 (KS4)	Rhodri Jones Helen Morgan-Rees Brian Roles	<i>In progress: 67.1% in 2018 compared to 59.4% for other pupils</i>	Children and young people from ethnic minority backgrounds achieved 64.8% in 2019 compared to 56.2% for other pupils.
Education	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Learners from Asian / Bangladeshi backgrounds achieve at least as well as their peers at end of Key Stage 4	Rhodri Jones Helen Morgan-Rees Brian Roles	<i>In progress: Asian: 74.7% in 2018 compared to 59.4% for other pupils. Bangladeshi: 63.8% compared to 59.4% for other pupils</i>	In 2019, learners from Asian backgrounds achieved 65.1% and learners from Bangladeshi backgrounds achieved 61.3% compared to 56.2% for other pupils.
Education	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Maintain improving trends in assessment of boys and girls at Key Stage 2 (KS2) and Key Stage 3 (KS3)	Rhodri Jones Helen Morgan-Rees Brian Roles	<i>In progress: KS2: In 2018 the gender gap widened slightly and is the largest for 5 years.. KS3: 2018 gender gap is slightly smaller than 2017 but 5 year widening trend remains.</i>	In Key Stage 2, the 2019 gender gap was 1.9% smaller than in 2018. However, this was due entirely to a decline in girls' performance. In Key Stage 3, the gender gap was 1.1% smaller than 2018, however both genders showed decline compared to 2018.

Education	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Close the performance gap between boys and girls	Rhodri Jones Helen Morgan-Rees Brian Roles	In progress: KS2: gender gap -4.1% in 2017 increase to -7.8% in 2018.	he Key Stage 2 gender gap was 5.9% in 2019, an improvement compared to 2018. However, this was due to a decline in girls' performance and boys showed no improvement.
Education	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Close the performance gap between pupils who receive free school meals (FSM) and those who don't	Rhodri Jones Helen Morgan-Rees Brian Roles	In progress: KS2: FSM gap has widened to 20.3% below non-FSM in 2018. KS3: Upward trend for FSM pupils continues, but the gap remains at 17.8% below non-FSM.	In Key Stage 2, the FSM gap has reduced to 16.2% below non-FSM in 2019. In Key Stage 3 the upward trend for FSM pupils continues, and the gap in 2019 was 20.7% below non-FSM.
Education	Equality Objective 6 - Provide equality support for schools	Continue progressive improvement to access to infrastructure in schools	Rhodri Jones Helen Morgan-Rees Brian Roles	In progress: The Council's 21st Century Schools Programme (Band B) is progressing well with a number of projects due to start on various sites in the near future. This will continue the progressive improvement to access to infrastructure in schools	A new school for Gorseinon Primary will open later this year, the new build for the Pupil Referral Unit at Cockett is well advanced, and work is also now underway at Bishopston Comprehensive School, Ysgol Gyfun Gwyr, and at a new build for YGG Tirdeunaw
Education	Equality Objective 6 - Provide equality support for schools	Young people from Gypsy and Traveller communities are offered appropriate access to secondary education and support in engaging with those opportunities	Rhodri Jones Helen Morgan-Rees Brian Roles	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.	A new policy was consulted upon, agreed and disseminated in September 2019. The policy covers the principles that underpin good practice in inclusive education for Gypsy Traveller learners. This includes that Gypsy Traveller pupils should be educated within mainstream settings. A consultation took place in late Autumn 2019 and concluded with the outcome that Gypsy Traveller children should be incorporated into mainstream provision.
Education	Equality Objective 6 - Provide equality support for schools	Launch tool for Recording of Identity Based Bullying across all schools	Rhodri Jones Helen Morgan-Rees Brian Roles	The Welsh Government has consulted on new bullying guidance for all schools in Wales - we await the final publication of this guidance before deciding on a way forward for recording all incidence of bullying in Swansea schools.	The Welsh Government has now launched its new guidance on bullying. Nearly all schools in Swansea now use software called My Concern to record safeguarding issues, including all incidents of bullying. The Council is currently working with My Concern to source software that will provide an overview of all these incidences so that we can plan support accordingly.

Education	Equality Objective 6 - Provide equality support for schools	Review guidance to schools on Strategic Equality Plans and present update to Headteachers at a termly meeting and via the schools newsletter	Rhodri Jones Helen Morgan-Rees Brian Roles	Complete	Complete
Education	Equality Objective 6 - Provide equality support for schools	Continue the contractual agreement with UNICEF UK to embed the Rights Respecting Schools Award in all schools in Swansea	Rhodri Jones Helen Morgan-Rees Brian Roles	Complete	Complete
Education	Equality Objective 6 - Provide equality support for schools	Ensure schools are protecting children and young people from being drawn into terrorism by having robust safeguarding policies in place to identify children at risk, and intervening/supporting them as appropriate	Rhodri Jones Helen Morgan-Rees Brian Roles	Complete	Complete
Education	Equality Objective 6 - Provide equality support for schools	Ensure schools are directed to relevant Welsh Government guidance so this can be practiced in schools, for example: provision of counselling, specific equality-related advice and information and any relevant training for school staff, pupils and governing bodies	Rhodri Jones Helen Morgan-Rees Brian Roles	Further work is planned in 2019/2020.	Schools are all signposted to relevant Welsh Government guidance e.g. revised bullying guidance. Counselling is also offered across all our schools by The Exchange. In 2019/2020 the Council funded specific training, provided by Show Racism the Red Card, for learners and staff across our schools. We are looking for this to continue in 2020/2021.
Education	Equality Objective 6 - Provide equality support for schools	Develop and publish Transgender Guidance for schools	Rhodri Jones Helen Morgan-Rees Brian Roles	Complete	Complete
Education	Equality Objective 6 - Provide equality support for schools	Stonewall training offered to all schools via Education through Regional Working (ERW)	Rhodri Jones Helen Morgan-Rees Brian Roles	Complete	Complete

Education	Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues	Continue to provide and promote service-specific equality training / information where needed	Rhodri Jones Helen Morgan-Rees Brian Roles	All staff are required to complete the online corporate equalities training module	All staff are required to complete the online corporate equalities training module.
CBS	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Increase knowledge and understanding of the UNCRC by ensuring all staff attend/participate in the UNCRC corporate training	Emma Lewis	Safeguarding training delivered at all inductions for new employees, we are one of the few departments with 100% completion of training.	Safeguarding training continues to be delivered at all inductions for new employees/apprentices, we are one of the few departments with 100% completion of training.
CBS	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Promote and raise awareness of the UNCRC by embedding children's rights within day to day practice and utilising the Children's Rights logo in all promotional activity	Emma Lewis	Safeguarding remains a regular topic with updates added frequently.	Safeguarding remains a regular topic with updates added frequently.
CBS	Equality Objective 3 – Develop a whole council approach to the United Nations Convention on the Rights of the Child (UNCRC), to meet our commitments contained within the Children and Young People's Rights Scheme	Ensure quality opportunities for Children & Young People's voice in policy/service developments that affect them	Emma Lewis	EIA's completed for major projects, impact on future generations always considered.	EIA's completed for major projects, impact on future generations always considered.
CBS	Equality Objective 7 - Provide opportunities via apprenticeships and work placements	Work experience placements – provide quality opportunities to students to experience the real workplace. Enable a student to understand and develop the necessary skills to equip them for their chosen career path	Emma Lewis	We continue to offer work placements for school leavers which has proven to be popular in all areas of Swansea.	We continue to offer work placements for school leavers and this is still popular. We are also heavily involved with Careers Wales on their Cynnydd Project. This involves offering school pupils a 12-week placement in their chosen trade. These are completed throughout the academic year.

CBS	Equality Objective 7 - Provide opportunities via apprenticeships and work placements	Ensure that all future recruitment within CB&PS continues to be undertaken within the realms of the Equality Act 2010; paying particular attention to the apprenticeship recruitment programme. Further develop links with external groups/organisations to enable wider awareness of the initiative and support CB&PS. The continuation of the apprenticeship programme is dependent on future budget approval	Emma Lewis	No further action to date.	The Equality Act continues to play a part in any recruitment completed by Building Services.
CBS	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Review current consultation with local access groups to improve physical access to buildings and services	Emma Lewis		Building Services staff are always available to attend any meetings to provide advice from a Building perspective
Economic Regeneration and Planning	Equality Objective 11 - Ensure consultation and engagement is inclusive and undertake awareness raising activities	Focus on engagement arrangements and methods with equality groups to ensure inclusivity and help improve the delivery of ongoing work programmes	Phil Holmes	In progress: Significant further engagement undertaken as part of the planning application process for the Swansea Central scheme and sub contractor engagement in the pre-construction process. The LDP has been adopted following a final round of consultation.	In Progress: The process of engagement is ongoing for our programme of regeneration, new policies and procedures, and planning applications. Engagement with key stakeholders as part of capital schemes, during design stages, such as SAFE, DLG. Ensuring completion of all EIA reports are done so in good time and are updated. Cross sector work on Partnerships to aid community led project development and delivery. Application process and supporting documents incorporates questions around equalities and diversity, actively encouraging organisations to incorporate policy in projects delivered under RDP and in alignment with Swansea Councils values. Provides opportunity through funding to enable rural communities to prosperous and healthy places to live and work, through volunteering and skill building projects.
Economic Regeneration and Planning	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Help people of all ages to gain qualifications and skills to enter, re-enter, and succeed in work or further learning through a range of programmes targeted at specific needs and demographics.	Phil Holmes	N/A, newly added as of 2020	In Progress: A range of employability projects including Cam Nesa, Cynnydd, and Workways+ are delivering against this objective. Delivering apprenticeships, and other employability projects to build and improve skills and abilities within our communities on local projects, ultimately improving our city's offer and closing skill gaps.

Finance & Delivery	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Provide support for Universal Credit (UC) applicants by providing two digital self-serve zones in the Contact Centre, as UC is an on-line application. Our customer service team will provide digital support, assistance with making on-line applications and UC advice and information to customers. A Personal Budgeting Support service has also been arranged for appropriate UC customers	Ben Smith	<i>The digital zones are still available for clients to make their claim for Universal Credit, however, the support we have provided has been very minimal. We will continue to provide some basic assistance however from April 2019 responsibility for assistance with making Universal Credit claims has been transferred from the local authority to CAB along with the funding for that service.</i>	Digital zones continue to be available for clients to make their claim for Universal Credit but in the main this has now transferred to CAB. Clients still use the digital zone where they need support to print evidence for the Council Tax Reduction and/or Housing Benefit claim. This is a successful scheme which helps clients to provide the required evidence at the point of application to speed up the processing of their claim and helps avoid loss of income from, for example, failed benefit claims.
Finance & Delivery	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Provide a dedicated take-up advice line and email address to offer welfare advice to customers, which includes advice on how to claim Housing Benefit (HB), Council Tax Reduction (CTR), Discretionary Housing Payment (DHP) and help and advice on welfare reform changes and other welfare benefits	Ben Smith	<i>This service remains as-is from April 2019</i>	This service remains as-is from April 20 although demand has increased due to the Covid pandemic.
Finance & Delivery	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Proactively support all HB cases affected by the Benefit Cap	Ben Smith	<i>This service remains as-is from April 2019</i>	This service remains as-is from April 20 although demand has increased due to the Covid pandemic.
Finance & Delivery	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Work with other organisations such as Age Cymru, Swansea Carers' Centre and DWP Visiting Team to provide advice and guidance on Benefits, Council Tax Reduction and Council Tax discount schemes	Ben Smith	<i>This service remains as-is from April 2019, however, we now advise customers needing support to make UC claims to visit CAB who have contracted to provide this service from 01/04/19.</i>	This service remains as-is from April 20 although demand has increased due to the Covid pandemic.
Finance & Delivery	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Work with Foodbanks such as the Swansea Foodbank (where we are the highest distribution agent), Eastside Foodbank and the Swansea Mosque Foodbank. For all foodbanks we will act as a referring agent and provide welfare benefit advice to the foodbanks to assist customers in food crisis	Ben Smith	<i>This service remains as-is for 2019</i>	This service remains as-is from April 20 although demand has increased due to the Covid pandemic.
Finance & Delivery	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Provide advice to parents and schools on Free School Meals (FSM) and Uniform Grant queries	Ben Smith	<i>This service remains as-is for 2019</i>	This service remains as-is from April 20 although demand has increased due to the Covid pandemic and changes in Free School Meals legislation to offer transitional protection to entitlement.

Finance & Delivery	Equality Objective 10 – Ensure we tackle and alleviate the effects of poverty	Provide advice and information to customers on a range of assistance available, e.g. Warm Home Discount, Welsh Water Assist, Healthy Start Vouchers, Discretionary Assistance Fund, Passport to Leisure, etc.	Ben Smith	From 12/06/19 Benefits staff will manage the administration and delivery of the Passport to Leisure scheme on behalf of Cultural Services. This service will primarily be for on-line applications however, face to face applications can be taken by the Benefits Customer Services team. We continue to provide advice and signposting as previously for other discounts that may be available.	This service remains as-is from April 20. Additional work arose for a period as the service supported applications to DAF for flood relief payments - this will end in August 2020
HR&OD	Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues	Regularly review training material to ensure it is up-to-date and covers emerging work areas e.g. age-friendly communities, dementia, UNCRC, etc	Adrian Chard Rachel Healion	CSE has recently been reviewed and this training is now online Otherwise no change to 2018 comments	Currently reviewing Equalities Training to ensure fit for purpose and suitability for re-launch across the Council
HR&OD	Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues	Ensure that all school based staff and teachers have access to appropriate equality-related awareness raising training	Adrian Chard Rachel Healion	No Change to 2018 comments	An action for the Education Directorate and not HR&OD nor the Service Centre.
HR&OD	Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues	Develop a suite of e-learning courses on a modular basis to cover subject areas such as dementia, hate crime, trafficking etc.	Adrian Chard Rachel Healion	Hate Crime is now available on Learning Pool – Currently updating the formatting but the content will remain unchanged Otherwise – no change to 2018 comments	The E-learning module on Equalities, and Face to face training provision is being reviewed and refreshed in consultation with the Equalities Group for delivery in 2020/21.
HR&OD	Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues	Regularly review Corporate Induction to ensure training is up-to-date and covers emerging work areas e.g. age-friendly communities, dementia, UNCRC, etc.	Adrian Chard Rachel Healion	Corporate Induction training is currently being reviewed A proposed face to face Corporate Induction day is in the design phase and will be available in due course	Currently reviewing induction training for Council launch
HR&OD	Equality Objective 13 – Continue to improve staff and Member awareness of equality and diversity issues	Ensure that monitoring of corporate training is carried out to reflect accurately the attendance on all corporate training courses	Adrian Chard Rachel Healion	No Change.	No change.

Commercial Services	Equality Objective 14 - Comply with the Procurement and Assessment of Impact regulations set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011	When procuring works, goods or services, we will have due regard to whether it would be appropriate: <ul style="list-style-type: none"> • for the Pre-Qualification and/or award criteria for that contract to include considerations to help meet the general duty • to stipulate conditions relating to the performance of the contract to help meet the three aims of the general duty 	Chris Williams	<i>This is part of business as usual for Procurement. We have signed up to the Welsh Governments Ethical Employment in the Supply Chains Code of Practice.</i>	No change
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Equalities Data report – Year end 31 March 2020

The Council acknowledges that there remain gaps in our employment and training data due to the employees right not to provide the information. However we are working with our employees and unions to improve the data and we continue to work on our systems to collect such data. The Council is investing in a new cloud-based employee management system, which will be introduced during 2021/22; this should ensure that information is more readily available as the system is embedded and matures. In addition, although requested, employees are not required to provide information concerning their characteristics and many choose not to do so. We will continue to work with employees to encourage them to supply this information and will work closely with the Trade Unions to look for other ways to encourage staff to provide this information.

Note: Data includes all school staff including teachers, and will be based on headcount unless stated otherwise.

Workforce Profile – Gender and Working pattern (headcount)

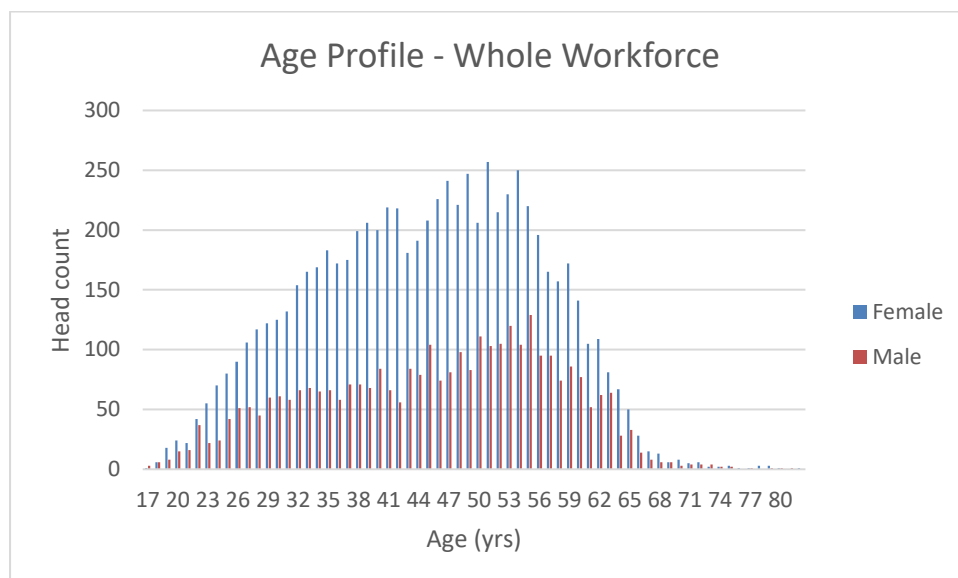
Count of Employee Number	Gender		
Employment Category	Female	Male	Grand Total
Permanent - Full Time	2005	2340	4345
Permanent - Job Share	62	5	67
Permanent - Part Time	2730	333	3063
Temporary - Full Time	564	324	888
Temporary - Job Share	6	1	7
Temporary - Part Time	1937	232	2169
Temporary - Seasonal		2	2
Grand Total	7304	3237	10541

*Data run on 30 March 2020, just prior to end year.

**Excluding relief: last year 10628 (7378 female, 3250 male)

There is a slight decrease in establishment headcount compared to last year: 24 females, 13 males overall, a total of 87. However the starters and leavers shows a change in workforce profile where there are significant reductions in lower grade posts and increased in middle level roles such as technical specialists and qualified professionals.

Age Profile by Gender



The graph shows that the age profile is heavily concentrated in the 40 to 60 years age range. Many over 60s have left the organisation on planned and early retirement arrangements. The younger workforce is increasing year on year but there remains considerable work to do to gain more interest from the younger labour market.

Leavers by Gender

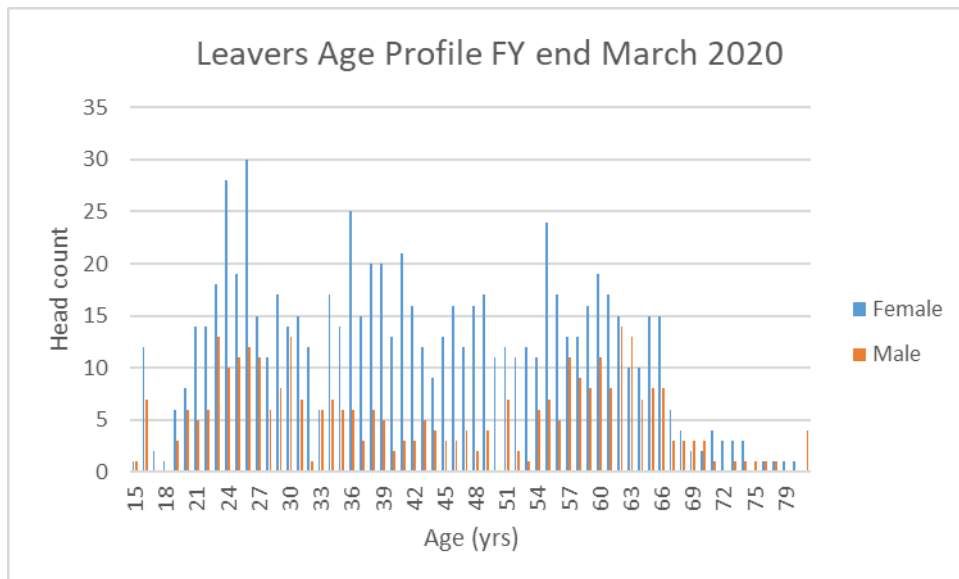
Count of Employee Number	Gender		
Employment Category	Female	Male	Grand Total
NULL	7	9	16
Permanent - Full Time	99	110	209
Permanent - Job Share	3		3
Permanent - Part Time	213	32	245
Relief/Casual - Full time		1	1
Relief/Casual - Part time	104	53	157
Relief/Casual - Seasonal	2		2
Supply Teacher	10	1	11
Temporary - Full Time	71	70	141
Temporary - Job Share	1		1
Temporary - Part Time	260	62	322
Temporary - Seasonal	1	1	2
Grand Total	771	339	1110

Although there was relatively low headcount reduction over the last financial year, there was 10.5% attrition if including relief and casual workers.

The attrition rate reduces to 9% if relief are excluded, which is higher than we would like; however as the Council is continuing to transform its workforce to meet the needs of the future, high levels of leavers is not considered a concern at this stage, but it will be monitored.

What is concerning is that younger employees are one of the highest group of leavers, and this will be monitored and potential for action considered.

Leavers by Age / Gender



Protected Characteristics (Total headcount at time of download = 10536)

(Data reports run on 5 April 2020, after end year, hence the slight difference in figures as the HR data system is 'live').

Disability Declaration

Count of Assignment Number	
Disability	Total
No	602
Undeclared	9886
Yes	48
Grand Total	10536

Ethnicity Declaration

Count of Person Name	
Ethnic Origin	Total
Asian or Asian British - Any Other	*
Asian or Asian British - Bangladeshi	*
Asian or Asian British - Chinese	*
Asian or Asian British - Indian	*
Asian or Asian British - Pakistani	*
Black or Black British - African	*
Black or Black British - Any Other	*

Black or Black British - Caribbean	*
Mixed - Any Other	*
Mixed - White and Asian	*
Mixed - White and Black African	*
Mixed - White and Black Caribbean	*
Not declared	8493
Other Ethnic Group	*
Prefer not to say	*
White - Any Other	57
White - British	1935
Prefer not to say	*
Grand Total	10536

*Numbers less than (0.1%) therefore too few to report

Gender reassignment

None declared

Maternity and Pregnancy

Maternity = 1.4% workforce

Pregnancy = data unavailable

Marital Status

Count of Person Name	
Marital Status	Total
Civil Partnership	42
Divorced	396
Legally Separated	22
Living with Partner (not married or in civil partnership)	232
Married	4930
NULL	1023
Partner	64
Prefer not to say	18
Separated – but still legally in Civil Partnership	2
Separated – but still legally married	46
Single	3717
Widowed	44
Grand Total	10536

Sexual Orientation

Headcount	Total	%Workforce
Bisexual	9	
Gay/Lesbian	34	
Heterosexual/Straight	1511	
Undeclared	8942	
Prefer not to say	40	
Grand Total	10536	

Sex

Headcount	Total
Male	3261
Female	7275
Prefer not to say	0
Grand Total	10536

Religion/Belief

Count of Person Name	Total
Q8 Religion	
Buddhist	12
Christian	781
Hindu	*
Muslim	*
No Religion or belief	696
Undeclared	8938
Other	47
Prefer not to say	51
Sikh	*
Grand Total	10536

* Numbers too small to report (less than 0.1%)

Agenda Item 7



To:
Councillor Mark Thomas
Cabinet Member for Environment
Enhancement & Infrastructure
Management

CC: Cabinet Members

Please ask for:
Gofynnwch am:

Direct Line:
Llinell Uniongyrochol:

e-Mail
e-Bost:

Date
Dyddiad:

Overview & Scrutiny

01792 636292

scrutiny@swansea.gov.uk

25th November 2020

BY EMAIL

Summary: This is a letter from the Service Improvement and Finance Scrutiny Performance Panel to the Cabinet Member for Environment Enhancement and Infrastructure Management. The letter concerns the meeting on 9th November 2020 and the Recycling and Landfill Annual Performance Monitoring Report 2019/20.

Dear Councillor Thomas,

On the 9th November, the Panel met to discuss the Recycling and Landfill Annual Performance Monitoring Report 2019/20. The Panel are grateful to yourself and the Head of Waste, Parks and Cleansing for attending to discuss the report.

We paid tribute to the staff and the management of the waste and recycling services, for the hard work and dedication throughout the pandemic. The Panel heard that there has been significant public praise for the continuation of these services throughout. In addition to the commitment of the waste collection team, you also praised the public for their continuing efforts to maintain recycling standards.

You told us that at the end of March we achieved the 64% recycling target; an increase of 2.1% from the previous year, helped by the 'Keep It Out' campaign. The net effect was 2000 tonnes of waste avoiding landfill, which you acknowledged as a monumental achievement and a fantastic result.

We heard that recycling performance indicators for Wales listed Swansea as mid table, based on the amount of recycling achieved. You explained that Swansea mostly utilises landfill. Most other authorities send all their non-recyclable waste to incineration and can claim up to an extra 6% recycling rate that is accounted for by recycling tonnage from the residue ash produced. The Panel heard that this would mean we should be truly reflected in the top quarter of the statistics.

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SWANSEA COUNCIL / CYNGOR ABERTAWE

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We questioned the use of incineration for residual waste management. Although we would welcome the use of waste for energy generation, the potential problem is impact on climate change and Co2 emissions from waste incineration. We need to find a balance when looking at substitutes that give consideration to meeting climate change targets. We raised concerns over the prospect of incineration, which would help waste targets, however, would not help air quality targets for example. Our query was discussed in the context of landfill not being a long-term solution and something we need to move away from. The Panel heard that the only available, realistic, option currently is incineration. The Council is looking at other options as there are constantly new technologies being developed, although none are available to us at this time. It is likely that the Council will therefore take a short-term contract for incineration, and then move towards other newer market options and methods as they become available.

We heard that residual waste to landfill is due to come to an end in January 2022 and the Council is looking for alternative contracts. The current strategy is to exit Tir John and you are looking for alternative disposal methods. An 'energy from waste' disposal method is likely. A regional solution is no longer an option, but the Council is looking at continuing at present as a sole authority and this will be based on existing market availability.

You told us that the recycling target of 64% may not be met this year (2020/2021). This situation is effecting all councils in Wales. The target of 64% may not be met, however, we can attribute shortfalls to the impact of Covid-19, forcing recycling centres to close for two months and suspending bulky waste collections. Officers explained that under normal circumstances we would have been confident of reaching 64%. We are therefore not expecting any fines or penalties and understand that Welsh Government are sympathetic to this situation.

It was explained that the 'Keep It Out' campaign continues and the teams are out ensuring rules are adhered to.

The Panel queried whether receipt of black bags at the Llansamlet centre would now continue. You explained that the delay was due to Covid-19, however, sites are now open and a booking system is now in place at Llansamlet. We heard that the team would want to trial this new booking system for a short period, and then black bag disposal can resume before the end of this financial year.

Discussions were had about Welsh Government's circular economy strategy, no waste being the ultimate aim. Officers explained that the vast majority of carbon emissions are from production of materials, not disposal. It was heard that we need to minimise products we use and improve repair, reuse and recycle methods. Long-term strategy needs to be centred on re-use rather than disposal. We heard that 'energy from waste' is the best option currently.

Officers informed us that gasification technology is developing, however, there are no commercial operations up and running and this, therefore, is not an available option. The Council is looking at a balance of an affordable available solution with flexibility to move into emerging technologies as and when they become available.

The Panel questioned whether the team continued to inspect black bags on the curb side. We heard that this was a successful scheme, but during Covid-19 it had to be paused due to risks associated with exposing staff/public to interaction. There is a new round of the waste trainee scheme and the Keep It Out campaign will be reinvigorated through this training. Local lockdown has further hampered this progress.

The Panel queried whether you envisage a shortfall in the income of this department given that the recycle shop has closed. You explained that this area of income has been hit significantly. The Panel also heard that 90% of businesses closed so did not require commercial collections. Officers assured us that a claim has been submitted to Welsh Government for reimbursement. **The Panel would like an update on income and expenditure in this area in six months time.**

The Panel raised questions relating to external contractors and their compliance in terms of waste disposal. Officers gave assurance that every outfit utilised is registered with UK regulators. Some products are shipped abroad when appropriate, for example, glass to Portugal for use in bottle production. Officers explained we use UK brokers with various outlets and the vast majority of waste goes to UK based processors who use the material in a final product.

The Panel queried who checks that contractors go through proper channels to dispose of items. Officers explained this is a verified process and any company who we contract is regulated by NRW, who check on compliance.

We are interested in any thoughts you may have on the contents of this letter but, in this instance, we require no formal written response.

Yours sincerely,

Councillor Chris Holley
Convener, Service Improvement and Finance Scrutiny Performance Panel
✉ cllr.chris.holley@swansea.gov.uk



To:
Councillor Rob Stewart
Cabinet Member for Economy,
Finance and Strategy

Please ask for:
Gofynnwch am:

Overview & Scrutiny

Direct Line:
Llinell Uniongyrochol:

01792 636292

e-Mail
e-Bost:

scrutiny@swansea.gov.uk

CC: Cabinet Members

Date
Dyddiad:

25th November 2020

BY EMAIL

Summary: This is a letter from the Service Improvement and Finance Scrutiny Performance Panel to the Cabinet Member for Economy, Finance and Strategy. The letter concerns the meeting on 9th November 2020 and the Revenue and Capital Budget Monitoring Report Q1 2020/21, the Review of Revenue Reserves and the Mid Term Budget Statement.

Dear Councillor Stewart,

On the 9th November, the Panel met to discuss the Revenue and Capital Budget Monitoring Report Q1 2020/21, the Review of Revenue Reserves and the Mid Term Budget Statement. The Panel are grateful to the Chief Finance Officer and Director of Resources for attending to discuss the report.

We heard that, overall, these reports are not typical due to the unprecedented impacts of Covid-19 and the uncertain nature of competitive bidding for funding from Welsh Government.

The Panel heard that the Revenue and Capital Budget Monitoring Report Q1 2020/21 tries to bridge the normal budget reporting style for Q1 and the wider challenges of Covid-19. Attention was immediately drawn to Recommendation 3 as it is unusual to draw such sums as £10m from reserves, however, this is consistent with accepted advice to Council.

The Panel asked questions about Council Tax arrears. We heard that Council Tax arrears at the end of 2019-20 was £4.7m and the cumulative total is nearer £10m. It was explained that this is an unusual capital debt that can remain open for a longer period. We are on course for a shortfall in Council Tax collection. Last year the shortfall was £100K with just one week of Covid-19. Expectations are for a £2.5m shortfall in Council Tax this financial year. We heard that it is anticipated that some people may choose to defer payments due to financial difficulty. It was felt appropriate to draw

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attention to the likelihood of substantial collection losses. The Panel heard that losses cannot be spread over the following 3 years as in England, so there is no flexibility in this respect.

Officers presented to the Panel an overall summary, which continues to be challenging and likely to be an unusual year ahead for Q2 and Q3. The Chief Finance Officer confirmed he is confident we are in a position to balance the overall budget at the end of this financial year.

The Panel queried the projected £16m over spend in the Place Directorate. This was due to 'Place' being a department where lots of discretionary activity is undertaken; for example, significant reduction in parking income. Officers described how Swansea Council is unusual in that it owns much of the city centre land following the Second World War, we are therefore the largest commercial landlord in the city centre. Some tenants are struggling to pay. Similarly, leisure and culture activities have been curtailed. The Place Directorate is therefore significantly affected by the impacts of Covid-19, in terms of footfall income and support received to keep venues solvent.

The Panel heard that business grants of £53m were distributed during Q1, and continue into Q2; there are also additional funds to expand business rate relief. There is a specific additional grant of £35m. Officers assured us that the £37.7m is therefore not an under spend, but rather a variation from budget due to the interaction between specific and block grants. Officers, in discussion with Audit Wales, suggest we are acting as an Agent for Welsh Government in the distribution of these grants and should therefore be able to record this as net neutral on the account. The Chief Finance Officer described how this is difficult to report in the usual way, whilst accurately reflecting distortions of Covid-19 effects. The distortions are complicated and there remains a need to draw (potentially) from reserves. Officers expect the Q2 report to indicate the service over spend is down, reflecting the realisation of more grants. In any event, Officers assure the Panel that they will balance this year's budget.

The Panel queried whether Welsh Government would cover the Council Tax shortfall (Q1) and the £10m over spend. Officers responded with their understanding that whilst Welsh Government is sympathetic to the situation, this factor remains the biggest inherent uncertainty. It is therefore likely that there will be a loss for the year. Council Tax is the most local of taxes and therefore losses usually fall to local authorities, however, this particular loss is not caused by local circumstances, but Ministers may yet decide not to meet this local tax in full or at all.

The Panel queried whether Welsh Government give a time scale for funding decisions. Officers explained it is difficult to keep track of the numerous and differing announcements and there is a time lag of claims within this competitive process. Cardiff University is keeping track of sums allocated via UK and Welsh Government funding streams for Welsh local government as a whole. The Panel noted that there seems to be an inherent uncertainty to the rest of the year.

The Panel queried whether the Council is at risk of any fines and penalties (for example over waste and recycling). Officers assured us that although there have been no relaxation to rules around obligations, and we are therefore exposed to penalties,

it is not to say these will be enforced. The Panel heard that (recycling) targets are legislative, so Welsh Government did not want to change legislation. Early indications are that they are sympathetic and unlikely to impose such fines but will look at it on a case by case basis.

The Panel drew attention to the Housing Revenue Account (HRA) not being adversely affected during Q1 and queried why not. Officers explained that we were expecting a less generous job support scheme. The furlough scheme is now extended and therefore likely to help this position, however overall economic performance for the economy is not looking positive. Unemployment will mean adjustment to living on benefits is likely to increase pressure on ability to pay. This is a national policy consideration and not directly relevant to this report; we recognise that this is a macro-economic and policy consideration for another time.

The Chief Finance Officer emphasised that general fund reserves, in his opinion, remain at the minimum safe level and are at the lowest they can be. The Panel understood that, thankfully, the Council had earmarked reserves to fall back on.

We are interested in any thoughts you may have on the contents of this letter. We would be grateful if you could please provide a written response to the following points by 16th December:

- We require a more detailed view of Place Directorate grants and the possible short fall.
- We would like an outline of the spend profile that has taken place over the 1st Quarter in relation to the budget position.

Yours sincerely,

Councillor Chris Holley

Convener, Service Improvement and Finance Scrutiny Performance Panel

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