

POLICY & RESOURCES CABINET BOARD

27TH MARCH 2014

CHIEF EXECUTIVES OFFICE

**REPORT OF THE
HEAD OF CORPORATE STRATEGY & DEMOCRATIC
SERVICES**

- K. JONES

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PART 1. Doc Code: PRB-270314-REP-CE-KJ

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Part 1, Section A, Item 1

CORPORATE PERFORMANCE MANAGEMENT FRAMEWORK

Purpose

1. To provide Members with an update on the progress made in reviewing the Council's corporate performance management framework.
2. To propose changes to the corporate performance management framework as a consequence of the findings of the review.

Background

The Council has a general duty under the Local Government (Wales) Measure (2009) to 'make arrangements to secure continuous improvement in the exercise of its functions'. To support the discharge of this duty, a review has been undertaken of the Council's current approach to performance management by a group of officers (nominated by Heads of Service) from across the Council who have performance management responsibilities within their respective Directorates. External challenge to the review has been provided by Rod Alcott (funded by the WLGA), Chief Officer leadership provided by Aled Evans, Director of Education, Leisure and Lifelong Learning and the relevant Head of Service lead being Karen Jones, Head of Corporate Strategy and Democratic Services.

This review is a key action contained within the 6th corporate improvement priority "Better Simpler Cheaper" (Corporate Improvement Plan 2013-2016). The Council has also volunteered to be the subject of a Corporate Assessment to be undertaken by the Wales Audit Office (WAO) in 2014/2015 which has given an added impetus to carry out this review.

Findings

The review was initiated with the undertaking of a self evaluation of the Council's current approach to performance management which was facilitated by Rod Alcott. This concluded, although the Council had clearly articulated the priorities for improvement within the Corporate Improvement Plan, the approach to delivering these improvements via the business planning process is inconsistent across the Council. The review found even though there is a requirement to produce business plans some services have stopped producing them. The self evaluation also found there was an inconsistent approach to employee development reviews across the Council and there are gaps in the setting of Chief Officer / Heads of Service Objectives.

To address the gaps identified above, the review group presented a number of proposals which will also ensure the better use of resources through:

- Strengthening accountability (at Chief Officer / Head of Service / Accountable Manager level)
- Enabling the clearer identification of the “golden threads” between strategic and operational levels
- Embedding performance management in services
- Strengthening scrutiny of performance

Proposals

1. Objectives for chief officers and heads of service to be signed off by the end of March 2014 to inform the business planning process for 2014/2015 which are clearly linked to the Council’s Corporate Improvement Plan.
2. Replacing the existing policy which requires business plans to be produced at accountable manager level with a requirement for business plans to be produced at the head of service level. Depending on the portfolio of the head of service, there may be more than one plan produced. The format of the plans will be developed to meet the needs of the service but will be based on a common set of principles (not a fixed template). The business plans will clearly set out what the priorities for improvement are across that portfolio of services and what actions are planned to achieve them. Priorities could include contribution to the Council’s priorities for improvement, meeting local needs, addressing under-performance, actions to achieve savings contained within the Forward Financial Plan and responses to regulatory recommendations.
3. Service report cards to be produced at accountable manager level which demonstrate the service has in place arrangements to support and inform continuous improvement. The report cards will be a clear and simple summary (2 pages) of the areas the service is prioritising for improvement; will demonstrate contribution to the priorities set out in the relevant head of service business plan and will focus on outputs and outcomes. A template for the report card is currently

being developed and will be shared at the next meeting of Scrutiny Committee Chairs and Vice Chairs in April.

4. The head of service business plans to be monitored and reviewed regularly by Senior Management Teams.
5. The business plan to be signed off by the relevant Cabinet Member before the Annual General Meeting in May and then presented by the head of service to the relevant Scrutiny Committee during June and July.
6. Following the presentation of the head of service business plan to scrutiny, scrutiny committees will select which service areas covered by that business plan they would like to scrutinise in further detail (this will inform the scrutiny forward work programmes for the remainder of 2014/2015). To inform the scrutiny of the selected service area, the service report card (referred to in no.3 above) will be presented by the relevant accountable manager.

(All business plans and service report cards will be made available on the Council's intranet site).

7. The existing arrangements for undertaking employee development reviews (EDR's) to be utilised by issuing a requirement to ensure they are universally applied effectively across the council.
8. A new "appraisal" model to be piloted for Chief Officers and Heads of Service during 2014/2015.
9. A review of the above revised approach to be undertaken during the Autumn 2014.

(Scrutiny Committees will continue to receive quarterly performance management reports but this will be reviewed as the above process becomes embedded)

How it will look:



Recommendation

Members are asked to consider and endorse the revised approach.

Reason for Proposed Decision

1. To ensure the Council has a robust, fit for purpose corporate performance management framework to support the delivery of our commitment to protect jobs and services particularly to those that are most vulnerable and disadvantaged in our communities in times of severe and enduring austerity.
2. To support the discharge of the duty placed on the Council, as contained within the Local Government (Wales) Measure 2009, to ‘make arrangements to secure continuous improvement in the exercise of its functions’.

List of Background Papers

Corporate Improvement Plan 2013-2016 – Rising to the Challenge
Local Government (Wales) Measure 2009

Wards Affected

All.

Officer Contact

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COMPLIANCE STATEMENT

CORPORATE PERFORMANCE MANAGEMENT FRAMEWORK

(a) Implementation of Decisions

The decisions are proposed for implementation following the three day call in period.

(b) Sustainability Appraisal

Economic Prosperity	-	Positive
Education & Lifelong Learning	-	Positive
Better Health & Wellbeing	-	Positive
Environment & Transport	-	Positive
Crime & Disorder	-	Positive

Other Impacts

Welsh Language	-	No Impact
Sustainable Development	-	No Impact
Equalities	-	No Impact
Social Inclusion	-	No Impact

(c) Consultation

This item is not subject to external consultation.

Part 1 Section A Item 2

WELSH LANGUAGE MEASURE (WALES) STANDARDS INVESTIGATIONS

Purpose of Report

To provide an indication of the Council's current compliance with the proposed Welsh Language Standards together with resource implications which will provide the basis of a response to the Welsh Standards Investigation being carried out by the Welsh Language Commissioner.

Background

The first set of standards in relation to the Welsh language were published by the Welsh Government on 6th January 2014 and as a result, this Council, together with other local authorities, National Parks and Welsh Ministers, has received an exploration notice of the Welsh Language Commissioner's intention to carry out a standards investigation commencing on 27th January 2014.

The Welsh Language Measure (Wales) 2011 provided a legislative basis to produce "standards of conduct" in relation to the use of the Welsh language and that it should be treated no less favourably than the English language. A link to the standards follows:

<http://wales.gov.uk/docs/dcells/publications/140106-consultation-on-standards-relating-to-the-welsh-language-en.pdf>

Also during January, the Council received a letter entitled - Standards Investigations and Reports, together with a questionnaire and a regulatory impact assessment, which we need to complete; as part of the standards investigation by **18th April 2014**.

The current Welsh Language Scheme

Like all other local authorities in Wales we have had a Welsh Language Scheme since 1997. Within this Scheme we are committed to ensuring parity for the Welsh Language in our dealings with the public.

We are aware that the requirements of the Scheme are not always applied in a consistent manner, for example with our website. While we continually work towards full compliance we recognise that this will take

much longer than the time left to us before the introduction of the Standards.

Non compliance with the current Scheme is not subject to investigation and is not part of this report. However any difficulties that have been identified in meeting the requirements of our Scheme will need to be considered along with the various constraints we face, both current and anticipated, when responding to the Investigation.

‘More Than Just Words...’

The objectives and action plans associated with the this Strategic Framework for Welsh Language Services in Health, Social Services and Social Care will impact on our ability to meet proposed Standards and will need to be taken into account when formulating our response.

The Standards Investigation – Key Considerations

The Welsh Language Commissioner (WLC) is required to have regard to the need to ensure that requirements for persons (in this case local authorities, national parks and Welsh Ministers) to comply with standards are not unreasonable or disproportionate. During the standards investigation, they will consult with each relevant person, the Advisory Panel and the public.

The questionnaire the Council is required to complete as part of the investigation will help the Commissioner to determine which of the Standards should be applied to Neath Port Talbot CBC from the outset or in stages. Where we consider that meeting a Standard would be either impossible or achievable only with disproportionate resources, evidence to support this will need to be included as part of our response in due course.

Once the Standards Investigation is completed, the Welsh Government will receive a Standards Investigation Report from the WLC outlining the key findings from the investigation. Those findings will contribute to the work of preparing Regulations to make Standards. The timetable below outlines the key steps:

- Welsh Ministers have presented draft standards to the Commissioner during December 2013

- Commissioner has commenced a standards investigation in relation to Local Authorities, National Parks and the Welsh Ministers - January 2014
- Commissioner to present a report to the Welsh Ministers summarising the findings of the investigation – May 2014
- Draft Regulations and associated documentation produced – September 2014
- Debate and vote on approval of Regulations in National Assembly Plenary Session – October/November 2014
- It is currently anticipated that the Regulations will come into force in November 2014.

Council's Progress To Date

Prior to completing the WLC questionnaire, the attached table has been completed which sets out each Standard, whether or not we currently comply along with the relevant section of our existing Welsh Language Scheme where appropriate.

In addition, an indication is given of the resource implications including an approximation of achieving full compliance. This exercise will also help prepare us for when the WLC's officers carry out their independent research work, which will include evaluating current commitments within Welsh language schemes.

Conclusion

While we remain committed in ensuring parity for the Welsh Language in dealing with members of the public, in the current climate we anticipate that the WLC will take seriously her responsibility in the proportionality of introducing the Standards.

There is a general acceptance of the principle of the Standards the specific application of Standards to NPTCBC must be considered with caution.

The lack of additional resources to accompany the application of the Standards, the issues around translation capacity and the current and continuing situation of recruitment, both into and within the Council, will have considerable impact on our ability to meet the Standards if all are applied to us immediately.

The following table provides an indication of implementation costs which were included in the Council's response to a consultation on the previous Standards in 2012 and is included here as a basis for discussion. It must be noted there has been no updated information available since the original report.

Examples of Issues	Additional Indicative Costs Per Annum £
1 Intensive Welsh Language Training External Course for 20 Employees	2,000
Welsh Written Translation (In house)	135,000
Welsh Interpreter Service (In house)	8,400
100 Additional Welsh Speaking Employees on Establishment	2,600,000
HR Database Changes to record Welsh Language Preference of Employees (one off cost)	*4,000
IT System Changes	Not available but likely to be significant
Total indicative costs per annum	£2,745,400
Plus a one off IT related cost identified to date	£4, 000

However as part of our response to the WLC we are able to indicate:

- Those Standards where we would be able to comply with minimal work
- Those Standards where we were able to comply in part (whether the requirement or particular services in the Council)
- Those Standards where we were not able to comply by virtue of lack of resources, translation capacity or the recruitment situation

Recommended

1. Members are asked to consider the attached table and discuss the impact and the approximate cost of complying with the proposed Welsh Language Standards
2. To agree a response to the Standards Investigation.

Appendices

Appendix – Welsh Language Standards – Compliance Checklist

Background Papers

- Welsh Language Standards & Exploration Notice – Welsh Language Commissioner - issued 06/01/2014
- Standards Investigations and Reports – Section 61 Welsh Language Measure (Wales) 2011 – letter issued 24/01/2014
- WLC Standards Investigation: Questionnaire
- Regulatory Impact Assessment of the proposed standards relating to the Welsh Language
- WLC Standards Investigation; Explanatory notes
- Strategic Framework for Welsh Language Services in Health, Social Services and Social Care - ‘More than just words...’
- NPTCBC Welsh Language Scheme

Wards Affected

All

Officer Contact

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COMPLIANCE STATEMENT

CORPORATE PERFORMANCE MANAGEMENT FRAMEWORK

(a) Implementation of Decisions

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Environment & Transport	-	Positive
Crime & Disorder	-	Positive

Other Impacts

Welsh Language	-	Positive
Sustainable Development	-	Positive
Equalities	-	Positive
Social Inclusion	-	Positive

(c) Consultation

This item is not subject to external consultation.

Welsh Language Standards - Compliance Checklist

1. Service Delivery Standards. (Sec 28)

Correspondence - 'Correspondence' includes by letter, text message, e-mail, or by text using social media. Where enclosures are created by NPTCBC and are included in correspondence, they should be issued in accordance with relating standards. Enclosures which have not been created or generated by NTPCBC will not be covered by the standards for 'correspondence' nor by any standards that apply to NPTCBC for 'publications'.

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Yes	In Part	No	<5	5-10	>10	
(a) Replying to correspondence									
1	Any correspondence received by NPTCBC, written in Welsh must be answered in Welsh if an answer is required, unless the person has indicated that they would prefer not to receive a reply in Welsh.	3.2.1	Letters received by the Council in Welsh will be acknowledged in Welsh. When a further response is required a reply will be sent in Welsh.			G			

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Yes	In Part	No	<5	5-10	>10	
(b) Initiating correspondence									
	Initiating correspondence with one person where NPTCBC has been required to comply with standards 84 and 85 requiring us to keep a record of persons who have indicated that they wish to receive services in Welsh and the records maintained to comply with that standard show that the person wishes to receive correspondence in Welsh or that includes a Welsh version.								
2	Correspondence must be issued in Welsh where the person has indicated a Welsh response is required.	3.2.1 Letters received by the Council in Welsh will be acknowledged in Welsh. 3.2.4 When a further response is required a reply will be sent in Welsh. Where it is known that an individual, a group or an organisation normally uses Welsh or prefers to do so the Council will initiate correspondence in that language	G						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Yes	In Part	No	<5	5-10	>10	
3	Correspondence must be issued in a form which includes a Welsh version where a person has indicated that s/he wishes to receive correspondence that includes a Welsh version.	3.2.4 Where it is known that an individual, a group or an organisation normally uses Welsh or prefers to do so the Council will initiate correspondence in that language.	A						Will require additional text – but achievable
4	Where the person has not indicated he or she wishes to receive correspondence in Welsh and English, NPTCBC must ensure that Welsh and English versions are issued.	3.2.5 In the day to day running of services, circulars and standard letters will be issued to the public bilingually.	G						
5	Initiating correspondence with several persons (circular) must be in Welsh and English	3.2.5 In the day to day running of services, circulars and standard letters will be issued to the public bilingually.	G						
6	Welsh and English versions must be signed	X	R						Implicit in our Scheme – easily amended
7	Where an e mail is issued containing an electronic signature, that signature must also be in Welsh	X	R						Implicit in our Scheme – easily amended

No	Proposed Standard	NPTCBC Welsh Language Scheme detail		Compliance			Cost £k			Required Action/Notes
				Yes	In Part	No	<5	5-10	>10	
8	<p>NPTCBC must state that it welcomes Welsh language correspondence and will correspond through the medium of Welsh and state that writing to us in Welsh will not, in itself, incur a delay in a response.</p> <p>Wording must be displayed on:</p> <ul style="list-style-type: none"> • Website homepage • All correspondence and forms • Signage in reception areas • Official notices and publications that invite responses from persons 	3.2.6	On the Council's notepaper a standard statement is included to say that correspondence is welcomed in Welsh or English.	A						<p>Website - will require work to include this achievable.</p> <p>Correspondence and Forms - design issues and would require wholesale revamp or on a rolling basis</p> <p>Signage in reception areas - achievable</p> <p>Official notices - could have financial implications although easily done</p> <p>Cost implications</p> <p>Delays may be incurred due to capacity of Welsh Translation Unit. Look to use WITS.</p>

Telephone Calls

The following standards relate to calls made to NPTCBC's switchboards and reception areas and calls made to individual employees not working on switchboards or reception areas.

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
(a) Incoming calls to NPTCBC main switchboard									
9	Incoming calls must be dealt with in Welsh by the switchboard when the service is open	<p>3.4.2 A dedicated Welsh Language Telephone Line has been established for those who wish to conduct their business in Welsh, which is advertised in the BT Phone Book and in the Council's A-Z of Public Services booklet that is distributed to all of the County Borough's residents. The telephone number is 01639 763329</p> <p>3.4.3 Main switchboard employees will answer all calls with a bilingual greeting... If the caller continues the conversation in Welsh, the operator will transfer that caller to the dedicated Welsh Language Telephone Line.</p>	G						Out of Hours – CCTV covering switchboard - will need to be considered with this. CS staff have designated Welsh Speakers

No	Proposed Standard	NPTCBC Welsh Language Scheme detail		Compliance			Cost £k			Required Action/Notes
				Y	In Part	N	<5	5-10	>10	
10	NPTCBC must provide a switchboard that will deal with incoming calls in Welsh	3.4.2 3.4.3	See above	G						See above
11	All answering services must enable persons to leave a message in Welsh	3.4.7	All answer phone greeting messages will be bilingual. In the case of lengthy messages or those where the content is varied frequently then an agreed standard bilingual message will be used.	G						Answering machine messages bilingual – standard length of time to leave message
(b) Direct incoming calls to staff members										
12	NPTCBC must prepare and implement a plan outlining how employees will deal with incoming calls in Welsh	3.4.1	The Council welcomes telephone calls in Welsh or English and this will be made known to the public. This Scheme and related guidelines encourage employees to answer direct dial-in calls with a bilingual greeting.	G						
13	NPTCBC must provide a switchboard that will deal with incoming calls in Welsh	3.4.2 3.4.3	See Above	G						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
(c) Referring incoming calls to employees									
14	NPTCBC must prepare and implement a plan outlining how the switchboard and other employees will refer callers that wish to receive a Welsh language service, ensuring that the Welsh language is treated no less favourably than the English language	3.4.1 See Above 3.4.4 Those who wish to conduct their call in Welsh will be put through to a Welsh speaker. A Directory of Welsh Speakers is available on the intranet. 3.4.5 If the Welsh speaker able to deal with the enquiry is not available the caller will be given the choice of being called back in Welsh or continuing the conversation in English.	A						See 9/10/12 above Although addressed partially in our scheme the standard appears to go further. Unsure about no less favourably - staff implications and cost!
15	NPTCBC must provide a switchboard that will deal with incoming calls in Welsh	3.4.2 Se above 3.4.3	A						See above

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
(ch) General standards relating to incoming calls									
16	NPTCBC must state that persons are able to use Welsh when contacting NPTCBC by telephone. The wording must be displayed on: <ul style="list-style-type: none"> The website homepage Correspondence and forms Signage in reception areas Official notices and publications that invite persons to contact NPTCBC by telephone 	3.4.1	The Council welcomes telephone calls in Welsh or English and this will be made known to the public. This Scheme and related guidelines encourage employees to answer direct dial-in calls with a bilingual greeting.	A					See Standard 8 above Website - will require work to include this. Achievable. Correspondence and Forms - design issues and would require wholesale revamp or on a rolling basis Signage in reception areas - achievable Official notices - could have financial implications although easily done Staff and Cost implications
(d) General standards relating to outgoing calls									
17	Phone calls to persons must be in Welsh where the language preference of the person has been recorded to show that they wish to receive services in Welsh.		X	R					Not specified but implicit with correspondence – directory/database Achievable

No	Proposed Standard	NPTCBC Welsh Language Scheme detail		Compliance			Cost £k			Required Action/Notes
				Y	In Part	N	<5	5-10	>10	
(dd) Automated response to telephone calls:										
This standard deals with systems established by NPTCBC to deal with telephone calls by using an automated system to guide the person through a set procedure where the person is asked by a recorded message to press different numbers on a keypad in order to choose different options.										
18	NPTCBC's automated telephone response system must provide the complete service in Welsh.		X		R					Level of use of automated service is unknown – corporate payment system is complete. Cost dependant on what else used in council
Proposed standards for help lines and call centres										
(a) Hours of service										
19	Incoming calls to help lines and call centres must be dealt with in Welsh when the service is open	3.4.1 3.4.2 3.4.3	See above		A					Scheme relates to S'board/OSS only. Those used within Services e.g. the NPT Gateway, will need to meet standard Cost implications/staff implications
20	NPTCBC must prepare and implement a plan outlining how help lines and call centres provide a Welsh language service		X		R					Work required to meet standard
21	Help lines and call centres must ensure that the first message persons hear on contacting the helpline or call centre is a message in Welsh explaining the hours that the Welsh language service is operational.		X		R					In respect of Switchboard - greeting is bilingual Would require changing greeting and message for re hours of opening. How will it work with incoming calls 5pm-8.30am? Need to revamp procedures – first message would be the hours Welsh service opening

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
General standards relating to help lines and call centres									
22	References to Welsh language help lines or call centres must be included wherever NPTCBC advertises its help lines or call centre services.	X	R						Easily done if we have these/advertise these anywhere. If Welsh speakers within service would this apply (why not as in Standard 16) Resource implications – design, staff , cost
23	The Welsh language service must share the same number as the English language service.	X	R						See above
24	The Welsh language service must have the same performance indicators as the equivalent English language service.	X	R						Easily achieved
(c) Automated response to telephone calls:									
This standard deals with systems established to deal with telephone calls by using an automated system to guide persons through a set procedure where a person is asked by a recorded message to press different numbers on a keyboard in order to choose different options.									
25	NPTCBC's automated telephone response systems must provide a complete service in Welsh	X	R						The APS is bilingual – but English first! Services? Easily rectified on in house recordings

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standards for personal meetings: Personal meetings are defined as meetings that take place between NPTCBC and a person.									
26	NPTCBC must make it clear that it welcomes the use of Welsh in meetings. This wording must be displayed on: <ul style="list-style-type: none"> Website homepage Correspondence and forms Signage in reception areas Invites and publicity materials for meetings 	3.2.6 3.5 3.6		A					Resource – re design//cost/staff
27	Where the person has indicated that a personal meeting in Welsh is required, NPTCBC must conduct that meeting in Welsh.	3.6		A					Not always possible due to staffing issues. Resource implications - staff, time

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
28	Where a person has indicated that they want a personal meeting in Welsh, NPTCBC must arrange simultaneous translation from English to Welsh and Welsh to English	3.6.2 The Council will offer members of the public the use of the language of their choice. At the initial point of contact whether initiated by the Council or members of the public, the preferred language will be established, details of the contact transferred where necessary and then acted upon by those following up the contact. If Welsh is the language of choice, the Council will ensure the presence of a Welsh speaking employee or provide translation/ interpretation facilities. Where this is not possible contact will be made by a Welsh speaking employee at the earliest opportunity. This will be monitored to ensure that the service is satisfactory.	A						Assumption that this will be if the above doesn't happen Translation costs and is two way really necessary? Cost per meeting under £1000 however if costs will rise depending on number required Delays possible in holding the meeting – availability of translation unit

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
29	Where a person has indicated that they want a personal meeting in Welsh, NPTCBC must arrange consecutive translation from English to Welsh and from Welsh to English.	3.6.2 The Council will offer members of the public the use of the language of their choice. At the initial point of contact whether initiated by the Council or members of the public, the preferred language will be established, details of the contact transferred where necessary and then acted upon by those following up the contact. If Welsh is the language of choice, the Council will ensure the presence of a Welsh speaking employee or provide translation/ interpretation facilities. Where this is not possible contact will be made by a Welsh speaking employee at the earliest opportunity. This will be monitored to ensure that the service is satisfactory.	A						<p>Is this an either/or situation or we have to provide both – not clear. Who chooses this – last resort in pecking order</p> <p>Translation costs and is two way really necessary? Cost per meeting under £1000 however if costs will rise depending on number required</p> <p>Delays possible in holding the meeting – availability of translation unit</p>

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standards for public meetings									
(a) Meetings to which specific persons are invited:									
For the purposes of the standards, these are meetings to which persons are invited and asked to indicate if they will attend.									
30	Invitations to attend public meetings, where persons will have an opportunity to contribute to the meeting, must ask if they wish to use Welsh	3.5.2 3.5.3	The language preference of those attending will be sought in advance by inviting them to do so in the notice of the meeting	A					Can be accommodated easily - just requires timelines to be built into meeting planning
31	Any persons who will contribute to the meeting must be asked if they wish to use Welsh	3.5.	Public Meetings, Hearings and Enquiries	A					Can be accommodated easily – just require timelines to be built into meeting planning
32	Simultaneous translation must be provided at meetings where the persons that wish to use Welsh will attend.	3.5.6 3.5.8	...decide whether simultaneous or other translation facilities are required, which will depend upon the subject or purpose of the meeting, its location, those likely to attend and any prior notification of language preference. Within communities where the use of Welsh predominates a Welsh speaker/translation equipment will be available at all times.	A					Can be accommodated timelines needed to be built into planning meeting

No	Proposed Standard	NPTCBC Welsh Language Scheme detail		Compliance			Cost £k			Required Action/Notes
				Y	In Part	N	<5	5-10	>10	
33	<p>Simultaneous translation must be provided at meetings if any of the following conditions are met:</p> <ul style="list-style-type: none"> • More than five persons have indicated they want to use Welsh • More than 5% of persons proposing to attend have indicated that they wish to use Welsh • Welsh will be used by any person making a presentation, or giving a speech at the meeting, or chairing or hosting the meeting. 	3.5.2	The language preference of those attending will be sought in advance by inviting them to do so in the notice of the meeting	A						
		3.5.3								

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Meetings which are open to persons: For the purposes of the standards, these are meetings that have publicised locally. Persons are not required to let the organisers know beforehand if they propose to attend.									
34	All meeting publicity published by the organisation must make it clear that the use of Welsh will be welcomed and facilitated.	3.5.2 When notices of such meetings are issued they will state clearly that the right of those attending to use the language of their choice, whether Welsh or English, will be respected and this choice will be offered to them. 3.7.1 The Council's Standing Orders require that in all proceedings of the Council, the Welsh language and the English language shall be given the same status and validity, with appropriate advance arrangements being required for simultaneous translation facility requirements.	A						3.7.2 – allows for bilingual meetings (council) if considered appropriate If we do it will need to ensure that meetings can accommodate

No	Proposed Standard	NPTCBC Welsh Language Scheme detail		Compliance			Cost £k			Required Action/Notes
				Y	In Part	N	<5	5-10	>10	
35	Any persons who will be asked beforehand to contribute to the meeting must be asked if they wish to address the meeting in Welsh.		X	R						Can be done– see above
36	Simultaneous translation must be provided at the meeting.	3.5.6	...decide whether simultaneous or other translation facilities are required, which will depend upon the subject or purpose of the meeting, its location, those likely to attend and any prior notification of language preference.	A						Cost and time needs to be considered
General issues relating to public meetings										
37	Any invitations to attend public meetings must be issued in Welsh.	4.3.1/ 4.7.3		A						Similar but not specific in Scheme publications rather than invitation
38	Any text displayed by NPTCBC at the meeting must be displayed in Welsh	4.6.2		A						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standards for public events: These standards are applicable to events that are arranged and funded solely by NPTCBC. The standards are not applicable for events arranged by another party or sponsored partly by the organisation.									
39	NPTCBC must treat Welsh no less favourably than English in relation to publicity, signage and audio announcements for public events arranged by it.	4.2.8 4.6		A					Audio announcements not in our Scheme
40	NPTCBC must treat Welsh no less favourably than English in information and assistance provided for persons at a public event whether verbally or in writing.	3.5 3.5.2 3.5.4		A					

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standard for publicity and advertising: Publicity activities are those undertaken to disseminate information to gain interest and/or provide information through the means of broadcast media, print media and social media. Advertising activities are those undertaken to draw attention to a product, service or campaign, usually by means of paid advertisements or announcements placed in newspapers or magazines, on the radio or television, or on billboards or other advertising media.									
41	Any publicity or advertising material must be in Welsh. The Welsh version must be treated no less favourably than the English version.	4.6.2 When...activities are held by the Council or in its name titles and captions for exhibitions and displays will be bilingual at all times. When producing other display material every effort will be made to ensure parity for Welsh and English. Displays may however include items of literature from other organisations that are not available in Welsh or bilingual versions 4.6.4 When the Council conducts any type of advertising, promotional or marketing campaign, it will make every effort to ensure parity for the Welsh and English languages. Arrangements will be made according to the subject, material, methods to be used and the target audience. 4.7.5 All advertisements placed in the Welsh media will be bilingual. Advertisements placed in the English media will be in English with a reference (in Welsh) to the Welsh Language Scheme	A						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standard for public exhibitions:									
A public exhibition means as organised presentation and/or display designed to inform persons about matters related to NPTCBC.									
42	Any exhibition material must be displayed in Welsh. The Welsh version must be no less prominent or accessible than the English version and treated no less favourably than the English version.	4.6.2 4.6.3		A					

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standards for publications: Publications means documents produced by NPTCBC and made available to other persons. They include consultation documents, guidance documents, booklets, leaflets and posters and can be published in hard copy or electronic. They do not include forms, signage, correspondence, or materials covered by the standards relating to publicity and advertising. These standards are not applicable to notices and licences where there is a prescribed form of the Welsh and English notice.									
43	The following NPTCBC publications must be made available in Welsh: <ul style="list-style-type: none"> • Cabinet papers • Agendas, minutes and other papers for meetings, conferences or seminars open to persons • Licences • Certificates • Bills (e.g. council tax) • Brochures • Leaflets • Pamphlets • Documents to be distributed to or at schools • Policies • Strategies • Plans • Press releases 	3.3.3 Documents such as committee reports, the Council's constitution and statement of accounts will be available on the website in English only. 4.3... Printed Publications 4.5.1 ...Where appropriate (i.e. when known to be the preferred choice) media information will be issued bilingually or in Welsh only...	A						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail		Compliance			Cost £k			Required Action/Notes
				Y	In Part	N	<5	5-10	>10	
44	<p>If the publication is outside of the scope of the above list NPTCBC must apply the following criteria in assessing whether a Welsh version of the publication is required:</p> <ul style="list-style-type: none"> • Does the subject mean that a Welsh publication is required? • Does the anticipated audience, and their expectations, mean that a Welsh publication is required? 		X	R						
45	The Welsh must be treated no less favourably than the English with regards to font, format, colour, size, legibility and prominence.	4.3.1	Printed Council publications which are primarily for public consumption are produced bilingually...	A						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
<p>Proposed standards for forms:</p> <p>A form is a document (hard copy or electronic) that requires persons to submit information in relation to accessing services. Forms are mostly used to:</p> <ul style="list-style-type: none"> • Make a payment • Submit an application or an order • Inform NPTCBC • Submit a complaint or a point of view to NPTCBC • Register for access to a service <p>A form includes any explanatory material printed on the form to help persons completing it understand how to do so. However, any separately published explanatory material accompanying form must be dealt with under the publications standards. These standards are not applicable to forms where there is a prescribed form of English and Welsh. Due to being covered by other standards, these standards do not apply to:</p> <ul style="list-style-type: none"> • Recruitment forms (operational standards) • Forms used by persons applying for a contract (standards 70 and 71) <p>Forms used to apply for grant support (standards 66 and 67)</p>									
46	<p>Any form published applicable to the following categories must be made available in Welsh</p> <ul style="list-style-type: none"> • Make a payment • Submit an application or an order • Inform NPTCBC • Submit a complaint or a point of view to NPTCBC • Register for access to a service 	4.4.2	All forms and supporting literature for public use will be bilingual. Any development to introduce electronic forms will ensure equality for the Welsh language.						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail		Compliance			Cost £k			Required Action/Notes
				Y	In Part	N	<5	5-10	>10	
47	<p>If the form is outside the scope of the above list, NPTCBC must apply the following criteria in assessing whether a Welsh version of the form is required.</p> <ul style="list-style-type: none"> Does the subject mean that a Welsh form is required? Does the anticipated audience, and their expectations, mean that a Welsh form is required. 		X	R						
48	The Welsh version must be treated no less favourably than the English version with regards to timing of publication, deadline of submitting the form, time of response if necessary, font, format, colour, size and legibility.	4.4.2	See Above	A						Implicit rather than explicit
49	When information is pre entered by NPTCBC on a Welsh language version of a form that is sent by post or email to a person, the information must be entered in Welsh	4.4.2 4.4.6	See Above Where the language preference is known the appropriate language version will be issued to those concerned	A						Implicit rather than explicit

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes	
			Y	In Part	N	<5	5-10	>10		
<p>Proposed standards for websites and online services: These standards do not apply to material provided, posted or submitted to NPTCBC’s website or online service by any third party. Website means a set of interconnected web pages prepared and maintained by NPTCBC as a collection of information for use by persons. “Website” includes interactive pages. “Website” does not include documents or other material published on the website (including video and audio clips). Decisions about the language in which documents and other material should be published must be made in accordance with the standards dealing with publications, forms and publicity and advertising material. “Interactive” means a facility which enables persons to submit information electronically to NPTCBC. “Website” does not include information submitted by persons via an interactive page published on the website such as comments or a discussion forum.</p>										
50	All webpages must be made available in Welsh and the Welsh language must be treated no less favourably than English with regards to the font, format, colour, size, legibility and prominence.	3.3.2	The Council will ensure that its website will be available in both English and Welsh in accordance with the provisions of this Scheme and that users can easily access their preferred language. At times there can be an unavoidable short delay in acquiring a Welsh translation of information that urgently needs to be made available on the website. However, every effort is made to ensure that English and Welsh versions of information are simultaneously made available on the website.	G						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail		Compliance			Cost £k			Required Action/Notes
				Y	In Part	N	<5	5-10	>10	
51	All new webpages must be made available in Welsh and the Welsh language must be treated no less favourably than English with regards to the font, format, colour, size, legibility and prominence.	3.3.2	See above	G						
Proposed standards for apps: An app is a software application designed to undertake a specific task. It is designed to run on electronic devices.										
52	All apps published by NPTCBC must function fully in Welsh.		X	R						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes	
			Y	In Part	N	<5	5-10	>10		
Proposed standards for signage:										
These standards are relevant to electronic signs as well as other signs.										
53	Any new, replacement or temporary sign erected must contain the information to be conveyed by the sign in Welsh.	4.2.1 4.2.8	The Council has operated a bilingual policy for all signs since its inception as a unitary authority. This policy will apply wherever and whenever signs need to be replaced or renewed. Fully bilingual information signs will be provided within the curtilage of the Council's property, including internal areas to which the public has access. In certain circumstances temporary/short-term signage may be required, such signage will be bilingual.	G						
54	Welsh text on signs must be treated no less favourably than the English text with regards to the font, format, colour, size, legibility and prominence.	4.2.2	Whether signs are bilingual or separately produced in Welsh and English versions they will be equal in format, size and prominence.	A						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	P	N	<5	5-10	>10	
Proposed standards for apps:									
An app is a software application designed to undertake a specific task. It is designed to run on electronic devices.									
52	All apps published by NPTCBC must function fully in Welsh.		X	R					
Proposed standards for signage:									
These standards are relevant to electronic signs as well as other signs.									
53	Any new, replacement or temporary sign erected must contain the information to be conveyed by the sign in Welsh.	4.2.1 The Council has operated a bilingual policy for all signs since its inception as a unitary authority. This policy will apply wherever and whenever signs need to be replaced or renewed. Fully bilingual information signs will be provided within the curtilage of the Council's property, including internal areas to which the public has access. 4.2.8 In certain circumstances temporary/short-term signage may be required, such signage will be bilingual.	G						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail		Compliance			Cost £k			Required Action/Notes
				Y	In Part	N	5	5-10	>10	
54	Welsh text on signs must be treated no less favourably than the English text with regards to the font, format, colour, size, legibility & prominence.	4.2.2	Whether signs are bilingual or separately produced in Welsh & English versions they will be equal in format, size & prominence.	A						
55	Where a sign in Welsh is erected in circumstances where there is a sign in English conveying the same information the Welsh language sign must be the same size as the English language sign & the information conveyed in the Welsh language sign must be presented in the same font and font size as the English language sign.	4.2.2	See above	G						
56	Where a sign contains the Welsh language as well as the English language, the Welsh language text must be positioned so as to be read first.		X	R						
57	All reasonable steps must be taken by NPTCBC to ensure that Welsh text on signs is treated no less favourably than the English text with regard to the accuracy of the information, linguistic accuracy and terminological consistency.		X	R						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standard for the reception of visitors: Reception area means an area in NPTCBC where persons are received									
58	NPTCBC's reception areas must be able to offer a service in Welsh at all times	3.6.3	At Council offices that have regular visits from members of the public every endeavour will be made to ensure that Welsh speaking employees are available to conduct business in Welsh.						Impacts due to reduction in staff/redeployment/lack of recruitment
59	NPTCBC must ascertain the language preference of persons when arranging a visit or appointment which involves attending a reception area.	3.6.2 3.6.3	The Council will offer members of the public the use of the language of their choice. At the initial point of contact whether initiated by the Council or members of the public, the preferred language will be established...., See above						Not specific to reception areas
60	NPTCBC's reception area must deal with a person in Welsh if they have made a prior arrangement to attend and have indicated that they wish to receive a Welsh language service.	3.6.3 3.6.4 3.6.5	See above						
61	NPTCBC's reception area must provide a telephone line allowing persons to receive a Welsh language service.	3.6.3 /4/5 3.4.2 /4	See above						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail		Compliance			Cost £k			Required Action/Notes
				Y	In Part	N	<5	5-10	>10	
62	NPTCBC must provide an employee to attend a reception area when a person wishes to receive a Welsh language service.	3.6.3 3.6.4 3.6.5	See above	G						
Proposed standards for official notices: Official notices are any notices NPTCBC publishes as part of business informing persons about service delivery activities or changes to service delivery activities. These standards do not apply to official notices where there is a prescribed version of a Welsh and English notice.										
63	An official notice must be published in Welsh and must be treated no less favourably than English with regards to font, format, size, colour, legibility and prominence.	4.7.3	Non-statutory notices will be published bilingually. However, where such notices contain complex or extensive detail, perhaps of a technical nature, they will normally be published in English. Where place names or street names are included, the names in both languages will be used where they exist.	A						implicit
64	Where an official notice contains the Welsh language as well as the English language the Welsh language text must be positioned so as to be read first.		X	R						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail		Compliance			Cost £k			Required Action/Notes
				Y	In Part	N	<5	5-10	>10	
65	Where an official notice in Welsh is published or displayed in circumstances where there is an official notice in English conveying the same information, the Welsh must be treated no less favourably than the English with regards to font, format, colour, size, legibility & prominence.	4.7.3	See above	A						
Proposed standards for awarding grants:										
66	Application forms and associated explanatory material must be published in Welsh		X	R						
67	Persons must be able to apply for grant support in Welsh		X	R						
68	Applications for grants in Welsh must be treated no less favourably than applications made in English with regards to a deadline for receiving applications and a decision.		X	R						
69	Applications for grants in Welsh must receive a decision regarding the grant in Welsh.		X	R						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standards for awarding contracts: These standards can only apply where the law does not prescribe which languages could be used for particular contracts									
70	Invitations to tender must be published in Welsh	4.3.1			A				
71	Tenderers must be able to submit tenders in Welsh		X		R				
72	Tenderers that submit tenders for contracts in Welsh must be treated no less favourably than applications made in English with regards to a deadline for receiving tenders and the timing of receiving a decision on the tender		X		R				
73	Tenderers for contracts in Welsh must receive a decision regarding the tender application in Welsh		X		R				

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standards for raising awareness of Welsh language services that are available:									
74	NPTCBC must state the Welsh language services available by means of: <ul style="list-style-type: none"> • Website homepage • A link from the homepage to the dedicated webpage • A dedicated leaflet to be made available in NPTCBC's publically accessible buildings • A poster to be displayed in NPTCBC's buildings accessible to persons • A notice to be published in newspapers or newsletters published by NPTCBC that is made available to the public 	X	R						
75	The standards that must be complied with must be published on NPTCBC's website and made available for inspection at all times at any of NPTCBC's office which are open to persons	X	R						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail		Compliance			Cost £k			Required Action/Notes
				Y	In Part	N	<5	5-10	>10	
76	NPTCBC must make it clear to persons <ul style="list-style-type: none"> • In reception areas • In correspondence • On forms • And when contacting a service user by telephone That a service they require is available in Welsh		X	R						
77	NPTCBC must ask persons if they wish to be: <ul style="list-style-type: none"> • Greeted in reception areas • Receive correspondence • Receive forms • Contacted by telephone In Welsh		X	R						
Proposed standard for corporate identity and branding: Corporate identity means the way NPTCBC presents itself to persons by means of visual statements. It is conveyed by the use of devices such as the name used by NPTCBC, logos, branding, slogans and stationery.										
78	NPTCBC's corporate identity and/or brand must treat the Welsh language no less favourably than the English.	4	THE COUNCIL'S CORPORATE AND PUBLIC IMAGE	G						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standard for courses: A course means any seminar, training, workshop or similar provision provided for persons. This includes education courses (e.g. courses to teach additional languages and ICT) and training courses for children and young people (e.g. swimming lessons and theatre workshops). A course does not include activities provided within the school curriculum as required by relevant statutes.									
79	All education or training courses must be offered in Welsh	X	R						
80	Courses must be offered in Welsh if they are aimed at persons aged 18 or under.	X	R						
81	When an education or training course is arranged by an organisation, they must assess the need to provide it in Welsh.	X	R						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standard for public address systems:									
82	Any audible messages must be made in Welsh	3.3.1 So any web-based mail or forms, faxes, mobile phone, text messages, video-conferencing, public address systems or other electronic communication will be replied to in the language of the original message. Any web-based or electronic forms of customer interfaces will comply with the Scheme. In addition, disclaimers included with the Council's e-mails will be bilingual			G			Can comply but will cost – under 1k
83	Any audible messages must be made in Welsh first		X			R			Not part of Scheme –under 5k to comply

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standards relating to a database:									
84	NPTCBC must ascertain the language preference of persons that wish to use service delivery activities	3.1.1	On the intranet there is a Directory of Welsh Speakers, which list those Council employees, who are willing to act as facilitators between employees and members of the public that wish to speak in Welsh. In addition there is a Public Directory for Welsh Correspondence on the intranet, which lists those members of the public or organisations that have either written to the Council in Welsh and/or have confirmed their preference to have correspondence and any other documents from the Council in Welsh or a bilingual format			A			Specific for correspondence but implied for services
85	NPTCBC must create and maintain a database of persons that are known to NPTCBC who wish to use service delivery activities in Welsh	3.1.1 4.4.7	See above To assist this arrangement directorates will be expected to compile and maintain a register of language preference where practicable and possible. Reference should also be made to the Public Directory of Welsh Correspondence on the intranet			A			'Expected' in our Scheme Specific for correspondence but implied for services

2. Policy Making Standards. (Sec 29)

A policy making standard means a standard that relates to a policy decision and is intended to secure or contribute to securing one or more of the following results:

- That the person making the policy decision considers what effects if any (positive or adverse) the policy decision would have on;
 - a) Opportunities for other persons to use the Welsh language
 - b) Treating the Welsh language no less favourably than the English language
- That the person making the policy decision considers how the decision could be made so that the decision has positive effects or increased positive effects on;
 - a) Opportunities for other persons to use the Welsh language or
 - b) Treating the Welsh language no less favourably than the English language
- That the person making the policy decision considers how the decision could be made so that the decision does not have adverse effects or has decreased adverse effects on;
 - a) Opportunities for other persons to use the Welsh language or
 - b) Treating the Welsh language no less favourably than the English language

A reference to positive or adverse effects is a reference to such effects whether direct or indirect.

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standard relating to considering the effects of a policy on the Welsh language									
86	NPTCBC when making a policy decision must assess what effect if any whether positive or adverse, a policy decision would have on the opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language.	X	R						This is not in our Scheme but is addressed in part through our Equality Impact Assessment process.
87	NPTCBC when making a policy decision must assess how the policy decision could be made so that the decision has positive effects or increased positive effects on the opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language.	X	R						This is not in our Scheme but is addressed in part through our Equality Impact Assessment process

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
88	NPTCBC when making a policy decision must assess how the policy decision could be made so that the decision does not have adverse or has decreased adverse effects on the opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language	X	R						This is not in our Scheme but is addressed in part through our Equality Impact Assessment process
89	Consultation documents about a policy decision must discuss and seek views on the effects that the policy under consideration would have on opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language.	X	R						This is not in our Scheme but is addressed in part through our Equality Impact Assessment process

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
90	Consultation documents about a policy decision must discuss and seek views on whether the policy under consideration could be made so that it has positive effects on or increased positive effects on the opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language	X	R						This is not in our Scheme but is addressed in part through our Equality Impact Assessment process
91	Consultation documents about a policy decision must discuss and seek views on how the policy under consideration could be made so that it does not have adverse effects or has decreased adverse effects on opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language.	X	R						This is not in our Scheme but is addressed in part through our Equality Impact Assessment process

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
92	NPTCBC must assess what effects the awarding of a grant would have on opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language	X	R						This is not specifically addressed in our Scheme
93	NPTCBC must assess what effects the awarding of a grant would have positive effects or increased positive effects on the opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language	X	R						This is not specifically addressed in our Scheme
94	NPTCBC must assess how the awarding of a grant would have adverse effects on opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language	X	R						This is not specifically addressed in our Scheme

3. Operational Standards.(Sec 30)

An operational standard means a standard that relates to the relevant activities of a person and intended to promote or facilitate the use of the Welsh language. A relevant activity means a function, business or undertaking and carrying out relevant activities relates to the exercise of functions or the conduct of business.

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standards regarding the use of Welsh in internal administration									
95	<p>The following documents must be provided in Welsh if required by the employee and NPTCBC must not treat the Welsh language less favourably than the English language. Documents include contracts, forms and correspondence regarding those outlined below but do not include evidence that would be considered at disciplinary or grievance procedures:</p> <ul style="list-style-type: none"> • Contract of employment • Contract for services • Job description and job objectives • Outlines of employee training requirements • Appraisals • Career plan recordings • Leave policies and application documents for leave • Disciplinary and grievance procedure documents 	X	R						<p>We are not currently required to provide this documentation in Welsh.</p> <p>We do have a number of ‘template’ letters which we provide to the Welsh Schools to use.</p> <p>Where the HR team receives requests from employees to provide documentation in Welsh we have accommodated this – to date, one employee has requested a Statement of Particulars & Conditional Offer letter in Welsh. We were able to have the documents translated within a few days of the request.</p> <p>If requests are received for documents to be translated, HR will forward to the Welsh Language Translation Unit (WTU).</p> <p>If this is on a more extensive scale than at present, there will be cost implications & it would need to be established if the WTU will be able to copy with an increased demand</p>

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
96	NPTCBC must publish policies regarding the following in Welsh: <ul style="list-style-type: none"> • Conduct of employees in the workplace; • Health and wellbeing; • Pay and benefits; • Performance management; • Absence from work; • Working conditions; • Working patterns. 	X	R						We have received a request from the Welsh Language Schools to do & we are intending to action this in 2014/ 2015 (Schools policies only) <ol style="list-style-type: none"> 1. Determine which policies need translation (i.e. there are around 10 policies that could be described as about the 'conduct of employees in the workplace') 2. Establish budget for translation 3. Prioritise documents for translation 4. Establish availability of WTU NB: every time a policy is revised (some policies are updated annually) re-translation will be required.
97	Where an employee has indicated that they want a meeting in relation to a grievance procedure brought by or in relation to them in Welsh, NPTCBC must conduct that meeting in Welsh	X	R						Consider: <ol style="list-style-type: none"> 1. Availability and costs of translators 2. Availability and costs of minute takers.
98	Where an employee has indicated that they want a meeting in relation to a disciplinary procedure brought by or in relation to them in Welsh, NPTCBC must conduct that meeting in Welsh	X	R						However, we did make arrangements for a disciplinary hearing to be conducted in Welsh last year in a Welsh School – a translator was provided by the WTU & paid for by the School. The ELLL Clerks team provided a Welsh Clerk to take minutes of the hearing. Consideration as above

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
99	Where an employee has indicated that they want a meeting in relation to a grievance procedure brought by or in relation to them in Welsh, NPTCBC must offer to provide simultaneous translation from English to Welsh and Welsh to English.	X	R						Same as Standard 97
100	Where an employee has indicated that they want a meeting in relation to a disciplinary procedure brought by or in relation to them in Welsh, NPTCBC must offer to provide simultaneous translation from English to Welsh and Welsh to English.	X	R						Same as Standard 98
Proposed standards regarding ICT and support materials.									
101	NPTCBC must prepare a plan outlining how it will provide employees with resources to facilitate and support the use of Welsh in ICT systems. The plan must include: <ul style="list-style-type: none"> • How it will make available Welsh language spell checkers and grammar checkers • How it will make available Welsh language interfaces for software where such an interface exists 	X	R						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
102	NPTCBC must provide its intranet pages in Welsh	X	R						
103	NPTCBC must provide all new intranet pages in Welsh	X	R						
104	NPTCBC must provide the interface and menu choices on its intranet pages in Welsh	X	R						
Proposed standards regarding Welsh language skills, workforce planning and training									
105	<p>NPTCBC must prepare a strategy outlining how it will:</p> <ul style="list-style-type: none"> Assess the Welsh language skills of employees for the purposes of complying with standards Assess the need for Welsh language skills before advertising posts Deploy employees to comply with standards made applicable to NPTCBC Enable employees to acquire Welsh language skills for the purpose of NPTCBC complying with standards 		A						<p>Currently posts are assessed for Welsh Language requirements before advertising and designated Welsh Language essential or desirable. The requirements are stated clearly in adverts.</p> <p>Data in relation to Welsh Language ability is collected via the equal opportunities monitoring form used in the recruitment process.</p> <p>Welsh language classes are provided on request.</p>

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
105 (cont)	<ul style="list-style-type: none"> • Provide training through the medium of Welsh in the following fields: <ul style="list-style-type: none"> a) Recruiting and interviewing b) Performance management c) Grievance and discipline d) Induction e) Customer care f) Health and safety • Provide training through the medium of Welsh on issues concerning the effective use of Welsh in: <ul style="list-style-type: none"> a) Meetings b) Interviews • Grievance & disciplinary procedures 		A						<p>We are not currently required and do not provide employment related training in Welsh.</p> <p>Establish the need to provide training in Welsh.</p> <p>Establish the availability of Welsh speaking trainers with the necessary expertise.</p>

No	Proposed Standard	NPTCBC Welsh Language Scheme detail		Compliance			Cost £k			Required Action/Notes
				Y	In Part	N	<5	5-10	>10	
106	NPTCBC must provide opportunities for employees to attend Welsh language training during work hours	5.2. 10	To provide Welsh language training for employees at the various levels of proficiency.	G						Evaluate the training outcomes to establish the benefits of attendance
107	NPTCBC must provide opportunities for employees who have attended Welsh language training during work hours to attend additional training to develop their Welsh language skills	5.4. 5	Welsh speakers of reasonable fluency as well as native speakers of the language will be offered intensive and advanced courses enabling them to write letters and reports in Welsh and use Welsh in the work situation.	G						
108	NPTCBC must provide training courses to allow employees to gain: <ul style="list-style-type: none"> An understanding of awareness of the Welsh language An understanding of the requirements on the organisation to operate in accordance with Welsh language standards An understanding of using Welsh in the workplace 		X	R						This training is provided to all social work students as part of the social work degree

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
109	NPTCBC must provide information to raise awareness of the Welsh language to employees in all induction courses for new employees	X	R						Is included in Induction Checklist
110	NPTCBC must provide Welsh speaking employees with a wording to be included in e mail signatures which will enable others to identify them as Welsh speakers or Welsh learners.	X	R						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Proposed standards regarding recruitment									
111	NPTCBC must include the Welsh language skills required when advertising posts	5.3.2	When drawing up job descriptions and person specifications careful consideration will be given to any potential need for oral or written abilities in Welsh. In such cases the Council will consider whether a post may be deemed 'Welsh Essential' or 'Welsh Desirable'.			G			
112	Information conveyed in the following documents must be provided in Welsh & NPTCBC must not treat the Welsh language less favourably than the English language: <ul style="list-style-type: none"> • Application forms • Job descriptions • Explanatory material regarding the application process • Information on the recruitment process • Information regarding interviews or other means of assessment 		X	R				<p>We have provided the Welsh Schools with reference forms and safeguarding literature in Welsh</p> <ol style="list-style-type: none"> 1. Establish budget for translation 2. Establish availability of translation service 	

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
113	NPTCBC must ensure that application forms allow the candidate to indicate they would require an interview through the medium of Welsh.	X	R						
114	NPTCBC must conduct the interview through the medium of Welsh if the candidate has indicated in the application form that they require an interview in Welsh	X	R						1. Establish budget 2. Establish availability of translators
115	Where the candidate has indicated that they require an interview in Welsh NPTCBC must offer to arrange simultaneous translation from English to Welsh and Welsh to English.	X	R						1. Establish budget 2. Establish availability of translators
Proposed standards regarding signage									
116	Any new or replacement sign erected must contain the information to be conveyed by the sign in Welsh	X	R						
117	Welsh text on signs must be treated no less favourably than the English text with regards to the font, format, colour, size, legibility and prominence	X	R						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
118	Where a sign in Welsh is erected in circumstances where there is a sign in English conveying the same information, the Welsh language sign must be the same size as the English language sign and the information conveyed in the Welsh language sign must be presented in the same font and font size as the English language sign.	X	R						
119	Where a sign contains the Welsh language as well as the English language, the Welsh language must be positioned so as to be read first.	X	R						
Proposed standards regarding audible announcements and messages.									
120	Any audible messages must be made in Welsh first.	X	R						

4. Promotion Standards.(Sec 31)

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Promotion standards (standard relating to any activity intended to promote facilitate the use of the Welsh language more widely).									
121	NPTCBC must assess the demographic profile of the Welsh language within the communities it serves	X							
122	NPTCBC must assess the opportunities currently available to use Welsh and whether more opportunities to use Welsh need to be provided and supported	X							
123	NPTCBC must assess the need to fund activities designed to promote and facilitate the use of Welsh.	X							
124	NPTCBC must prepare and publish on its website a strategy setting on how it proposes to promote and facilitate the use of the Welsh language more widely.	X							
125	NPTCBC must revise the strategy and publish a revised strategy within 5 years of the previous strategy.	X							

5. Record Keeping Standards.(Sec 32)

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
Record keeping standards.									
126	<p>NPTCBC must keep a record of actions that are being implemented to ensure compliance with standards that have been made specifically applicable to NPTCBC in relation to:</p> <ul style="list-style-type: none"> • Correspondence • Telephone calls • Helplines and call centres • Personal meetings • Public meetings • Publicity and advertising • Public exhibitions • Publications • Forms • Websites and online services • Signage • Reception of visitors • Official notices 	X	R						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
126 (cont)	<ul style="list-style-type: none"> • Awarding grants • Awarding contracts • Raising awareness of Welsh language services that are available • Corporate identity and branding • Courses • Public address systems • Database 		R						
127	<p>NPTCBC must keep a record of:</p> <ul style="list-style-type: none"> • Welsh language skills of employees; • Assessments of the Welsh language skills requirements of vacant & new posts; • Actions taken to plan the workforce according to the Welsh language skills of employees in order to comply with standards; • Training offered through the medium of Welsh & the numbers attending those courses; 	<p>5.2.7 To carry out surveys to ascertain the number of employees who have a capability in Welsh, their degree of proficiency & where they are located. The surveys will also allow an assessment of training needs.</p> <p>5.3.1 So that the requirements of this Scheme can be fulfilled, Heads of Service & their senior officers will examine the linguistic needs of the service they provide... to establish a recruitment programme suitable to their individual departmental requirements.</p>	A						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
127	<p>NPTCBC must keep a record of:</p> <ul style="list-style-type: none"> • Welsh language skills of employees; • Assessments of the Welsh language skills requirements of vacant and new posts; • Actions taken to plan the workforce according to the Welsh language skills of employees in order to comply with standards; • Training offered through the medium of Welsh and the numbers attending those courses; 	<p>5.2.7 To carry out surveys to ascertain the number of employees who have a capability in Welsh, their degree of proficiency and where they are located. The surveys will also allow an assessment of training needs.</p> <p>5.3.1 So that the requirements of this Scheme can be fulfilled, Heads of Service & their senior officers will examine the linguistic needs of the service they provide to establish a recruitment programme suitable to their individual departmental requirements.</p>	A						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail	Compliance			Cost £k			Required Action/Notes
			Y	In Part	N	<5	5-10	>10	
128	NPTCBC must keep a record of actions that are being implemented to ensure compliance with standards that have been made specifically applicable to NPTCBC in relation to policy making standards.	X	R						
129	NPTCBC must keep a record of actions that are being implemented to ensure compliance with standards that have been made specifically applicable to NPTCBC in relation to operational standards.	X	R						

No	Proposed Standard	NPTCBC Welsh Language Scheme detail		Compliance			Cost £k			Required Action/Notes
				Y	In Part	N	<5	5-10	>10	
130	NPTCBC must keep a record of actions that are being implemented to ensure compliance with standards that have been made specifically applicable to NPTCBC in relation to promotion standards.		X							
131	NPTCBC must keep a record of written complaints it receives regarding compliance with applicable service delivery standards.	5.8.3	Any complaints about the Council's Welsh Language Scheme will be monitored...		A					
132	NPTCBC must keep a record of written complaints it receives regarding compliance with applicable policy making standards.		X							
133	NPTCBC must keep a record of written complaints it receives regarding compliance with applicable operational standards.		X							
134	NPTCBC must keep a record of written complaints it receives regarding compliance with applicable promotion standards.		X							

Part 1, Section C, Item 1

Sickness Absence Monitoring Report

Purpose of Report

To provide an update on sickness absence levels and the associated improvement work.

Background

The Corporate Sickness Review was initiated in April 2010 as part of a Workforce Strategy designed to reduce pay-bill costs. At the commencement of the review, 2009/2010 sickness absence data showed:

- An average of 11.3 working days lost per employee;
- 1,477 employees had 3 or more instances of sickness in the previous twelve months; and
- 150 employees had been consecutively sick for 28 days or more as at 31st March.

Following an intensive first phase of improvement work, 2012/2013 sickness showed:

- An average of 9.65 working days lost per employee;
- 886 employees had 3 or more instances of sickness in the previous twelve months; and
- 129 employees had been consecutively sick for 28 days or more as at 31st March 2013.

Summary of Phase One Improvement Work

- Sickness absence monitoring was intensified; short term persistent absence was identified as an area for focus;
- The sickness policy was replaced by the Maximising Attendance at Work Policy (which was designed using systems thinking principles). Corporate training was provided to all managers on the effective implementation of the re-designed policy;
- A sickness absence reporting line, handled by the corporate contact centre, was implemented;

- A sickness absence database was introduced as an interim measure, pending an upgrade of the integrated personnel and payroll system ‘Vision’;
- Trigger point systems were removed, and return to work arrangements were strengthened; and
- Monthly management information has been provided to managers, chief officers and elected members. Scrutiny committees have examined management action in areas where sickness has been higher than average.

Phase Two Improvement Work

From reviewing the data, it became clear that the reduction of sickness absence began to plateau and in some areas there were indications that sickness levels may be rising again.

Consequently, a small task and finish group was assembled with a combination of Human Resources officers, trade union representatives, Occupational Health professionals, managers and a performance management officer from the Corporate Strategy Team.

The Group initially renewed the emphasis on short term repetitive sickness absence by raising the profile of this via management information reports, linked to the corporate target to reduce absence by 10% in the 2013/2014 financial year. At the present time, short term sickness absence levels are showing a reduction in 2013/2014 as follows:

- Employees who have had 3 or more absences in the previous 12 months has reduced to 686 employees; and
- At 31st December 2013, the average number of working days lost per employee had reduced to 6.64 days which, if sustained is projected to give an end year result of an average of 9.00 days lost per employee.

The Group then went on to examine patterns on long term sickness absences (more than 28 consecutive days). Working days lost through long term sickness absence in 2012/2013 accounts for 65% of total working days lost. It therefore follows, that, whilst there is still more work to do to reduce short term repetitive sickness absence, further

reductions in sickness absence corporately will be dependent on reducing the extent of long term sickness absence levels.

The group elected to focus specifically on stress-related absence (25% of long term sickness). Analysis of sickness information from the corporate management system “Vision”, anonymised, aggregate data from occupational health referrals, anonymised case studies from a cross section of service areas and best practice research enabled the group to identify specific areas where further work was required:

Key Findings:

A number of key areas for improvement have been identified by the group:

- Case management of long term sickness needs improvement; there are too many delays at various points in the process before appropriate interventions are put in place. Further work is needed to identify an optimum case management model for this Council;
- Employee awareness of care and support available in the local community and the workplace needs to be improved and encouragement given to employees to access such services as part of an employee wellbeing programme. This will enable employees to benefit from early intervention, preventing and mitigating ill health and helping to reduce the level of absenteeism. The Corporate Health Group is well placed to lead this work;
- There is a need to ensure Human Resources staff, Occupational Health professionals and managers have access to the right help and advice to help them deal with the very small number of employees with severe and enduring mental health problems;
- Managers, supervisors and team leaders require training to help them identify signs of stress and mental ill health at an early stage and to ensure that they implement the Maximising Attendance at Work policy consistently. Supervision and appraisal arrangements should then reinforce this;
- Consideration should be given to improving access to the Council’s existing policies and protocols for all staff, as many staff are not office based and are unable to access the intranet facility easily;

- The Group were informed that discussions are already taking place with trade unions to use restricted duties as an option to prevent absence, not just as a measure used to facilitate a return to work. The Group supports this change;
- A higher corporate profile should be given to recognising the pressures that employees with caring responsibilities face, and for related bereavements. The Council is piloting a course as part of the Joint Carers' Strategy. If that pilot is successful, the Council should consider how the scheme can be adopted as part of its employment arrangements. A member of the Occupational Health Team is undertaking bereavement counselling training, once complete she will be able provide specialist support to staff.

Next Steps

The recommendations of the task and finish group are being considered by officers. Following which, specific recommendations for action will be confirmed and taken forward. There is an opportunity for elected Members to scrutinise those proposals in more detail, as well as taking assurances on the management action being taken to focus down further on short term repetitive sickness absence and a single agenda meeting might offer an opportunity for the scrutiny committee to test the robustness of the proposed approaches prior to adoption.

Recommended

That the Policy and Resources Scrutiny Committee considers whether there is merit in a special committee meeting; to consider, in full, the improvement work to date on sickness absence.

Reason for Proposed Decision

To ensure the Council's strategy to reduce sickness absence is robust and appropriate.

Officer reporting:

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Part 1, Section C, Item 2

STRATEGIC EQUALITY PLAN ANNUAL REPORT 2012-2013

Purpose of Report

To report the Annual Report for 2012-2013 as required under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

Background

The Equality Act 2010 covers the following protected characteristics:

- Age
- Gender Reassignment
- Sex
- Race
- Religion and Belief
- Disability
- Pregnancy and Maternity
- Sexual Orientation

It also applies to marriage and civil partnership but only in respect of the requirement to have due regard to the need to eliminate discrimination.

The public sector equality duty is to have due regard to the need to:

1. eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act;
2. advance equality of opportunity between people who share a relevant protected characteristic and those who do not; and
3. foster good relations between people who share a protected characteristic and those who do not

The Strategic Equality Plan

The equality objectives contained in the Council's first Strategic Equality Plan published in April 2012 were developed over a significant period of engagement with groups of people who shared a protected characteristic. Additional information and data from national and regional research papers was also used to inform the development of the objectives.

The Annual Report

The actions to meet the objectives were identified in collaboration with various groups, officers and partners. With these objectives and associated actions the Council aimed to be realistic in what was achievable within the constraints experienced and anticipated at the time.

The starting point in developing these objectives was to help make a difference to people's lives and while we have been able to show progress on this in some objectives, we have fallen short in others. Examples of progress include the development of a 'How to...' guide on producing accessible information with input from the Disability Network Action Group and incorporating the views of various equality groups in a number of regeneration programmes. However, we have some way to go to fully appreciate and address issues faced by people accessing our town centres and other public places.

Equality Impact Assessments

Impact assessments have been part of equality legislation for a number of years but were specifically identified under the Equality Act 2010. The work in developing the assessment process has provided a strong foundation for its further development.

During 2012-2013 the process was piloted for use when setting the budget and has resulted in its further development and wider application during the budget setting process in 2013-2014.

In order to develop the process, a number of training sessions have been arranged to increase officers' and Members' knowledge and understanding of the requirements and the importance of undertaking equality impact assessments.

Future Annual Reports

The way in which the regulations and statutory guidance have been written has determined the historical nature of this annual report.

However, in order that future annual reports are more timely and relevant for Members and the public, the aim is to publish them alongside the Corporate Improvement Plan Annual Report in the autumn of each year. This will ensure that a complete picture of our work can be reported and the links between our objectives can be made more clearly.

Appendix

Strategic Equality Plan Annual Report 2012-2013

List of Background Papers:

Strategic Equality Plan
Strategic Equality Plan Action Plan

Wards Affected:

All

Officer Contact

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STRATEGIC EQUALITY PLAN

ANNUAL REPORT

2012 – 2013

This report is available in alternative formats on request.
Please contact email corporate_strategy@npt.gov.uk or telephone 01639 763010

Section 1 Introduction

Section 2 Overall Assessment of Equality Objectives for 2012-2013

Section 3 Progress Made Against Our Equality Objectives for 2012-2013

Objective 1 – Address harassment discrimination and other threats to personal safety experienced by people due to their protected characteristics

Objective 2 – Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people

Objective 3 – Improve access to services by meeting the needs of people from protected groups where these are different from the needs of other people

Objective 4 – Monitor information and data effectively in order to identify disadvantages experienced by people due to their protected characteristics

Objective 5 – Deliver staff training in line with the Equality Act requirements

Objective 6 – Improve access to Environment by meeting the needs of people from protected groups where these are different from the needs of other people

Objective 7 – Reduce gaps in the educational performance experienced by pupils due to their protected characteristics

Objective 8 – Expand data collection to all protected characteristics with effect from 1st April 2012

Gender Pay Objective

Section 4 Steps taken to meet the equality objectives during 2012-2013

Section 5 Identifying and collecting relevant information during 2012-2013

Section 6 How we met the general duty during 2012-2013

Section 7 What else we have done – EIAs, Training, Procurement during 2012-2013

Section 8 Specified employment information

Section 1 – Introduction

Through our work to meet the requirements of the Equality Act 2010 we have aimed By our work to meet the Public Sector General Duty (Equality Act 2010) to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations amongst and between people of different protected groups we have aimed to create a fairer society, improve public services, address entrenched inequalities and ultimately improve people’s lives, whether they are residents or visitors to Neath Port Talbot.

The protected groups, or characteristics, are:

- age
- gender reassignment
- sex
- race
- disability
- pregnancy and maternity
- sexual orientation
- religion and belief
- marriage and civil partnership (but only in respect of the need to eliminate discrimination)

In Wales specific duties have been introduced to help us carry out the general duty. These include the production of a Strategic Equality Plan (SEP), the development and publication of equality objectives and the production of an Annual Report.

In developing our equality objectives we have been particularly conscious of the need to:

- remove or minimise disadvantages experienced by people due to their protected characteristics, and;
- to take steps to meet the needs of people from protected groups where these are different from the needs of other people.

Section 2 - Overall Assessment of Equality Objectives for 2012-2013

While we have been successful in making progress on some of the actions linked to the equality objectives during 2012-2013 we have not made as much progress as we would have liked against others. However, other areas of work, while not identified in the Strategic Equality Plan, have contributed to meeting the objectives during this period. The following information provides a brief overview of progress against the equality objectives during 2012-2013 while more detailed information can be found in Section 3.

Objective 1 - we have provided training sessions for staff in dealing with hate crime reporting. The Hate Crime Framework will provide the potential for a more coordinated and focussed approach to this issue. In partnership we have contributed to domestic abuse awareness and prevention programmes.

Objective 2 – we have begun to identify inaccessible elements of our website with the help of the Disability Network Action Group (DNAG). We have initiated discussions on including British Sign Language (BSL) informative service videos on the website. While the Licensing service has reviewed its web pages and made any necessary amendments no complaints/feedback has been received. We have produced a guide on ‘How to...Produce Accessible Information’ with the help of DNAG. Following a monitoring exercise we have produced a declaration form for use in our licensing service to assist people who have difficulty reading and writing.

Objective 3 - A social services equalities group has been established to take forward the work of gathering and utilising data for more effective identification of gaps in service provision. Due to other work pressures this group did not meet until June 2013 and is following a plan of action which is being reported to its Senior Management Team. The current position of the take up of services amongst our Black and Minority Ethnic (BME) communities continues to be audited.

Objective 4 - we have developed 2 monitoring forms: one for use by services and the other for recruitment purposes. However these have yet to be implemented consistently across service areas.

Objective 5 - Equality Act 2010 briefing document has been produced to be used at staff induction sessions 159 managers/ members undertook training on the Equality Act 2010, with sessions focussing on greater awareness of individuals' responsibilities under the Act. Other training has been provided which include elements of equalities.

Objective 6 - Regeneration programmes carried out in Neath Port Talbot during 2012-2013 have benefited from greater involvement of equality groups in the design process. Whilst there have been some successful outcomes in these programmes there is still some way to go to fully appreciate and address issues faced by people accessing our town centres and other public places.

Objective 7 - Analysis of data from monitoring activities has highlighted the requirement of a programmed intervention with relevant pupils. Attendance at our schools has shown an increase in both the Primary and Secondary sectors in the past year. Each of our schools has had literacy and numeracy review. Good practice within our schools has been identified and shared as part of the numeracy training

Objective 8 -Issues with database development and the wider HR VISION project have resulted in delays in expanding our data collection in this area. We have revised our recruitment monitoring form to take into account the new protected groups

Gender Pay Objective - progress has been limited due to experiencing delays in database development of the HR Vision Database. This in turn has resulted in delays in the work to address the gender pay gap. This developmental work is scheduled for completion during 2013-2014.

Section 3 - Progress Made Against Our Equality Objectives for 2012-2013

Objective 1 – Address harassment discrimination and other threats to personal safety experienced by people due to their protected characteristics – Hate Crime

During 2012-2013 we said we wanted to increase awareness and reporting of Hate Crime.

(A 'hate crime' is a criminal incident which is perceived by the victim, or another person, as being motivated by prejudices such as the victim's race, religion and belief, disability, sexual orientation, sex, gender identity (i.e. transgender) or age.)

So what did we do in 2012-2013?

- We ensured that information on hate crime was available on the Safer Neath Port Talbot web pages.
- Staff awareness on hate crime was increased as a result of training sessions provided by the Hate Crime officer in the Police.
- Additional awareness training was delivered by Diversity Cymru.
- Whilst the non emergency telephone number, 101, was advertised on the Safer Neath Port Talbot web pages additional publicity was limited during the year.
- Engagement with equality groups such as DNAG, Black and Minority Ethnic (BME) Forum and the Swansea Bay Lesbian, Gay, Bisexual and Transgender (LGBT) Forum has provided opportunities for hate crime and its reporting to be considered.
- Training sessions have been provided to frontline staff to raise awareness of hate crime and to be confident in reporting it themselves as well as advising others on how to do so.
- We have yet to establish a clear reporting system for staff but with the work of the hate crime officer we have been able to provide basic information.
- Limited partnership work in respect of hate crime has already taken place but with the Welsh Government's Hate Crime Framework there is potential for a more coordinated and focussed approach.
- Tackling hate crime is identified as a priority in the Single Integrated Plan and will ensure a partnership approach will attract greater emphasis and results.
- Welsh Government funding led to the appointment of a Regional Community Cohesion Coordinator and one of the priorities is hate crime.

Objective 1 – Address harassment discrimination and other threats to personal safety experienced by people due to their protected characteristics – Domestic Abuse.

During 2012-2013 we said we wanted to implement the Domestic Abuse One Stop Shop Model across the county borough, continue to increase awareness of Domestic Abuse, help reduce the number of repeat victims (listed at the Multi Agency Risk Assessment Conference (MARAC)).

So what did we do in 2012-2013?

- Prevention Education & Awareness-Raising (PEAR) sub group has been established with a defined action plan and reports bi monthly to the Domestic Abuse Strategy Group (DASG).
- As part of the White Ribbon campaign we held a public event in Neath in partnership with NPT College and NPT domestic abuse support providers.
- Domestic abuse information and awareness has been included in TATA Steel's newsletter.
- In partnership with support providers, NPT College and the Ospreys we promoted the Six Nations/Domestic Abuse Campaign with coverage in South Wales Evening Post.
- We held a multi agency training event as part of the domestic abuse training strategy.
- Awareness and prevention programmes have been delivered to children and young people in NPT College, secondary and primary schools in NPT; 97% felt the programmes gave them confidence and understanding to empower them to go on to a life free from domestic abuse; 100% reported an increase in their knowledge of domestic abuse, how to spot the warning signs of an unhealthy relationship and where to go to for support; and 76% of those completing 1-2-1 support sessions experienced a positive change in their lives as a result of the support they received.
- We have completed a Children's Services Individual Needs assessment.
- Multi agency training on raising awareness and understanding of the impact and effects of domestic abuse on children and young people.
- BAWSO (Black Association of Women Step Out) are to provide surgeries at Domestic Abuse One Stop Shops which was scheduled to open during 2013-2014.

Objective 2 – Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people – website.

During 2012-2013 we said we wanted to reduce the inaccessible elements of the Council's website.

So what did we do during 2012-2013?

- In partnership with DNAG we have begun to identify and rectify inaccessible elements of our website.
- Work to address inaccessible elements throughout the website will be continued over the coming on year.
- This work, along with additional work in this area, has identified further issues which has necessitated a complete review of our website.
- Changes in personnel and the reconfiguration of services and internal groups have resulted in limited progress which hopefully will be redressed.
- Initial discussions on the inclusion of BSL informative service videos on our website have taken place. Additional work is required to take this work further.
- Our licensing service has undertaken a review of its web pages and amendments have been made where necessary.
- Whilst no complaints have been received on this issue monitoring of the web pages will continue to ensure that any issues are resolved in a timely manner.
- The location of public toilets has been included on the website; these include toilets in council building as well as those provided by private businesses.

Objective 2 – Improve access to information by meeting the needs of people from protected groups where these are different from the needs of other people – paper based public documentation.

During 2012-2013 we said we wanted to increase the accessibility of paper based public documentation.

So what did we do during 2012-2013?

- Following discussions with DNAG we have developed a How To...Produce Accessible Information guide which is available electronically to all Council staff via the intranet to ensure all public information we produce is accessible.
- We have revised our waste services refuse/recycling calendar in collaboration with DNAG to ensure it is accessible for visually impaired people.
- In light of a monitoring exercise we have produced a declaration form for use in our licensing service to assist people who have difficulty reading and writing.
- Unfortunately our BME Forum lapsed during 2012-2013 resulting in little formal contact between us. However discussions with interested individuals are due to take place to discuss ways to revitalise the Forum.
- Initial discussions have take place with our sensory support manager to explore issues surrounding written material for those people who are Deaf.
- Our new style guide will ensure accessibility is at the heart of all our communications.
- All new waste services documentation is being scrutinised by DNAG before publication.
- Work is ongoing to finalise the strap line to promote alternative formats as well as for use in the public notice section of newspapers.

Objective 3 – Improve access to services by meeting the needs of people from protected groups where these are different from the needs of other people.

During 2012-2013 we said we wanted to improve access to the provision of Social Services.

So what did we do during 2012-2013?

- A social services equalities group has been established to take forward the work of gathering and utilising data for more effective identification of gaps in service provision. Due to work pressures this group did not meet until June 2013 and is following a plan of action which is being reported to its Senior Management Team.
- The current position of the take up of services amongst our BME community continues to be audited.

Objective 4 – Monitor information and data effectively in order to identify disadvantages experienced by people due to their protected characteristics.

During 2012-2013 we said we wanted to develop robust monitoring systems within services.

So what did we do during 2012-2013?

- We have developed a monitoring form for use in services areas.
- Whilst not officially part of a pilot the form is being used increasingly during engagement activities particularly with Objective, our engagement portal.
- The monitoring form used in the recruitment process has also been revised but unfortunately has not been implemented due to the delays experienced with the database development of the Human Resources Vision Database.
- As a result of our work in this area we have become more aware of the amount of work required to progress this matter further.
- We haven't been able to fully realise this objective and recognise the need for more focussed work to be undertaken. This will continue to be included in the action plan for the coming year.

Objective 5 – Deliver staff training in line with the Equality Act requirements.

During 2012-2013 we said we wanted to review staff training in line with the Equality Act requirements.

So what did we do during 2012-2013?

- 159 managers/ members undertook training on the Equality Act 2010, with a final ‘mop up’ session being held in November 2012.
- The sessions focused on greater awareness of individuals’ responsibilities under the Equality Act 2010.
- We have produced a briefing document on the Equality Act 2010 for use in team meetings and at staff induction sessions.
- We have ensured that where appropriate other training sessions include an equality element.
- We provide training sessions on a range of equality related topics including deafblind awareness, deaf awareness, challenging homophobia as part of our training programme.
- We were looking to develop regional Action Learning Sets as a means to identify ways to collaborate on training activity. However this has been replaced by the collaborative work on equalities undertaken by the Welsh Local Government Association (WLGA) across South Wales.
- Staff from our Training and Development section are participating in a WLGA project for the accreditation of equalities training.

Objective 6 – Improve access to Environment by meeting the needs of people from protected groups where these are different from the needs of other people – civic offices and council owned buildings.

During 2012-2013 we said we wanted to improve physical accessibility to and within civic offices and other council owned buildings.

So what did we do during 2012-2013?

- We reviewed the signage in a specified number of council owned buildings during summer/autumn 2012 and found that most signage was satisfactory.
- However, we also found that in some buildings the ideal location for signs would prove impossible due to the internal layout, automatic doors, etc., and as a result these signs are unable to be relocated.
- Where signs require upgrading this will take place during refurbishment or improvement works.
- We have assessed that most of our buildings with public access have sufficient access. However, with some older buildings access is difficult and whilst adaptations are not always possible we aim to make our services as accessible as possible.
- A feasibility study has been undertaken to locate a disabled toilet on the second floor of the Civic Centre Port Talbot. Progress on this and the provision of a Changing Places toilet in the Port Talbot bus station have been deferred due to anticipated future major refurbishment works.
- Some corrective work has been undertaken particularly in the repositioning of paving guides outside the Civic Centre Neath.
- We have received positive feedback from both public and staff about works undertaken at the Cross Community Centre in Pontardawe, various schools and public conveniences and at Margam Orangery.

Objective 6 – Improve access to Environment by meeting the needs of people from protected groups where these are different from the needs of other people; street furniture, etc.

During 2012-2013 we said we wanted to ensure the appropriate positioning of street furniture, signs, lighting columns, etc.

So what did we do during 2012-2013?

- We carried out 5 regeneration/improvement schemes during 2012-2013; The Parade, Neath; Port Talbot Town Centre; The Promenade Improvements Phases 2 & 3 and Croeserw Community Enterprise Centre.
- Regeneration programmes carried out in Neath Port Talbot during the year have benefited from greater involvement of equality groups in the design process. However, we need to better use the expertise of these groups.
- Working with DNAG, Safer Neath Port Talbot and other groups, the most appropriate location etc of street lighting columns were identified and repositioned to facilitate access.
- Whilst there have been some successful outcomes we are aware that there are a number of shortcomings with these programmes; particularly in relation to misleading information in respect of inappropriate street furniture and lack of visually accessible designs.
- We acknowledge there is a long way to go to fully appreciate and address issues faced by people accessing our town centres and other public places and need to consider ways in which these can be overcome.

Objective 7 – Reduce gaps in the educational performance experienced by pupils due to their protected characteristics; pupil attendance.

During 2012-2013 we said we wanted to raise levels of attendance of pupils within the protected characteristics of pupils at school, i.e. disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation plus Traveller children and looked after children.

So what did we do during 2012-2013?

- Identification and monitoring of pupils with protected characteristics has been undertaken.
- Education Welfare Officers are currently monitoring attendance in line with agreed procedures.
- Analysis of data from the monitoring activities has highlighted the requirement of a programmed intervention with relevant pupils.
- Our schools and education service have developed an inclusive partnership agreement in relation to attendance intervention with all pupils.
- Bespoke attendance projects have been implemented in primary schools to target specific groups. There has been excellent feedback from schools regarding the agreed partnership document and we are awaiting data on the impact of projects.
- We have consulted with all schools and relevant services on a draft procedure of developing engagement strategies with identified pupils. Training and implementation of these engagement strategies are due to take place during 2013-2014.
- Attendance at our schools has shown an increase in both the Primary and Secondary sectors over the previous year.

Objective 7 – Reduce gaps in the educational performance experienced by pupils due to their protected characteristics; educational attainment.

During 2012-2013 we said we wanted to reduce the gaps in educational performance attainment between boys and girls at Key Stages (KS) 1, 2 & 3.

So what did we do during 2012-2013?

- Each of our schools has had a literacy and numeracy review.
- Good practice within our schools has been identified and shared as part of the numeracy training.
- Monitoring School Performance (MSP) visits in autumn 2013 will continue to test schools.
- A summary of 'strengths' is to be shared with headteachers across Neath Port Talbot.
- Headteachers/senior leaders from all our schools attended an Analysing and Using Data course with 33 schools receiving more detailed training.
- 83% of our primary schools are now using INCERTS (a pupil tracking assessment tool).
- MSP visits (numeracy) during the summer term identified that the analysis and use of data is being used regularly by schools to set individual/group targets as a particular strength. However, this was not evident in all schools and as such individual targets have been set which will be tested in the MSP visits in 2013-2014.

Objective 8 – Expand data collection to all protected characteristics with effect from 1st April 2012.

During 2012-2013 we said we wanted to expand data collection to all protected characteristics with effect from 1st April 2012.

So what did we do during 2012-2013?

- We revised our recruitment monitoring form to take into account the new protected groups.
- We have not been able to utilise this new form due to the problems in the database development.
- Issues with database development and the wider HR VISION project have resulted in delays in expanding our data collection in this area. Work to resolve these issues have been ongoing and it is anticipated that work on these systems will be completed during 2013-2014.
- Employment information will continue to be reported in our annual employment report as well as in our Strategic Equality Plan Annual Report. However, recruitment data on the new protected characteristics will be unavailable until the new form is issued to job applicants. Workforce data will also be unavailable on the new protected characteristics until the database is developed.

Gender Pay Objective

During 2012-2013 we said wanted to further develop pay/employment data to better understand the reasons for the gender pay gap and to identify any actions which may be feasible to close the pay gap.

So what did we do during 2012-2013?

- We have experienced delays in database development of the HR Vision Database, which in turn have resulted in delays in work to address the gender pay gap. The completion of this developmental work is scheduled for during 2013-2014.
- Unfortunately we were not able to publish pay gap information in our Equalities Employment Information 2011-2012 due to these delays.
- It is considered that a review of gender pay gap objectives at this time would be of limited value especially with the changes to our pay and grading system, premium rates and the Living Wage debate, which will inevitably affect the pay gap.

Section 4 Steps taken to meet the equality objectives during 2012-2013

Our Equality Objectives were identified as a result of research and engagement activities held over recent months and years. National research, such as 'Hidden in Plain Sight', reinforced our locally gathered information on what issues were of importance to people living and working in Neath Port Talbot.

Having a close working relationship with various equality groups has ensured that we have been fully aware of the issues that were still of importance. The Have Your Say event, held in partnership with Neath Port Talbot Council for Voluntary Service, the Welsh Ambulance Service and Abertawe Bro Morgannwg University (ABMU) Health Board, provided final confirmation for us as to where we needed to concentrate our efforts.

We have been eager to identify objectives that capture not only the issues and concerns of those we engaged with but also that have resonance for the wider community. Having learnt lessons from previous years we adopted a more focused approach to the process to ensure we contribute to improving the quality of people's lives.

Unfortunately, progress has been limited in some areas; the issues encountered with the development of a new HR database system (VISION) has delayed the work to fulfil Objective 8 while external pressures on various services, in particular Social Services, has meant that priorities have had to be readjusted.

Through ongoing dialogue and activities with groups we are satisfied that our equality objectives have remained relevant during this first reporting period. However, we are conscious that this will not remain constant and will strive to be sensitive to changing needs while balancing the realities of our financial situation.

Section 5 Identifying and collecting relevant information during 2012-2013

We have endeavoured to engage with members of the public, partners, local communities and interest groups to gather information to help shape not only our equality objectives but also our various strategies, policies and plans and to influence the delivery of our services.

A wide range of engagement methods have been used to obtain relevant information both on a corporate and service level. Have Your Say events, service reviews, online conversations and consultation mechanisms, focus groups, satisfaction surveys, group discussions, partner events and regular meetings with groups are examples of the forms of public involvement we have undertaken. All have proved successful and have provided invaluable data and insights that have helped shaped public service provision in Neath Port Talbot.

More specifically we have worked closely with DNAG and the Disabled Persons' Advisory Group to identify, and where possible address, issues and barriers for disabled people within the environment and in dealing with the Council.

The BME Forum has over time become less active and we have been working with a number of representatives to rekindle interest in the Forum and work to address issues and concerns. Additionally it is hoped that the Forum will provide support and encouragement for people to take a more active role in their communities and Neath Port Talbot as a whole.

There has been limited information collected in respect of some seldom heard/hard to reach groups with whom we have not previously had a working relationship. However, where these gaps have been identified, for example information from LGBT communities, we have sought other avenues to source information. National research, reports from specific organisations such as Stonewall and a locally held but very small focus group were all ways in which we attempted to fill this gap.

However we were able to forge links with the wider LGBT community through becoming members of the Swansea Bay LGBT Forum. This has allowed us to begin a working relationship with the communities which will hopefully allow for effective engagement in the future.

More generally our monitoring and data collection systems have not been robust enough to provide relevant information to meet requirements. We recognised the significance of this, especially as efficient and effective collection and analyses of data would provide more detailed information in order to revise and refine objectives on an ongoing basis. This was reflected in the inclusion of Objective 4.

Section 6 How we met the general duty during 2012-2013

Although progress against some of the actions has been limited, work has been ongoing to meet our obligations under the Equality Act 2010.

- In August 2012, we opened a new respite service for disabled children at Ty Parc, Aberavon.
- The COASTAL project supported 462 participants with disabilities to achieve one or more positive outcomes which includes gaining a qualification, entering employment or further learning. As at the end of March 2013 the Workways Project supported 3,461 people, of which 1,534 achieved sustainable employment. We also supported 26 new business start ups during the year and helped create 137 new jobs.
- We reduced the average time taken to deliver a disabled facilities grant from 531 days to 244 days but delivered 45 less disabled facilities grants than anticipated. We continued to work with our partners and delivered 106 new affordable housing units.
- In partnership with Grŵp Gwalia, a successful transfer of staff and physical assets took place on 1st April 2012. The construction of a new care home in Moor Road commenced during this time and the construction of the three other new care homes has also been planned.
- We have invested in the refurbishment of four public conveniences which have been refurbished to a high standard and all include disabled facilities, as well as the new kiosk at Aberavon Promenade, all house two unisex toilet cubicles that have been well received by the members of the public using them.
- There are also six new accessible mapped walks within Margam Park for people of varying walking abilities. New pathways for the walks have been created in previously inaccessible areas of the park. Bilingual maps and leaflets are available to walkers.

- Working with ABMU Health Board we have developed a more integrated intermediate care model. A pilot of the new model was undertaken during the previous year, resulting in 46% of clients not requiring further health or social care services, having been able to regain their independence.
- People with learning disabilities and their carers have told us about the things that are important to them as part of a “What Matters” survey, which has influenced how we plan and deliver the provision of care through a person centred approach.
- The new build extension at Dwr-y-Felin School along with the modification and remodelling of the older parts of the school building in the autumn 2012 has delivered a 21st Century learning environment and facilities, and has removed some £5.5million of backlog maintenance and accessibility liabilities.
- In June 2012, a new build extension was completed at Maes-y-Coed Special School to accommodate the increase in capacity of 28 places. The new fit for purpose facilities and better learning environment for children with profound and multiple learning difficulties will better meet their social, emotional and physical needs.
- We established a range of relevant opportunities for young people to develop their skills, learning and training by increasing the average wider point score for year 11 pupils to 486.
- We appointed a second advisory teacher for children on the Autistic Spectrum to give more guidance to schools and families
- Services for disabled children/young people and care leavers has been improved, including looking at how we can commission services to fill gaps identified through the needs assessment process, supporting the redevelopment and re-launch of the Autistic Spectrum Disorder Local Action Plan and establishing an External and Specialist Placement Panel.

Section 7 Equality Impact Assessments, Training and Procurement during 2012-2013

Equality Impact Assessments

We have built on the work undertaken in previous years to develop the Equality Impact Assessment (EIA) process for use when setting the budget for 2013-2014. The importance of assessing the impact of budget proposals was clearly visible with the EIA on the changes to the Home to School Transport Policy. By completing an EIA on this highly contentious proposal not only allowed for full consideration of the implications of the policy but also highlighted the process itself. In so doing it has allowed us to consider improvements to allow for a more streamlined and efficient process for the future.

We have built on the work undertaken in previous years in assessing the impact of our policies and decisions on those who share a protected characteristic. The instances where an assessment is undertaken are increasing but it is apparent that a more concerted effort is required for it to become second nature.

While officers and Members have been supportive, the assessment process requires continual development and refinement. This work is set to be underpinned with training for officers and Members.

Training

Training has always been an important element of the Council's ethos and we are committed to being a "learning authority". Personal development has been a key principle and each member of staff has every opportunity to undertake training as part of their role and responsibilities. Elected Members also have the opportunity to undertake training relevant to their position, interest and personal development requirements. As a consequence equalities' training has always featured in the training programme for both staff and members.

Specific training on the provisions of the Equality Act 2010, delivered by the WLGA, has been provided to the Council's senior managers and service managers. Our training and development section have delivered similar training to staff and to those in the private sector who provide services on our behalf, as well as to private and voluntary partner care providers. Short sessions on equalities have been delivered to school governors and headteachers by the education service.

Individual managers are responsible for the undertaking the induction of new staff, ensuring familiarity of the Council's equalities plans and policies, along with the location of electronic versions and the training programme.

Although not specific to equalities a number of topical courses include an equalities element e.g. customer care, and we are keen to explore further sessions where a more practical approach to equalities can be experienced.

We are committed to the continuation of training and awareness-raising in respect of the equalities agenda and will ensure that equalities are addressed and reinforced through specific equalities as well as other topical courses.

Members of DNAG have undertaken training in order to deliver much needed disability awareness courses. We aim to work with DNAG to include these courses in our training programme in the future.

Members have successfully completed Elected Member Equality Champions Regional Action Learning Set training, supported by the WLGA. This training has enabled Members to explore equality issues effectively, develop their own personal competencies and helped them identify and challenge policies, practices and services which potentially do not meet the requirements of the general or specific duties.

Following the local council elections in May 2012 an internal Member development programme, aimed primarily at newly elected members, was provided serving as an induction to council services, council policies and their role as elected members and included training on equalities. The training proved so successful that additional, more focussed sessions were arranged.

Procurement

The procurement service is mindful of its legal obligations not only with regard to the spending of public money but also to equalities and works with service managers during the entire process to ensure that equality issues are considered at every stage. It works to ensure a consistent approach to procurement across a wide range of supplies, services and works. Tendering paperwork includes relevant guidance as well as requiring statements and evidence of compliance with the public sector general duty.

Section 8 Specific Employment Information for 2012-2013

Employment Information for the period 2012-2013 is available on the Council's website www.npt.gov.uk

This information relates to all employees of Neath Port Talbot County Borough Council including those employed by schools, with the exception of voluntary-aided and faith schools.

We have over a number of years collected employment related data for the protected characteristics of age, disability, ethnicity and gender. The data collected for 2012-2013 has once again been analysed by these characteristics and is of good quality. However, there are gaps in the information that the Council is currently able to collect.

The following gaps exist in the data that we are able to collect:

- The protected characteristics: gender reassignment, pregnancy and maternity, religion and belief and sexual orientation;
- Employees who have applied to change position within the Council, identifying how many were successful and how many succeeded in their application – the data relating to recruitment includes internal and external candidates, but is not able to differentiate between the two;
- Employees who applied for training and who were unsuccessful. The Council currently records only applications that are supported by the employee's manager. There is no provision on the corporate training database to record unsupported applications and this matter is being considered by a regional working group advised by the WLGA; and
- Employees who are the subject of grievances. Grievances often fail to identify such a person; they may instead relate to a decision/policy rather than another employee.

We recognise that our current arrangements for collecting employment data need to be improved. As we are committed to developing data in relation to the protected characteristics, and pay and employment data, we have established a development project under the Efficiencies Programmes Board. Dedicated resource has been allocated to this project, with the aim of improving the quality of the data held on the integrated Human Resources/Payroll IT system, VISION, and to improve the quality of the data that can be extracted from the database. The project plan includes addressing the requirements for complete data collection for equality monitoring purposes.

While we originally anticipated that work to increase data collection would be completed by 1st April 2012 the complex nature of this has resulted in a significant delay. The rate of progress made on the VISION project will influence the date for full implementation of data collection and this will be determined by the VISION project team.

Section 9 Next Steps

We are currently working on the Strategic Equality Plan Annual Report for 2013-2014. This will provide a more up to date picture of what we have done in respect of the outstanding actions from the original action plan as well additional work undertaken in respect of the equality objectives.

During 2014-2015, we will start to review our equality objectives taking into account people's needs and requirements, our and our partner's resources as well as any external pressures being placed upon local government.