

Mae'r ddogfen hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

Appendix A



City and County of Swansea

**Equality and Diversity Review
2011/12
(Year ending March 2012)**

Report

Equality & Diversity Review Report 2011/12

1. Introduction

This is the City and County of Swansea's Equality and Diversity Review Report for 2011-12. This is our first review under the new Public Sector Equality Duty and reflects the new reporting regulations for Wales, which were introduced in 2011.

This report will contain a final review of our Equality and Diversity Scheme, which was superseded by the new Strategic Equality Plan (SEP) (www.swansea.gov.uk/sep) in March 2012. We are keen to bring this scheme to a close as it has had a major part to play in our progress since its adoption in 2009, as well as in the development of our first SEP.

This report will also contain details on:

- the development of our SEP
- our collection of evidence
- our collection of equality information.

At the time of writing, our SEP is still in the throes of its first year, so it is not appropriate or possible to report on progress as yet. Our first review of progress against our new Equality Objectives will begin in April 2013 and be contained within next years' report.

2. Equality and Diversity Scheme 2009/12 – Final Review

The City & County of Swansea's first Equality and Diversity Scheme was adopted by Council in June 2009. It built on (and replaced) the Council's previous Equal Opportunities Policy and Equality Schemes (race and disability); it also included additional equality issues in anticipation of the Equality Act 2010.

The Scheme's final review report was written in April 2012 – it provides a final overview of progress via the Action Plan and an overview of how the Scheme is being built upon (please see Appendix 1 for the full report).

3. Developing the Strategic Equality Plan (SEP)

This section provides a summary of the work undertaken to develop our first SEP. A more detailed report (entitled 'Engagement Report') has been developed and published at www.swansea.gov.uk/SEP.

3.1 The key groups involved in our SEP development were:

a). Our Equality Stakeholder Group

This group was originally a review panel for our Equality & Diversity Scheme but played a key role in the SEP through regular meetings, participation in engagement opportunities and advice on Equality Objective design and development.

The group is made up of representatives from local community groups, regional and national groups that represent the interests of people with protected characteristics as well as professional organisations.

It is envisaged that this group will continue to operate as our SEP progresses and play a part in our annual review process.

b). Task and Finish Group

This group is made up of Council officers, representing each of the different service areas. It first met in July 2011 and worked to a very tight timescale in order to help us publish the SEP by the deadline of April 2012.

The group members focused on developing their individual service Equality Objectives. They were supported and advised by the Access to Services Team.

Meanwhile, the profile of the SEP was raised across the Council, via presentations to other working groups such as top and senior managers and departmental working groups.

The Task and Finish Group will continue to operate and play a key role in the implementation of the SEP, particularly in terms of the annual review process.

c). Equality Act Partnership Group

This group was set up in response to the SEP deadline and new equality regulations. Facilitated by colleagues from the Welsh Local Government Association (WLGA), we brought together our equality colleagues from other organisations to share information and experiences. Group members include:

- ABMU Health Board
- Swansea University
- Neath Port Talbot Council
- Neath Port Talbot College
- South Wales Police
- Welsh Ambulance Service
- Mid and West Wales Fire and Rescue Service
- Carmarthenshire Council
- Bridgend Council
- DVLA.

This group has proved invaluable and will continue to operate post April 2012 as a Regional Equality Group. We have also developed an on-line resource for the group to keep in touch between meetings.

3.2 Collection of Evidence

In response to the requirement for evidence-based Equality Objectives, the Access to Services Team undertook an evidence trawl in order to assist in the objective-setting process.

This exercise sought to identify key areas of inequality in a local, regional and national context (where information was available). To keep such a large task manageable, the Team utilised the 5 key themes of the Equality & Human Rights Commission (EHRC) national report 'How Fair is Wales?' and presented the information found in relation to:

- Life and health

- Education and skills
- Employment
- Legal and physical security
- Power and voice.

The full report, providing an overview of the key findings, is available at www.swansea.gov.uk/sep. This report was provided to our Task and Finish Group, both to act as a background information document and also to assist in the objective-setting process (in conjunction with their own service-specific information).

3.3 Collection of Equality Information

In response to the specific regulation around Equality Information, an overview of the information held across the Council was collected in February 2012. This exercise followed on from the evidence trawl discussed in the above section.

All service areas were asked to provide details of the equality information they hold in terms of:

- How it is used
- How it is gathered and when
- Whether it is broken down by protected characteristic
- Whether it is published
- Details of any information gaps
- Details of any other relevant work or initiative.

The information received was collated and summarised; the full Equality Information report is available at www.swansea.gov.uk/sep. In producing this report, it became apparent that further work would be required so we developed an action plan to ensure that we continue to develop and progress in this area.

The action plan has been added to the published report and contains a commitment to:

- Looking at our information gaps to identify those that can be filled
- Reviewing the information already collected to ensure we continue to build a comprehensive record
- Utilising the information in our annual review process from April 2013
- Publishing an updated report in 2 years' time
- Committing to a further 2-year programme based on our progress.

3.4 Consultation and Engagement

In terms of our consultation and engagement activities, these were varied and demonstrated our efforts to talk to as many people as possible about the draft SEP and Equality Objectives within a very short timescale.

a). Meetings and presentations

We attended a range of forums and meetings, giving talks and presentations to groups such as:

- Network 50+ Engagement Forum
- Equality Member Champions
- Equality Stakeholder meetings
- Councillor Forum
- Overview and Scrutiny Board
- Community groups, including
 - Swansea Deaf Club
 - Swansea Disability Forum
 - Young Mums Group
 - Local Youth Club.

b). Formal and informal engagement activities

We did our best to involve as many people as possible via:

- A web-based survey
- Informal drop-in sessions at our Central Library (held from 12-7pm with a British Sign Language interpreter present)
- Other communication methods – we offered people the opportunity to email or write to us; designed for those who may not have felt comfortable speaking with us in person, attending meetings or completing a web-based survey.

To finalise our Equality Objectives we provided each service area with details of all the feedback received from the above activities. The draft Objectives were amended where appropriate and added to the SEP, which was adopted by Council on 15th March 2012.

The work did not stop there as we produced a feedback newsletter for everyone involved in the SEP's development, providing answers and explanations to the questions and queries received through the consultation and engagement process. The newsletter is available as an appendix to the full Engagement Report.

Taking into account the short timescale for all of this work, we believe our steps to have been very effective and a significant achievement. We recognise that this is just the start of our work in these areas, and will continue to progress and build on what we have learned so far.

4. Employment and Training Information

The information currently held on the workforce can be found at Appendix 2 (this includes all data suitable for publication – some information could allow for the identification of individuals so has not been included). At the time of writing, work is underway on a staff profile survey, which will be undertaken in 2012/13 in order to improve the equality information we hold on our workforce. The survey will also contain questions around linguistic skills.

As a result of the work planned, we have decided not to draw conclusions from the data published this year. Instead, we will focus our attention on the upcoming survey as it will have a major impact on the information we hold and allow us to conduct a more thorough and useful analysis.

5. Additional information

This section briefly details some of our other work relevant to the requirements of the Public Sector Equality Duty during 2011-12.

5.1 Equality Impact Assessments

Work has begun on reviewing and updating our EIA process in response to the new Public Sector Equality Duty. Particular attention is being paid to the Engagement Regulation in order to ensure that the EIA process incorporates its requirements in an effective manner.

An additional piece of work is also underway to improve the tracking and monitoring of EIAs through the Council's reporting and decision making process.

All completed EIA reports continue to be published at www.swansea.gov.uk/eia and (as last year) the Council's budget for 2012/13 was subject to the EIA process. The results are available at <http://www.swansea.gov.uk/EIABudget201213>. Our experience of applying our EIA procedure to the budget process for 2011/12 was shared with colleagues from other local authorities at an EHRC seminar.

Our EIA process has also been shared with a number of neighbouring authorities, both following the above seminar and via our regional working. This has been very positive and enables us to continue to assess our process for its effectiveness, while sharing practice and support with others.

5.2 Consultation and Engagement:

a). Consultation & Engagement Strategy

Our revised Consultation and Engagement Strategy was approved by Council this year. The purpose of this strategy is to ensure effective consultation and engagement with the residents of the City & County and our partner organisations, so the Council can inform developments to improve the access, quality and delivery of our services and the decisions we make.

The Strategy and some of the consultation and engagement methods used by the Council are available at <http://www.swansea.gov.uk/consultation>.

b). Engagement with groups that represent the interests of people with protected characteristics

We have done further work to develop our relationship with local community groups. This has included:

➤ LGBT Forum

The Council places great value on the city's lesbian, gay, bisexual and transgender (LGBT) community and work is currently underway with partnership organisations to support initiatives to challenge prejudice and

discrimination and increase awareness of the positive contribution LGBT citizens make to the City and County of Swansea.

February 2012 saw the first meeting of the Swansea Bay LGBT Forum. The Forum is run by the City and County of Swansea Council in partnership with South Wales Police and membership includes employees or volunteers from local and national organisations who represent the interests of LGBT citizens.

Organisations represented include:

- Stonewall Cymru
- Bi Cymru
- Swansea Pride
- Victim Support
- Age Cymru
- Transgender in Wales
- Tawe Butterflies
- Terrence Higgins Trust
- LGBT Excellence Centre
- Swansea University LGBT Society
- Swansea LGBT Unity Project

as well as public sector organisations such as the DVLA, Mid and West Wales Fire Service and the Ambulance Service.

On the 25th June 2011, the City and County of Swansea marked the annual Swansea Pride event by flying the Rainbow Flag outside the Civic Centre building.

➤ Disability Liaison Group

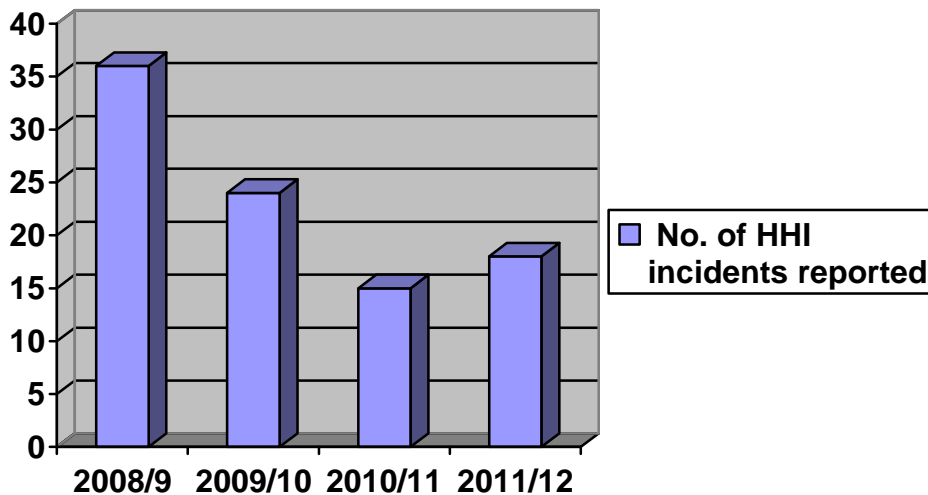
The development of a Disability Liaison Group with representatives from key groups and organisations covering learning disability, mental health, parent carers, physical disability and visual impairment. The group's key areas of work are:

- to provide a coordinated point of contact in relation to issues in relation to disability in the City & County of Swansea
- to focus on and engage on:
 - key strategy and policy
 - major projects
 - key operational issues:
 - wider engagement processes with disability groups.

5.3 Harassment and Hate Incidents

The Council's Hate and Harassment Procedure allows victims (or witnesses) to report any incident that has been motivated by prejudice such as race, sexual orientation, age, etc. This is solely a Council procedure and does not include incidents reported to the Police or any other agencies.

This year (2011-2012) the number of hate and harassment incidents reported to the Council totalled 18.



The above chart highlights the general reduction in reported incidents over the past four years (36 in 2008/9, 24 incidents in 2009/10 and 15 incidents in 2010/11). There has been a slight increase in 2011/12 with 18 incidents being recorded. The general reduction over this period could be due to increased awareness of alternative reporting mechanisms such as the Safer Wales online reporting facility (publicised on the Council's external website) and the creation and work of South Wales Police's Hate Crime Team. We work closely with colleagues in South Wales Police and have developed a joint equality objective in respect of disability hate crime.

5.4 Regional and Partnership work

As noted in section 3 above we have supported the development of a Regional Equality Group, which has included the development of a community of practice to share information and practice between group members and colleagues from further afield.

Regionally, we participated in a piece of work to provide our schools with guidance and templates to assist in the development of their Strategic Equality Plans. We then undertook further work locally to ensure that the templates were as user-friendly as possible for our schools in Swansea and presented the information to all head teachers, offering support from both the Education department and Access to Services Team.

5.5 Rainbow Mark Accreditation

The Rainbow Mark is an endorsed accreditation from the LGBT Excellence Centre Wales, which recognises that an organisation is meeting statutory requirements and best practice in engaging with the LGBT community.

The accreditation was first awarded to the Chief Executive's Directorate in 2010. Since then, the Access to Services Team has been working in partnership with service areas and external organisations to continue promoting the LGBT equality agenda. Our ongoing commitment and support

for this group was acknowledged when the accreditation was renewed in May 2012.

5.6 Work with Older People

The Strategy for Older People Development Plan was delivered including support to the voluntary Network 50+ Management Group, three Health Social Care & Well Being Forums, one Engagement Forum, a Network 50+ newsletter and an event to mark Older People's Day.

5.7 Wales Interpretation & Translation Service (WITS)

As a result of our partnership work with WITS, we have (since 2011) a co-ordinated approach to all interpretation and translation with authority wide information of all interpretation and translation usage, including telephone and face-to-face provision.

During 2011/12, a total of 39 different languages were requested, with Sylheti and Hungarian being the most frequently required. It is important to note that the popularity of any language can be the result of a small number of people (or even one family) needing a high level of service, e.g. from Social Services or Housing.

In recent years, we have seen an increasing number of interpretation and translation requests, alongside a growing number of different languages (including British Sign Language).

5.8 Change Fund

Through the Change Fund, 23 large and small voluntary organisations were financially supported through grants to deliver services and projects across the City & County of Swansea. A number of these organisations work with, or represent, the interests of people with protected characteristics. Details are available at <http://www.scvs.org.uk/funding/bscdf.html>.

6. Concluding comments

This annual report is the first to be produced under the new Public Sector Equality Duty (Welsh Regulations). Its timing has provided us with an opportunity to bring to a close our previous Equality and Diversity Scheme (2009 – 2012) while introducing our new Strategic Equality Plan. It has also enabled us to look back over the work undertaken to produce the new Plan.

As we focus on the year ahead, the first year of our Equality Objectives will be both a challenge and a new experience. We will also continue our work to achieve compliance with the new regulations, much of which has been detailed through this report.

We look forward to being able to report on our progress in next year's review, as we complete the first year of our SEP and assess our performance across the Council.

Appendix 1

Equality & Diversity Scheme 2009 – 2012

Final Review Report

1. Introduction

The City & County of Swansea's first Equality and Diversity Scheme was adopted by Council in June 2009. It built on (and replaced) the Council's previous Equal Opportunities Policy and Equality Schemes (race and disability) and included additional equality issues in anticipation of the Equality Act 2010.

The Scheme set out the Council's commitment to equality and diversity in all of its functions and services. It identified some of the achievements and good practice attained to date as the basis for further development. The Scheme was developed in consultation with:

- Swansea Voices panellists including those who responded to a BME survey for the panel
- Representatives from community and voluntary groups
- Representatives from professional/partner organisations
- Councillors
- Staff.

A number of common themes and priorities emerged from this process, which became the main focus for the Scheme's implementation and action plan for 2009-12.

The Scheme's vision focused on fairness, respect and dignity - key words taken from the involvement events:

“For the City and County of Swansea to be a society built on:

- **Fairness**
- **Respect**
- **Freedom**
- **Choice**
- **Dignity**

Where everyone is confident in all aspects of diversity and can enjoy life as an equal citizen”

The Scheme's annual review process engaged with:

- key stakeholders who were initially involved in setting the direction and priorities for the action plan
- service areas for progress reports and examples of good practice
- senior management and Councillors.

This is the Scheme's final review report – it provides a final overview of progress via the Action Plan (please see Annexe A) and an overview of how the Scheme is being built upon.

2. Strategic Equality Plan

The Equality Act 2010 introduced a new Public Sector Equality Duty, consisting of 16 regulations for public bodies in Wales. We have a duty to develop and publish a Strategic Equality Plan containing set Equality Objectives by 2nd April 2012. The Plan supersedes our current Scheme, hence this final review report.

The Scheme has been used to inform the Plan's development; however there are different legislative requirements so a range of sources have been utilised in its production.

3. Equality & Diversity Scheme Action Plan

The Action Plan itself can be found at Appendix 1, with final updates provided on progress. Some of the actions now feature in the new Strategic Equality Plan for 2012 – 2016 and they are noted in the final column.

4. Equality Stakeholder Group

This group has met regularly throughout the development of the new Strategic Equality Plan and has agreed to continue to participate in the annual review process as the Plan is implemented. We are working to widen the membership of this group to ensure that is as representative of the protected characteristics (as defined by the Equality Act 2010) as possible.

5. Conclusion

The Equality and Diversity Scheme was a first for the Council, and the Strategic Equality Plan is another new initiative. We feel that the work undertaken on the Scheme provided us with a good grounding for the new legal duties and while we still have lots of work ahead of us it is important to acknowledge the positive progress that has been made since 2009.

At the time of writing, we have published our new SEP and to date have a total of 31 Equality Objectives already set by the Council's individual service areas, covering all nine protected characteristics.

While this is the final review of the Equality and Diversity Scheme, our annual review and reporting process will continue from 2012 as the legislation requires:

- annual reviews of progress against our new Equality Objectives
- reporting duties for employment data and other information.

We now turn our attention to how best to implement a robust review process for the new Plan and how we will continue to engage in future.

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Please note that some action plan items were allocated to all service areas to ensure consistency across the organisation, hence the instances of repetition.

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Directorate – Chief Executive				
Service Area – Communications, Marketing, Overview and Scrutiny				
Continue work of directorate-based Working Groups around equality and diversity issues	All Heads of Service	Ongoing	Working Groups continue to focus on equality and diversity issues relevant to their services	Internal Communication Manager to attend CSWG as and when equalities issues arise
Ensure that staff receive equality training that is relevant to their role	All Heads of Service	Ongoing	Staff trained appropriately in accordance with their role	Internal Communication Manager to promote equalities training opportunities to staff – Quarterly via Corporate Training Bulletin on StaffNet front page
Undertake screening on new and existing initiatives and equality impact assessments as necessary	All Heads of Service	Ongoing	All new functions, services, policies, procedures, strategies, plans or projects screened for relevance to equality and diversity	Ongoing and screening to be carried out on new elements of Service Unit Plan from April 2010

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Promote the Equality and Diversity Scheme to staff, managers and elected Members	Head of Service – Performance and Strategic Projects and Internal Communications Manager, Marketing, Communication and Scrutiny	Ongoing	Scheme promoted regularly internally and externally to the Council	Ongoing as required Most recent – promotion of the Managers Guidelines on Equality in Top Brief March 2010 Promote to staff <ul style="list-style-type: none"> • Redesign of EIA forms • Equality Act 2010 • Annual Equality & Diversity Scheme Report
Ensure that staff are kept informed about the Equality and Diversity Scheme via: <ul style="list-style-type: none"> <input type="checkbox"/> Guidance on Scheme implementation <input type="checkbox"/> Relevant equality and diversity news/developments 	Head of Service – Performance and Strategic Projects and Internal Communications Manager, Marketing, Communication and Scrutiny	Ongoing	Information provided on a regular basis to staff.	Ongoing as required Most recent – promotion of the Managers Guidelines on Equality in Top Brief March 2010

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Directorate – Resources				
Service Area – Performance and Strategic Projects				

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Continue work of directorate-based Working Groups around equality and diversity issues	All Heads of Service	2010 & then annually	Working Groups continue to focus on equality and diversity issues relevant to their services	The Access to Services Team continues to attend the Customer Service Corporate Working Group with Equality and Diversity as a standing agenda item
Ensure that staff receive equality training that is relevant to their role	All Heads of Service	2010 & then annually	Staff trained appropriately in accordance with their role	This is now an Equality Objective within the SEP which states 'Improve staff awareness of equality and diversity issues and roll-out an updated programme of equality and diversity training'. See associative actions for details
Undertake screening on new and existing initiatives and equality impact assessments as necessary	All Heads of Service	Ongoing	All new functions, services, policies, procedures, strategies, plans or projects screened for relevance to equality and diversity	This work will continue and our commitment to the EIA process as a whole has been incorporated into the SEP. The process will be updated in response to the new regulations in this area
Provide Support Officers for every directorate to provide advice and guidance	Head of Service – Performance and Strategic Projects	2010	Support Officers in place and all directorates aware of advice and guidance available	This work will continue as part of the Access to Services Team's support role
Implement the support plan for the Scheme's implementation and review process	Head of Service – Performance and Strategic Projects	2010	Plan successfully implemented and progress reviewed annually	Complete

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Commence work around Equality Improvement Framework	Head of Service – Performance and Strategic Projects	2009	Work underway on Equality Improvement Framework	This work was delayed due to the Framework's review by the WLGA. It will be re-visited following the approval of our new Strategic Equality Plan
Undertake a baseline survey with disabled residents in Swansea	Head of Service – Performance and Strategic Projects	2009	Survey complete	This survey did not go ahead due to budget constraints. Other arrangements have been put in place to ensure that we effectively engage with disabled residents. We are currently in the process of setting up a Disability Liaison Group to co-ordinate this work more effectively
Liaise with Human Resources and Organisational Development to ensure links made between Personnel Policies and Equality and Diversity Scheme	Head of Service – Performance and Strategic Projects	2009	Links made between Personnel Policies and Equality and Diversity Scheme	The Access to Services Team are supporting colleagues in HR with their Policy Review Programme, particularly in relation to Equality Impact Assessments

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Development of Linguistic Skills Strategy, to address issues concerning Welsh language, British Sign Language (BSL) users and people whose first language is not English or Welsh	Head of Service – Performance and Strategic Projects	2009	Strategy in place and action plan agreed	<p>A draft Linguistic Skills Framework (LSF) has been developed but requires further definition and agreement in areas such as</p> <ul style="list-style-type: none"> • Objectively defining individual linguistic skill levels within a staff survey context • Defining optimum and minimum skill levels and numbers at post and team levels and recording and using these during the recruitment process • Undertaking a full staff survey to provide a baseline of skills and their potential utilisation across the Council
Promote the use of the Harassment and Hate Incident Reporting Form, and monitor returns	Head of Service – Performance and Strategic Projects	Annual promotion campaign and ongoing monitoring	Promotion achieved and increased awareness of procedure. Monitoring reported in Annual Equality and Diversity Review Report	This work will continue and a dedicated Equality Objective in relation to disability hate crime has also been developed

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Integrate the relevant aims and objectives of the Strategy for People Aged 50 and Over	Head of Service – Performance and Strategic Projects	2010	Relevant aims and objectives integrated into the Scheme	As they are very different documents only parts of the Older People’s Strategy are able to be considered within the EDS, e.g., age discrimination. Older people are covered within the age strand and included in the EIA process. Work on dignity and respect has been fed in to HSCWB processes. An engagement forum on the draft SEP & equality objectives has been held with over 50s. The WG Strategy is under a period of review for the next stage and further work is planned on a strategic framework locally which may identify equality objectives in relation to older people for consideration within the annual review of the SEP

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
<p>Promotion of Member Equality Champions, and clarification of Champion role. This clarification will include consideration of issues around:</p> <ul style="list-style-type: none"> • The monitoring and review process of this Scheme • Liaison with local groups 	<p>Equality Champions, with assistance from Head of Service – Performance and Strategic Projects</p>	<p>July 2010</p>	<p>Promotion undertaken and role clarified</p>	<p>The Champions' role has been clarified and some Members have recently completed an Action Learning Set facilitated by the WLGA</p>
<p>Review of Consultation Strategy to include guidance on hard-to-reach groups</p>	<p>Consultation Co-ordinator, Performance and Strategic Projects</p>	<p>2010</p>	<p>Strategy and toolkit complete</p>	<p>The new Consultation and Engagement Strategy has been adopted and included a specific Objective to: Ensure consultation and engagement is inclusive and representative. A partnership toolkit has also been developed at www.swanseassays.org.uk. As part of the new Strategic Equality Plan, more specific guidance around engagement in relation to the protected characteristic groups will be put in place (linking to the Equality Impact Assessment process)</p>

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Promote the Equality and Diversity Scheme to staff, managers, elected Members and the public	Head of Service – Performance and Strategic Projects and Internal Communications Manager, Marketing, Communication and Scrutiny	June 2010 & then annually	Scheme promoted regularly internally and externally to the Council	Complete
Continue to liaise with community groups and organisations, e.g. Network 50+, Disability Forum, etc. and seek out new opportunities to engage with different groups and organisations	Head of Service – Performance and Strategic Projects	Ongoing	Liaison continued and new contacts made	This work will continue, particularly within the requirements of the new engagement regulation
Maintain (and expand when necessary) the database of community groups and organisations across all equality issues	Head of Service – Performance and Strategic Projects	Review June 2010 & then annually	Database maintained and added to when necessary	This work will continue, particularly within the requirements of the new engagement regulation

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Ensure that staff are kept informed about the Equality and Diversity Scheme via: <ul style="list-style-type: none"> • Guidance on Scheme implementation • Relevant equality and diversity news/developments 	Head of Service – Performance and Strategic Projects and Internal Communications Manager, Marketing, Communication and Scrutiny	June 2010 & then annually	Information provided on a regular basis to staff.	This work will continue with the introduction of the new SEP

Priority Theme – Corporate Actions

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Directorate – Resources				
Service Area – Financial Services				
Continue work of directorate-based Working Groups around equality and diversity issues	All Heads of Service	Ongoing	Working Groups continue to focus on equality and diversity issues relevant to their services	A Finance representative attends the group and has responsibility for raising and briefing equality and diversity issues at Departmental Management meetings

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Ensure that staff receive equality training that is relevant to their role	All Heads of Service	Ongoing	Staff trained appropriately in accordance with their role	91% Revenues and Benefits staff have received training on customer service and equalities. 40% have received training in disability awareness with priority being given to customer service staff. The remainder of staff will be trained during 2012
Undertake screening on new and existing initiatives and equality impact assessments as necessary	All Heads of Service	Ongoing	All new functions, services, policies, procedures, strategies, plans or projects screened for relevance to equality and diversity	Screening is undertaken on new initiatives such as when Revenues and Benefits services were moved to the Contact Centre
Investigate amending templates of Council Tax forms to include corporate strapline, offering alternative formats	Chief Revenues Officer, Head of Service - Financial Services	2012	Forms amended to include corporate strapline	Completed January 2010
Use Swansea Voices to explore perceptions as regards Council Tax collection in Swansea	Chief Revenues Officer, Head of Service - Financial Services	2012	Results analysed and used as applicable	Planned May 2012

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Consult with organisations representing minority groups e.g. SBREC, MEWN, Disability Forum, etc. to explore if there are better ways of working within their communities.	Chief Revenues Officer, Head of Service - Financial Services	2012	Consultation complete and any feedback acted upon	No formal consultation undertaken but Benefits Take-up Team work jointly with Carers Centre, Age Cymru and Pension Service and hold and arrange events in areas with a significant BME population and invite Red Cross, Age Cymru, Carers Centre, SBREC, MEWN, Credit Unions and other organisations to attend as well as other Council Services e.g. Equalities and Diversity Team, Social Inclusion Unit, Health Promotion. The Take-up Team also arrange for translators to be present at the events. Next event due to be held 29/2/2012

Directorate – Resources

Service Area – Human Resources and Organisational Development

Continue work of directorate-based Working Groups around equality and diversity issues	All Heads of Service	Ongoing	Working Groups continue to focus on equality and diversity issues relevant to their services	Ongoing
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Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Ensure that staff receive equality training that is relevant to their role	All Heads of Service	Ongoing	Staff trained appropriately in accordance with their role	Working with the WLGA to ensure the courses provided are compliant and as extensive as possible given the resources available Ensuring that Corporate Trainers are fully skilled to deliver appropriate training packages
Undertake screening on new and existing initiatives and equality impact assessments as necessary	All Heads of Service	Ongoing	All new functions, services, policies, procedures, strategies, plans or projects screened for relevance to equality and diversity	EIAs are being undertaken as and when each HR Policy is revised EIA currently being undertaken on proposed new Pay & Grading Model
Continue rolling review programme of all HR policies and procedures	Head of Service – Human Resources and Organisational Development	Ongoing	Ensure that all revised/updated/new HR policies and procedures meet equality obligations	Ongoing & on target
Form a task and finish group to work on the Disability Symbol (Two Ticks), to ensure that the Council is able to meet the accreditation requirements	Head of Service – Human Resources and Organisational Development	2009	Task and finish group in place and work commenced.	Assessment to be undertaken in June 2012

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Commence the workforce planning programme	Head of Service – Human Resources and Organisational Development	2009	Programme underway incorporating full consideration of equality obligations	Equality obligations embedded in work being undertaken
Pay and Grading – <ul style="list-style-type: none"> • Undertake a job families approach to pay and grading • Undertake a review of current terms and conditions with the aim of harmonisation 	Head of Service – Human Resources and Organisational Development	2010	Draft pay and grading system in place that is fully equality proofed	On target to implement a fully equality proofed pay model in the first half of 2012/13
Human Resource (HR) System – develop the functionality of the HR system to have the ability to capture comprehensive data such as disability, ethnicity, etc. in order that any key themes can be addressed	Head of Service – Human Resources and Organisational Development	2010	Fully functional HR system in place that produces management information and supports strategic initiatives	Survey of staff to collate equality data which will be held in ISIS to be undertaken by 31.03.13
Directorate – Resources				
Service Area – Corporate Building and Property Services				

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Continue work of directorate-based Working Groups around equality and diversity issues	All Heads of Service	Ongoing	Working Groups continue to focus on equality and diversity issues relevant to their services	Changed Directorate – working group dissolved
Ensure that staff receive equality training that is relevant to their role	All Heads of Service	Ongoing	Staff trained appropriately in accordance with their role	Transferred to Equality Objectives
Undertake screening on new and existing initiatives and equality impact assessments as necessary	All Heads of Service	Ongoing	All new functions, services, policies, procedures, strategies, plans or projects screened for relevance to equality and diversity	To date 17 Screenings have been completed, resulting in 5 full EIA reports
Begin programme of equality training for front line staff in Corporate Building Service	Head of Service – Corporate Building & Property Services	Start – 2009	Programme underway with staff attending relevant training course/s	Transferred to Equality Objectives
Improve provision of information/communication by Corporate Building Service in different formats/methods	Head of Service – Corporate Building & Property Services	Start – 2009	Improved provision achieved resulting in better access to information for customers	Strapline added to all documents. Majority of typing completed by typist to ensure consistency. Standard templates used where possible. Alternative methods of advertising our services are used – DigiTV/online reporting/web pages

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas				
Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Ensure promotion of Corporate Building Service apprentice scheme continues to target both boys and girls	Head of Service – Corporate Building & Property Services	Ongoing	Increased numbers of female apprentices	Transferred to Equality Objectives – covers all recruitment
Continue to respond to staff needs in terms of office accommodation and access	Head of Service – Corporate Property and Asset Management	Ongoing	Staff needs accommodated according to individual needs where necessary	Issues are addressed straight away where possible or are planned for during larger re-locations

Priority Theme – Corporate Actions				
Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Directorate – Resources				
Service Area – Procurement				

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Continue work of directorate-based Working Groups around equality and diversity issues	All Heads of Service	Ongoing	Working Groups continue to focus on equality and diversity issues relevant to their services	Equality and Diversity issues form part of the overarching approach to the corporate Strategic Procurement Programme
Ensure that staff receive equality training that is relevant to their role	All Heads of Service	Ongoing	Staff trained appropriately in accordance with their role	Equality & Diversity training included in section training plan as a key competency for all staff and also addressed in individual Personal Development Plans
Undertake screening on new and existing initiatives and equality impact assessments as necessary	All Heads of Service	Ongoing	All new functions, services, policies, procedures, strategies, plans or projects screened for relevance to equality and diversity	Sustainable Risk Assessments (which include sections on Equality & Diversity) are completed as part of the corporate Strategic Project Programme process and also all procurements subject to tender
Review of Procurement Strategy to include strengthening of equality clause where required	Head of Service, Procurement and ISIS Development	2011	Review complete	Procurement Strategy approved by Council and now operational in all corporate procurements

Directorate – Regeneration & Housing

Service Area – Economic Regeneration and Planning

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Continue work of directorate-based Working Groups around equality and diversity issues	All Heads of Service	Ongoing	Working Groups continue to focus on equality and diversity issues relevant to their services	Cross- service working group established
Ensure that staff receive equality training that is relevant to their role	All Heads of Service	Ongoing	Staff trained appropriately in accordance with their role	Equality training identified for staff as required and as part of the appraisal process
Undertake screening on new and existing initiatives and equality impact assessments as necessary	All Heads of Service	Ongoing	All new functions, services, policies, procedures, strategies, plans or projects screened for relevance to equality and diversity	Screening undertaken by case officers as required
Continue liaison work between Shopmobility and Swansea Access for Everyone (SAFE)	Swansea City Centre Manager, Head of Economic Development	Ongoing	Continued contact between Shopmobility and SAFE to ensure concerns/issues are raised and discussed/addressed	Liaison has continued between the organisations

Annexe A – Equality and Diversity Scheme Action Plan – final progress report by service areas

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Extension of Safe Child Scheme to include vulnerable persons including people with physical disabilities, mental health issues and older people	City Centre Manager, Economic Development	2012	Principles of scheme extended to improve safety of vulnerable people in the city centre	Unable to extend Safe Child scheme due to a lack of resource

Directorate – Regeneration & Housing				
Service Area – Culture and Tourism				
Continue work of directorate-based Working Groups around equality and diversity issues	All Heads of Service	Ongoing	Working Groups continue to focus on equality and diversity issues relevant to their services	<p>COMPLETE / ONGOING: C&T equalities working group continue to meet regularly to voice any equality issues and track updates of EIAs</p> <p>July 2010 - C&T Equalities Group to be re-established in Sep 2010 after C&T co-ordinator retired</p> <p>Mar 2011 – Group reformed in Sep 2010 and meeting every 6 weeks addressing C&T Equality issues and developments</p> <p>Feb 2012 – Group still running and has recently made significant contribution to Strategic Equality Plan, conducting EIAs, discussing equality issues and generating actions to improve access by Asylum Seekers and people with learning disabilities</p>

<p>Ensure that staff receive equality training that is relevant to their role</p>	<p>All Heads of Service</p>	<p>Ongoing</p>	<p>Staff trained appropriately in accordance with their role</p>	<p>COMPLETE but ONGOING: C&T sections are all aware of the need to ensure new starters and existing staff are given equalities training and is on-going through the appraisal process</p> <p>July 2010 - To ensure this action continues it will be raised at the first meeting in September 2010 for discussion</p> <p>Mar 2011 – The Equalities group routinely considers training and has recently received an Asylum Seekers Awareness Talk and is looking into Transgender Awareness training for leisure staff to be conducted in May 2011</p> <p>Feb 2012 – Through the above and the equality working group staff are sign posted to additional training such as Social Inclusion, Learning Disability Training and Equality Act Seminars</p>
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<p>Undertake screening on new and existing initiatives and equality impact assessments as necessary</p>	<p>All Heads of Service</p>	<p>Ongoing</p>	<p>All new functions, services, policies, procedures, strategies, plans or projects screened for relevance to equality and diversity</p>	<p>ONGOING: New EIAs have been identified such as the Glynn Vivian Redevelopment. However, there is a need to reiterate message to equalities working group at next meeting (Jun 2010). The group will act as identifiers of new EIAs</p> <p>July 2010 – Above will be discussed in first meeting back in Sep 2010</p> <p>Mar 2011 – C&T Equalities working group has identified new EIAs to be conducted and is currently managing over 45 EIAs new and existing</p> <p>Feb 2012 – The working group is still managing around 46 new/existing EIAs and the service has also successfully completed a second year of equality screening/assessing proposed budget reductions. The group will continue to manage the departments EIAs</p>
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<p>Continue to monitor need for information in different formats within the Library Service, and respond appropriately to results</p>	<p>Head of Service – Culture and Tourism</p>	<p>Ongoing</p>	<p>Monitoring continued and actions taken where required</p>	<p>Complete but ongoing</p> <p>This is an ongoing process and we monitor our 'Have Your Say' forms for such requests on a monthly basis. Response to any queries or requests are included in the monthly breakdown of forms</p>
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<p>Undertake assistive technology audit at all library sites</p>	<p>Head of Service – Culture and Tourism</p>	<p>2009</p>	<p>Audit complete and results acted upon (post-August 2009)</p>	<p>Complete but on-going</p> <ul style="list-style-type: none"> • Audit for staff completed • Areas of good practice have been identified and cascaded out to libraries • Central Library involved in a NOF assistive technology project called 'Ability Net' which has provided extra equipment and staff training • The project has also resulted in two mobile hearing loops being installed • Met with a hearing impairment group to ask about their requirements for the discovery room • July 2010 Assistive technology audit for staff completed with no other issues identified
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				<ul style="list-style-type: none"> • Customer Satisfaction Surveys to be completed at all sites during 2012-13 according to a change in WPLS requirements which will incorporate assistive technology issues • Hearing loops to be purchased for all sites in 2012 • Investigation for funding strands for further implementation of assistive technology is ongoing
Remove gender specific changing rooms (and improve accessible changing facilities) at Penlan Leisure Centre by providing Village style facility	Head of Service – Culture and Tourism	2009	Changing facilities in place	Completed - Village style changing area completed at Penlan and in operation May 2009
Improve access to swimming pool via new reception area at Penyrheol Leisure Centre	Head of Service – Culture and Tourism	2009	Improvements complete	Completed and in operation Dec 2009

<p>Develop a Transgender Policy for all leisure venues</p>	<p>Head of Service – Culture and Tourism</p>	<p>2009</p>	<p>Policies in place and staff briefed/trained accordingly</p>	<p>Complete but ongoing - Policy now developed and ready for consultation in 2010</p> <p>LGBT Excellence centre delivered a training session for leisure centre staff and managers</p> <p>Policy advice from LGBT Excellence centre received</p> <p>Policy used as the basis of an internal training/awareness building session piloted in Penyrheol Leisure Centre</p> <p>As part of the Rainbow Mark this training will be rolled out to other sites in 2012</p>
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<p>Continue work with 50+ age group to expand on current physical activity projects and facilitate multi-activity 50+ sessions at selected leisure venues</p>	<p>Head of Service – Culture and Tourism</p>	<p>Ongoing</p>	<p>Continued projects and sessions in place</p>	<p>Complete but ongoing: A number of adult recreation sessions have been initiated as well as classes that are more suited to the 50+ age group. These sessions are running regularly across a number of sites and are reviewed on a quarterly basis</p> <p>Feb 2011 – Up to Sept 2011 there are around 42 venues used by the development and outreach section that are suitable to facilitate/support 50+ activities</p>
<p>Complete Community and Performance Disability Sport Strategy</p>	<p>Head of Service – Culture and Tourism</p>	<p>2009</p>	<p>Strategy in place and implementation commenced</p>	<p>Complete - Strategy action plan now fully incorporated into the Annual Improvement Plan of the Disability Sport officer. Plans completed in partnership with Disability Sport Wales</p>

<p>Continue work with Bangladeshi community, providing arts and crafts workshops, etc.</p>	<p>Head of Service – Culture and Tourism</p>	<p>2009</p>	<p>Work continued with community</p>	<p>Completed – workshop lifecycle reached</p> <p>Workshops will continue until April 09 but no more funding is available to continue and project will have to fold</p> <p>Workshops closed due to lack of funding</p>
<p>Enhance community library service by establishing additional services at residential homes, e.g. residential reading groups</p>	<p>Head of Service – Culture and Tourism</p>	<p>2009</p>	<p>Additional services in place</p>	<p>Complete but ongoing</p> <p>Staff are trying to set up residential reading groups and encourage such groups to be independent.</p> <p>Central Library have started a new event called ‘Golden Time.’ It is an opportunity for 50+ people to meet up with old friends and make new ones. During this time a member of library staff showcases one of our services or will talk about what’s on offer in Swansea libraries</p>

Undertake mystery customer exercises within Library Service – focus on specific services, e.g. information provision	Head of Service – Culture and Tourism	2009	Exercises undertaken and results acted upon	<p>Complete but ongoing: General feedback was good and we had a positive response from the ‘All Wales Public Library Service Mystery Shopper Exercise.’ For the results see attached pdf</p> <p> Customer Experience Report.pdf</p> <p>Mystery shopper exercises will continue into 2010/11</p>
Launch Leisure Centre Forums at all sites – giving opportunity for customers to discuss issues and centre developments with managers	Head of Service – Culture and Tourism	2009	Forums launched and advertised	Completed - All sites have commenced surgeries and forums advertised on site from Jan 2009

Priority Theme – Corporate Actions				
Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Directorate – Environment				

Continue work of directorate-based Working Groups around equality and diversity issues	All Heads of Service	Ongoing	Working Groups continue to focus on equality and diversity issues relevant to their services	The directorate has changed its approach to mainstreaming equalities issues. Equalities issues are now picked up as part of service planning and when service process reviews are undertaken
Ensure that staff receive equality training that is relevant to their role	All Heads of Service	Ongoing	Staff trained appropriately in accordance with their role	The assessment of training required is undertaken as part of individual annual appraisals
Undertake screening on new and existing initiatives and equality impact assessments as necessary	All Heads of Service	Ongoing	All new functions, services, policies, procedures, strategies, plans or projects screened for relevance to equality and diversity	Equalities issues are picked up as part of service planning and when service process reviews are undertaken
Introduce corporate strapline in letters, offering information in different formats/languages	Heads of Service – Environment Directorate	2009	Corporate strapline included	The corporate strapline is now included on all directorate letter headed paper
Continue budget allocation for maintenance of pavements and access issues, e.g. dropped kerbs	Head of Service - Highways	Ongoing	Continued commitment to access improvements	Provision continues to be made in the budget for these issues
Provide staff training relating to introduction of Design and Access Statements	Head of Service – Planning Services	2009 (dependant on WAG timetable)	Staff trained in relevant issues around new requirement for Design and Access Statements	Complete

Work to establish working relationship with local community groups around access issues	Head of Service – Planning Services, Head of Service - Highways	2012	Relationship established and maintained	Communication ongoing with relevant interest groups. Pavements are for People Policy Task Group established
Review current customer survey procedure within Planning Services	Business and Customer Service Manager, Planning Services	2012	Survey reviewed and in use by service	Ongoing - Survey in use

Directorate – Education				
Continue work of directorate-based Working Groups around equality and diversity issues	All Heads of Service	Ongoing	Working Groups continue to focus on equality and diversity issues relevant to their services	Group meets termly to ensure that any issues are dealt with promptly and that the Directorate Action Plan is delivered
Ensure that staff receive equality training that is relevant to their role	All Heads of Service	Ongoing	Staff trained appropriately in accordance with their role	Communication will be sent to all Directorate Managers to ensure that this is delivered
Undertake screening on new and existing initiatives and equality impact assessments as necessary	All Heads of Service	Ongoing	All new functions, services, policies, procedures, strategies, plans or projects screened for relevance to equality and diversity	Timetable for delivery to be put in place over the coming months

Improve information collected and used in relation to religion or belief	Access to Services Unit, Education	2010	Improved profile of religion or belief in relation to Swansea's children and young people, to ensure responsive service planning	Further work needed over the next 6 months to ensure that this is happening
Engage with the groups that support young people to improve knowledge and understanding of the needs of lesbian, gay, bisexual and transgender young people in Swansea	8-13 yrs Co-ordinator	2010	Improved knowledge and understanding of support needs of this group. This information can then inform a needs assessment.	This work is ongoing. An Equality Objective has been set, which reads 'Improve the awareness of all children and young people of key information about sexual orientation and gender identity. Work undertaken will ensure schools have access to relevant information and guidance and promote good practice
	14-19 yrs Co-ordinators, Education			
Investigate new and innovative ways of increasing the promotion of equality and diversity in schools	PSE Teacher Adviser, Education	2012	Increased promotion achieved via PSE lessons	Resource is no longer in place to deliver this, but will be considered by the Directorate Equalities Group at its next meeting
Improvements to web-based information	Administration and Communications Manager, Education	2012	Improved web-based information including specific sections for parents, children and young people	Our web-based information continues to improve and all actions identified have been delivered

Development of Communications Strategy	Administration and Communications Manager, Education	2012	Strategy in place, including actions relating to information provision for people without Internet access	The Communications Strategy has been developed and delivered. A review will now take place and a new draft strategy will be consulted upon
Directorate – Social Services				
Continue work of directorate-based Working Groups around equality and diversity issues	All Heads of Service	Ongoing	Working Groups continue to focus on equality and diversity issues relevant to their services	Outcome met
Ensure that staff receive equality training that is relevant to their role	All Heads of Service	Ongoing	Staff trained appropriately in accordance with their role	Outcome met
Undertake screening on new and existing initiatives and equality impact assessments as necessary	All Heads of Service	Ongoing	All new functions, services, policies, procedures, strategies, plans or projects screened for relevance to equality and diversity	Outcome met
Explore opportunities to link with corporate training initiatives and plan and develop equalities training appropriate to the needs of Social Services staff	Corporate Director (Social Services)	2010	Training plan and priorities agreed	This work has been transferred to the Strategic Equality Plan and appears as an Associated Action under Equality Objective 2

Continue to focus on both preventing domestic abuse and protecting and supporting those affected by it	Domestic Abuse Forum	2009	Publication of a revised Domestic Abuse Strategy 2009-2012	Outcome met
Work at developing a mechanism for mainstreaming EIA within Social Services by examining best practice	Corporate Director (Social Services)	2009	A user-friendly tool kit produced	Tools have been altered
Continue developing commissioning plans for Social Services, this year focusing on physical disability	Corporate Director (Social Services)	2010	A commissioning statement for physical disability produced	Commissioning Plans in place for all adult service groups
Continue the programme of informal staff lunch-time fora which raise staff awareness of all equalities issues	Corporate Director (Social Services)	Minimum of twice a year	Increased staff awareness	Outcome met
Work with the African Community Initiative to raise awareness of Social Services and utilise evidence gathered by that project to inform future planning	Corporate Director (Social Services)	2010	Increased awareness of Social Services by the African Community and better informed planning	Outcome met

<p>In partnership with ABM Health Trust address a key component of the NSF for Older People by reviewing consolidate public information across Health and Social Services</p>	<p>Corporate Director (Social Services)</p>	<p>2010</p>	<p>Older people are better informed by means of more focused information</p>	<p>Changes to the structure within the ABMU Health Board have resulted in this action being withdrawn</p>
<p>Maintain (and investigate the possibility of extending) the Social Services sections of the Swansea Lives and Swansea People websites for people with a learning disability</p>	<p>Corporate Director (Social Services)</p>	<p>Review 2009</p>	<p>Web pages maintained – and extended if appropriate</p>	<p>Outcome met</p>

<p>Develop a pathway (using good practice examples) for the treatment of asylum seekers (including those with or without HIV) throughout Adult Services as a whole</p>	<p>Corporate Director (Social Services)</p>	<p>2012</p>	<p>Pathway developed and in place</p>	<p>The asylum seekers team, within the Housing Dept, have the responsibility for supporting asylum seekers generally. Those with HIV may be case managed through the SS Younger Adults Team in addition to this general support. Families with children and unaccompanied minors are supported through Child and Family Services. Work around developing a protocol for working across C&F and Adult Services is in progress and this will be applicable to but not specific to asylum seekers. This approach has been deemed preferable to a pathway only concerned with Adult Services</p>
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<p>Priority Theme – Corporate Actions</p>				
<p>Action required</p>	<p>Responsibility</p>	<p>Deadline</p>	<p>Expected outcome</p>	<p>Final Comments/Final progress update</p>
<p>Directorate – Regeneration & Housing</p>				
<p>Service Area – Community Regeneration</p>				

Continue work of directorate-based Working Groups around equality and diversity issues	All Heads of Service	Ongoing	Working Groups continue to focus on equality and diversity issues relevant to their services	Equality and diversity issues are regularly highlighted to staff through electronic communication, team meetings and in relation to the community cohesion dimension of the council's work
Ensure that staff receive equality training that is relevant to their role	All Heads of Service	Ongoing	Staff trained appropriately in accordance with their role	New staff received Customer Service and Equalities Training
Undertake screening on new and existing initiatives and equality impact assessments as necessary	All Heads of Service	Ongoing	All new functions, services, policies, procedures, strategies, plans or projects screened for relevance to equality and diversity	This work is now ongoing and is carried out as required as part of the Community Regeneration Unit's work
Improvements to Community Regeneration website	Head of Service – Housing & Community Regeneration	Ongoing	Improved information on-line	Community Regeneration web pages have been rewritten with improved structure and information written in 'plain English'
Continue community partnership work with police, BME communities, voluntary sector and other groups	Head of Service – Housing & Community Regeneration	Ongoing	Continued partnership working across this area of work	Communities First Partnership meetings held bi-monthly, Swansea Wide Co-ordinators' meetings took place quarterly and Community Cohesion information events held with representatives from voluntary and public sector

Priority Theme – Corporate Actions

Action required	Responsibility	Deadline	Expected outcome	Final Comments/Final progress update
Directorate – Regeneration & Housing				
Service Area – Housing				
Continue work of directorate-based Working Groups around equality and diversity issues	All Heads of Service	Ongoing	Working Groups continue to focus on equality and diversity issues relevant to their services	Equality and diversity issues are regularly highlighted to staff through a number of methods including the Staff Communications group, the Customer Services Information Manual, staff webpages and Team Information Sheets
Ensure that staff receive equality training that is relevant to their role	All Heads of Service	Ongoing	Staff trained appropriately in accordance with their role	All staff receive initial equality training in the induction process and continue to be trained appropriately in accordance with their role
Undertake screening on new and existing initiatives and equality impact assessments as necessary	All Heads of Service	Ongoing	All new functions, services, policies, procedures, strategies, plans or projects screened for relevance to equality and diversity	A programme of EIAs and reviews continues to be completed and monitored for all areas of Housing

Continue equalities training for Housing frontline staff with regular updates and monitoring	Head of Service - Housing	Ongoing	Training provision continued with annual monitoring undertaken	Managers identify the need for equalities training and refresher training through the appraisal system, supervision and training plans. Training provision is continued through formal and on-line learning pool training, with annual monitoring undertaken
Plan an access audit of all reception areas within Housing Service	Head of Service - Housing	2009	Audit complete and work prioritised where needed	An annual audit of reception areas within Housing was completed in 2011. These will continue to be completed annually to ensure that Housing's public reception areas continue to be accessible to all service users
Continue monitoring of BME action plan	Head of Service – Housing	Ongoing	Delivery of BME Strategy	The current BME strategy has now been delivered. This plan will not be updated as such but included in the development of the new Local Housing Strategy (2012 -17) and this will be accompanied by a list of new actions/ targets
Contribute to the development of the Older Persons Accommodation Strategy, which is led by the Supporting People Team	Head of Service – Housing	Ongoing	Strategy in place, covering residential and nursing care and from a housing perspective, at home care, including shelter/extra care housing and adaptations	This plan has been assimilated into the Adult Social Care Commissioning Plan and the Housing Strategy's Older Person's section which is currently being updated

Hold a Housing Surgery with Swansea Bay Race Equality Council	Head of Service – Housing	Held as and when required	Surgery held and feedback provided/future work planned	Quarterly multi-agency meetings are held with a number of the relevant agencies such as the SBREC, Welsh Refugee Council (WRC) and the Red Cross. There is an agreement in place that we will visit the SBREC offices when required to provide the appropriate advice, assistance and support to any of their clients
Improve communication through visits to local Mosques	Head of Service – Housing	2009	Visits undertaken and communication methods improved as required	Specific visits to local Mosques have not been undertaken as an awareness of all religions is included in equalities training for staff

Appendix 2

Employment and Training Information

Employment Information by gender as at 31st March 2012:

Establishment	Headcount Total	Female	Male		Number of Posts	Female	Male
Full Time in post	4397	2841	2762		4400	2014	2386
Part time in post	4967	3580	181		5412	5792	722
Total in post at establishment	9364	6421	2943		9812	7806	3108
Contract Type							
Establishment Substantive	6238	3908	2330		6617	4229	2388
Establishment Fixed Term / Temporary / Secondment	1856	1517	339		2610	2183	427
Funded substantive	112	71	41		125	81	158
Establishment Fixed Term / Temporary / Secondment	468	318	150		758	600	158
Total in post at establishment	8674	6421	2943		10110	7804	3108

Age data:

	16-24	25-34	35-44	45-49	50-54	55-59	60-64	65-69	70+
Headcount - Female	298	1211	1798	1043	979	679	323	65	25
Headcount - Male	153	481	669	482	474	409	229	34	12

Employment data by protected characteristic as at 31st March 2012

This data has been collected since 2007 on new employees only (3409 people in total). It is important to note that the following figures do not carry the same totals – this disparity is due to the ongoing introduction of the new monitoring system, as well as the non-mandatory nature of the data collection.

Where values could potentially allow identification of individual members of staff, figures have been replaced by *.

Employees by ethnic origin:

Ethnicity	Total
Black or Black British	13
Asian or Asian British	13
Mixed	*
Other Ethnic Group	*
Total	*

Employees by disability:

Year (March)	Total disabled employees
2012	90

Employees by sexual orientation:

Sexual Orientation	Total
Bisexual	*
Gay/lesbian	13
Heterosexual	930
Prefer not to say	63
Total	*

Employees by religion or non-belief:

Religion and/or Belief (non-belief)	Total
Christian	614
Other (including Jewish, Muslim, Buddhist etc)	142
No religion	209
Prefer not to say	42
Total	1007

Training information collected 2011-12

By gender:

Male	491
Female	808

By age:

24 and under	120
25 – 39	439
40 – 49	371
50 – 59	305
50+	46
Not specified	21

By nationality:

British	1285
Non-British	17
Refugee	0
Not specified	0

By ethnic group:

White	1271
Other (including Asian, Black, Chinese, etc.)	24
Not specified	*

By religion:

Christianity	708
Other (including Jewish, Muslim, Buddhist etc)	23
None	510
Not specified	57

By disability:

Long term illness, health problem or disability	51
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Wales Interpretation and Translation Service

Annual Review 2011-12

1.0 Introduction

- 1.1 The Authority contracted Wales Interpretation and Translation Service (WITS) in April 2010, with an aim to using one translation provider for all services and all types of translation. Previously we had been using the services of Language Line and Departments had made their own arrangements with regard to written translation, face to face translation and BSL.
- 1.2 WITS is designed to improve access to public services for people who may otherwise face communication difficulties. It provides linguistic services in foreign languages, Welsh and British Sign Language. It was initially developed through a multi-agency partnership approach by Cardiff Council, Gwent Police and Cardiff and Vale University Health Board.
- 1.3 WITS provides an improved quality of service from interpreters and translators by:
- Ensuring all of its linguists are fully security vetted to Police standards.
 - Ensuring all of its linguists possess qualifications or have passed a WITS language test.
 - Ensuring all of its linguists receive free training in professional interpreting and the Code of Conduct.
 - Providing continued professional development opportunities to its linguists by offering them free sector specific training courses, provided in conjunction with the professionals served (health, legal or local government).
 - Providing organisations with interpreters in line with their own specific requirements as agreed in their Service Level Agreement with WITS.
- 1.4 WITS have delivered the following financial benefits to service providers in 2011-2012:
- Reduced travelling time of interpreters – achieved through training of local interpreters. This will not only save on interpreter fees but also reduce staff costs when waiting for an interpreter.
 - Reduced booking costs. WITS replace this with one simple phone call or email.

- Reduced finance administrative costs of handling all payment claims, replaced by a single monthly invoice from WITS.
- Reduced telephone translation costs to 32 pence per minute.
- Reduced Face to Face interpretation costs to £30.00 per hour with no minimum 2 hour charge.

1.5 This report summarises the Authority's usage of WITS over the past financial year, incorporating the range of languages requested, costs and a breakdown of the service areas using WITS. This is the second year that we have data on all translation and interpretation across the authority.

2.0 Languages Used

2.1 During this financial year, the Authority has made 271 Telephone requests, 626 Face to Face requests, and 12 BSL requests, a total of 897 requests for the WITS/Big Word interpretation service, with a total of 39 languages being requested. The most popular languages requested were

1.	Sylheti (145)	16.	Italian (3)	31.	Guajarati (1)
2.	Hungarian (105)	17.	Kurdish (3)	32.	Tagalog (1)
3.	Mandarin (61)	18.	Lithuanian (2)	33.	Mandarin Hakka (1)
4.	Polish (20)	19.	Farsi (2)	34.	Tamil (1)
5.	Vietnamese (20)	20.	Tigrinya (2)	35.	Japanese (1)
6.	Arabic (20)	21.	Thai (2)	36.	Korean (South) (1)
7.	Romanian (19)	22.	Czech (2)	37.	Krio (1)
8.	Algerian (16)	23.	Russian (2)	38.	Spanish (1)
9.	Punjabi (13)	24.	Bulgarian (2)	39.	Kurdish (Kumanji) (1)
10.	BSL (12)	25.	French (1)		
11.	Turkish (11)	26.	Pashto (1)		
12.	Kurdish Sorani (4)	27.	Cantonese (1)		
13.	Dari (4)	28.	Portuguese (1)		
14.	German (4)	29.	Korean (1)		
15.	Urdu (4)	30.	Hindi (1)		

NB A number of these calls may be repeat calls to service users.

2.2 Comparison

The Authority now has 2 years of data with regard to language use and service areas. In 2010 - 2011, the Authority used a total of 34 languages with the most popular being Sylheti and Polish.

3.0 Service Area Information

3.1 The following service areas have utilised WITS/BigWord for all translation

purposes during 2011-2012 (the number in brackets illustrates the number of times a service area has used WITS/BigWord):

- Social Services (481)
- Housing (194)
- Education (78)
- Financial Services (37)
- Environment/Registrars (17)
- Performance and Strategic Projects (13)
- Business Centre (5)
- Contact Centre (3)
- Estates (1)
- HR (1)
- Legal (1)
- Community Leadership and Democracy (1)

NB A number of these calls may be repeat calls to service users.

3.2 Comparison

3.2.1 In 2010-11, Social Services was the top user of Language Line (253) followed by Housing (61) and Environment (13).

4.0 Cost

4.1 Since April 2010 Performance and Strategic Projects have paid the monthly WITS invoices and recharged service areas at the end of each month.

4.2 As noted in Appendix 2 the total cost to the Authority was £67,993, this covers translation and interpretation costs, including BSL.

4.4 Comparison

4.4.1 In 2010-11 translation and interpretation costs for the Authority were £45,473.

5.0 Conclusion

5.1 In reviewing the use of the Council translation and interpretation service through WITS over the last few years there has been a continued rise in requests for interpretation/translation services from 49 requests in 2003-4 to 832 requests in 2011-12.

5.2 The range of languages requested continue to increase, indicating that people from a range of groups are accessing Council services with the help of telephone and face to face interpretation.

Appendix 1 – Comparative data table – Telephone Interpretation

Year	Number of requests	Number of languages	Top languages requested	Top users (service areas)	Cost
2003-04	49	11	1. Kurdish (17) 2. Turkish (13)	1. Housing (33) 2. Social Services (4)	£1,481.80
2004-05	111	18	1. Turkish (12) 2. Kurdish (8)	1. Housing (29) 2. Financial services (6)	£4391.15
2005-06	117	18	1. Russian (26) 2. Turkish (25)	1. Housing (93) 2. Social Services(9)	£4250.37.
2006-07	177	19	1. Polish (51) 2. Russian (32)	1. Housing (154) 2.Financial Services (8)	£6510.85
2007-08	156	24	1. Polish (48) 2. Kurdish (17)	1. Housing (122) 2. Social Services (17)	£6639.60.
2008-09	233	22	1. Kurdish (47) 2. Sorani (39)	1. Social Services (118) 2. Housing (94)	£8726.70
2009-10	205	22	1. Kurdish (35) 2. Farsi (30)	1. Social Services (113) 2. Housing (67)	£8099.00
2010-11	117	15	1. Arabic (29) 2. Mandarin (20) 3. Polish (11)	1. Housing (67) 2. Social Services (14) 3. ASART (14)	£1001.28
2011-12	271	27	1. Mandarin (74) 2. Arabic (65) 3. Polish (26)	1. Housing (185) 2. Social Services (21)	£1735.71

