

## **POLICY AND RESOURCES CABINET BOARD**

### **REPORT OF THE HEAD OF CORPORATE STRATEGY AND DEMOCRATIC SERVICES**

**28<sup>th</sup> MAY 2015**

#### **SECTION A – MATTER FOR DECISION**

**WARD(S) AFFECTED: ALL**

#### **REVISED STRATEGIC EQUALITY PLAN**

##### **Purpose of Report**

To seek Member approval to consult on a revised Strategic Equality Plan, including revised equality objectives, in accordance with legislative requirements.

##### **Background**

Under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 we, along with other public bodies, have a duty to develop Equality Objectives and produce a Strategic Equality Plan containing the objectives and other information as laid out in the Regulations. Our first Strategic Equality Plan containing the Equality Objectives was published on 1<sup>st</sup> April 2012.

We are required to review our equality objectives at least every four years and while there is no prescribed timescale to undertake a review of the Strategic Equality Plan it makes sense to review both simultaneously.

##### **Review of Equality Objectives and the Strategic Equality Plan**

A short review of the original equality objectives and Strategic Equality Plan was undertaken by directorate representative members of the Heads of Service Equality and Community Cohesion Group. Representatives from our local equality groups have also participated in a workshop to identify what remains important from their perspective, what is no longer relevant and what is missing from the current Plan.

The review identified that the objectives remained appropriate but in some areas there needed to be a realignment and refocus of actions in order to meet the objectives.

In revising the equality objectives we have placed specific emphasis on ensuring that the Strategic Equality Plan is relevant and achievable in the current financial climate whilst also ensuring the Plan enables the Council to continue to meet legal obligations.

The draft revised Strategic Equality Plan, which includes the equality objectives, is attached at Appendix 1.

### **Consultation**

It is proposed to begin a period of public consultation following the granting of approval to consult. It is envisaged that a final draft will be presented to Policy and Resources Cabinet Board in September recommending approval by full Council in October.

Engagement with the various equality groups will continue during the consultation process to ensure that everyone has as much opportunity as possible to provide feedback on both the equality objectives and the Plan. It is envisaged that meetings with the equality groups will take place during this period and that responses will be considered along with those received from the wider consultation to further inform the equality objectives and Plan.

The public consultation documents will be available online through our consultation portal, Objective, as well as being available in libraries and also accessible in alternative formats.

### **Equality Impact Assessment**

A Screening Assessment has been undertaken to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010. After completing the assessment it has been determined that this Plan does require an Equality Impact Assessment. The impact assessment is currently being developed and will be informed further by the outcomes of the public consultation exercise. The final equality impact assessment will accompany the report to Policy & Resources Cabinet Board on 3<sup>rd</sup> September 2015.

## **Recommended**

For Members to authorise the Head of Corporate Strategy and Democratic Services to initiate formal public consultation on the draft Strategic Equality Plan 2015-2019 contained in Appendix 1 commencing on 5<sup>th</sup> June and ending on 21<sup>st</sup> August 2015.

## **Reasons for the Proposed Decision**

- 1) To discharge the Council's duties in relation to the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 to develop Equality Objectives and produce a Strategic Equality Plan containing the objectives and other information as laid out in the Regulations 2010.
- 2) To enable interested parties to comment upon the Equality Objectives and Strategic Equality Plan prior to the Cabinet Board finalising the Plan and then recommending approval of final proposals by full Council.

## **Appendix**

Appendix 1 - Draft Strategic Equality Plan

## **Officer Contact**

Mrs Karen Jones  
Head of Corporate Strategy and Democratic Services,  
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## COMPLIANCE STATEMENT

### REVISED STRATEGIC EQUALITY PLAN

#### **(a) Implementation of Decision**

The decision is proposed for implementation following the three day call in period

#### **(b) Sustainability Appraisal**

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

#### **Other Impacts**

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

#### **(c) Consultation**

Informed consultation has been undertaken with representatives of interested groups from the outset of the review and there will now follow a period of formal public consultation.

## Neath Port Talbot County Borough Council

### Strategic Equality Plan 2015-2019



If you require this information in larger print or in an alternative format, please contact the Corporate Strategy Team on 01639 763010 or email [corporate.strategy@npt.gov.uk](mailto:corporate.strategy@npt.gov.uk)

## **Contents**

- 1. Introduction**
- 2. Description of the authority**
- 3. Engagement and Employment**
- 4. Equality Impact Assessments:**
- 5. Training and communication**
- 6. Equality Objectives**
- 7. Action Plan**

## **1. Introduction**

This Plan and associated action plan have been developed within the current financial context and support the Council's corporate improvement objectives which have been recently published in the Council's Corporate Improvement Plan for the period 2015-2018.

The focus of year 1 of the action plan is to ensure actions are in place to meet the objectives we have set and measurable outcomes are delivered. During year 2, Heads of Service will monitor the impact of the delivery of those actions. Year 3 will focus on reviewing the outcomes of the monitoring exercise to identify any additional actions that require inclusion in the action plan.  
(There is more work to be done on the framework for the evaluation of the impact of the delivery of the actions contained in this Plan).

## **2. Description of the Authority**

Neath Port Talbot County Borough is located on the coast between Swansea and Bridgend and covers an area of over 44,217 hectares. As of 2011 census it has a population of 139,812 and 62,957 dwellings. It also shares boundaries with Carmarthenshire County Council, Powys County Council, Brecon Beacons National Park and Rhondda Cynon Taf County Borough Council. The main urban areas are in Port Talbot, Neath and Pontardawe. The valley areas comprise the Afan, Amman, Dulais, Neath, and Swansea Valleys with extensive upland areas between. The valleys intersect the urban areas and are defined by spectacular scenery and a network of close-knit communities

Neath Port Talbot has the 8th highest population density of the 22 local authorities across Wales. There are 14 areas in the county borough within the top 10% of the most deprived communities in Wales, most of which are designated Communities First areas.

It is expected that the population will grow by 7,000, an increase of about 5%, by 2021. Whilst the under-65 population is expected to remain stable, the increase anticipated in the over-65 population is significant.

According to the 2011 Census, black and minority ethnic groups account for 2.1% of the population compared to 4% in Wales.

Data from schools indicates that the proportion of pupils from ethnic minority backgrounds (non-white British) is 4.6% compared to the Wales average of 8.2%.

There are two authorised gypsy traveller caravan sites in the county borough with an estimated population of 236.

At the 2011 Census, of those people indicating a religion, faith or belief, 57.7% described themselves as Christian, 33.8% indicated that they have no religion, 7.3% did not state a religion and those remaining were Buddhist (0.2%), Hindu (0.1%), Jewish (0%), Muslim (0.4%), Sikh (0.1%), other (0.4%).

There are an estimated 41,828 children and young people aged from 0 to 25 years living in Neath Port Talbot. More than 300 disabled children live in Neath Port Talbot and 731 children with educational statements attend our schools.

We have high levels of chronic health conditions such as heart disease, diabetes, respiratory disorders and stroke in the county borough. 26.22% of the population is disabled (according to the Equality Act definition) compared to 19.1% across Wales. The numbers of adults registered as having a learning disability in Neath Port Talbot is 513, of which 314 live and are supported in the family home. Over 50% of carers are parents over 60 years of age with two thirds of this group being over the age of 70. Approximately 130 families in Neath Port Talbot use respite care.

### **Structure of the Council**

Within Neath Port Talbot there are 42 electoral divisions returning 64 elected members and we operate a cabinet style of local government with a Leader who is supported by 9 cabinet members (the Executive). There are 5 Scrutiny Committees which scrutinise and monitor the performance and decisions of the Cabinet and make reports and recommendations which advise the Cabinet and the Council, as a whole, on its policies, budget and service delivery.

At an elected member level an executive member has responsibility for equalities, Equality Champion, whilst a further executive member has been designated as the Older Persons' Champion.

The importance given to equalities is reinforced by the fact that these policies and plans are amongst the limited number that require approval by full Council.

A senior management group consisting of the Chief Executive and Corporate Directors oversees the strategic management of the Council's business. Heads of Service have individual operational responsibility for services as well as providing strategic support to senior management.



### **3. Engagement and Employment**

We continue to build on the engagement work we have undertaken over recent years in all aspects of our work; from the activities held in the development of our first set of equality objectives to the partnership event held during autumn 2014 as part of our budget setting process. These engagement activities have assisted us with the development of website self-service applications, the production of service specific public information as well as helping us to continue to improve our awareness of the issues, concerns and the needs of the diverse communities within the county borough.

Engagement has long been part of our approach particularly in relation to the equalities agenda. This revised Strategic Equality Plan and equality objectives, as previously, were developed through the involvement of a number of equality groups as well as officers, elected members and partners.

In Neath Port Talbot we invested in developing networks with a number of local groups, i.e. the Disability Network Action Group, Black and Minority Ethnic Forum, Older Persons' Council, Youth Council and Lesbian Gay Bisexual and Transgender Forum, which help, support and engage with us on a range of matters. However, although recently reformed, the Black and Minority Ethnic Forum needs support to achieve its potential while significant organisational change is requiring a review of support for the Youth Council. We are committed to helping and supporting the development of these groups to ensure we are regularly obtaining a wide range of perspectives on the way in which we are discharging our equality duties.

#### **Employment Data**

Over recent years we have looked to develop a more integrated system for data collection in relation to staff. We had identified there was a gap in our ability to fully capture and report equalities statistics and to monitor the effectiveness of human resources policy in ensuring equality of opportunity and treatment. As a result we embarked on a process of reviewing and improving our human resources data collection systems, VISION. We established a VISION Development Project to oversee this process.

During the last year progress in updating our main personnel and payroll system was mixed and we are reviewing our plans as we move into 2015-2016 to ensure we make the progress needed in this area of work.

Whilst we have not made the progress we had hoped, we have been able to capture a limited amount of data and have reported this employment information annually in accordance with our statutory responsibilities.

#### **4. Equality Impact Assessments**

We have made significant progress over recent years in our work on assessing the impact of our policies on residents and visitors to Neath Port Talbot. The increasingly difficult financial climate has necessitated a more concentrated approach to the assessment process and as such we have ensured that training has been arranged for elected members and officers in order to be more effective in this area of our work. We are committed to continuing training for relevant officers and elected members and intend to take a more targeted approach as we move forward, recognising the scale of organisational change that has taken place as a consequence of successive voluntary redundancy programmes.

We will audit the equality impact assessments carried out so far to identify good practice as well any weaknesses in the process. This will help inform the more focused training we intend to arrange for officers, and where appropriate elected members. Additionally, the quality of the equality impact assessments we undertake will be kept under review and any issues identified will be addressed.

Arrangements for reporting the outcomes of the assessments to relevant Cabinet Boards have been employed whereby the Equality Impact Assessments should go to Members along with the report and that the conclusions and outcome of the Equality Impact Assessments should be considered in full in the report.

While monitoring of the ongoing impact is recognised as an important part of the assessment process practice is varied. However, with the strengthening of our scrutiny arrangements we are confident of greater improvement in this area.

Equality impact assessments are published as part of the usual reporting arrangements for each relevant Cabinet Board.

#### **5. Training and communication**

Training is an important element of our work, not only in helping us meet our equality objectives but also as a key feature in the personal development of employees and elected members. As a result our training programme has focused on areas that are new and those that remain challenging for the council as a whole.

We continue to work to ensure that all staff and elected members are aware of their roles and responsibilities and are suitably trained when to planning and delivering services. We acknowledge there are still gaps in our understanding of the diverse nature of our communities but training has been identified to address this.

As part of our work on community cohesion with the regional community cohesion coordinator a wide range of topics including disability hate crime, human trafficking, transgender and Gypsy Traveller & Roma awareness, have been arranged. Further training sessions have been identified for 2015-2016.

Our work on equality impact assessments has highlighted a continuing training requirement for all staff involved in the process. An audit of assessments already undertaken along with feedback from officers and members is scheduled to take place to determine the strengths and weaknesses of the current process which will in turn inform a training programme.

## **6. Our Equality Objectives**

In setting our equality objectives we have been mindful of the various external pressures we continue to experience, information received as a result of engagement activities, generally and specifically in relation to the objectives, as well as planned work within service areas over the coming years. As a result we have developed objectives that will not only allow us to focus our energies on those areas that matter most to people but also where we are certain that measurable outcomes will be delivered.

Additionally, we have identified similarities of purpose across our key plans and as such we are working toward providing a more rounded view of what we want to achieve both individually and in partnership. This plan is the first step towards a more cohesive identity for the work we will undertake to meet the needs, requirements and wherever possible the aspirations of our communities.

We are aware that through service improvements we enable people to achieve successful outcomes in their own lives. We remain 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.

The revision of our equality objectives was made possible through the involvement of various groups representing/of people who share protected characteristics. The involvement of these groups is not just a feature of this specific exercise but is part of our budget planning and engagement activities. Using all the information gathered during the various events and conversations that took place, along with specific workshops we were able to focus on what was still relevant, what was missing, what we could do and what we could aspire to do in order to meet our commitment to:

*“Creating a Neath Port Talbot where everyone has an equal chance to be healthier, happier, safer and prosperous”*

## **EQUALITY OBJECTIVE 1**

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

### **Why is this important?**

Hate crimes and incidents have a damaging and corrosive impact upon community cohesion, which can in turn increase community tensions and create a sense of intolerance. We along with our partners in the Safer Neath Port Talbot Partnership recognise that under reporting of hate crime, and in particular disability hate crime, is prevalent within our communities.

We know that women are disproportionately affected by domestic abuse. We want to continue our commitments to addressing this issue within the county borough and meet the proposed requirements of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act i.e. prevention of abuse, protection of victims and the support for those affected by such issues.

### **What difference do we want to make?**

We want to improve people's safety, both real and perceived.

We want to help raise the confidence of communities in reporting hate incidents. We want to increase awareness of hate crime/incidents and reporting procedures amongst staff and the public.

We want to contribute towards the creation of an environment where domestic abuse is not tolerated and we want to protect and support victims and their families.

### **Links to other Plans:**

Single Integrated Plan

Community Cohesion National Delivery Plan – Western Bay

## **EQUALITY 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

### **Why is this important?**

We want to improve access to our public information, creating an easy to access catalogue of on-line information. We also want to promote awareness of alternative format information that the Council is able to offer, such as Braille, Large Print..

We want to ensure that public information is available in both Welsh and English and we want to ensure, where appropriate, that access to information in other languages can be facilitated

### **What difference do we want to make?**

We want to offer more choice and availability of the way people access information and at lower cost.

### **Link to other Plans:**

Corporate Improvement Plan

Single Integrated Plan

### **EQUALITY 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.

#### **Why is this important?**

The number of people with care and support needs due to age-related frailty or disability is increasing. The focus on how we assess people's needs and then provide services to meet those needs has been more around what the person cannot do rather than on what they can do. This does not achieve best outcomes for people because they can become more dependent on services, rather than living their lives independently in the community. This model of assessment is also too expensive. In a nutshell, increasing choice and control is critical to better outcomes for people and will enable us to meet increasing demands in a cost effective way.

#### **What difference do we want to make?**

We want to continue to build on the success already achieved through the Transforming Adult Social Care programme, but it is not possible to continue to provide high levels of care and support to people which are not based on outcomes which maximise independence. We need to continue to reduce care home placements, and traditional forms of community support in order to live within the means available. We need to shift investment to early intervention and prevention (generally available through well-being services as primary prevention and targeted secondary prevention for people who already have care and support needs) from traditional service types.

#### **Link to other plans:**

Corporate Improvement Plan  
Single Integrated Plan

## **EQUALITY OBJECTIVE 4**

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

### **Why is this important?**

In order to provide fair and equitable services we need to be fully aware of the needs of people from protected groups. We must be mindful of our roles and responsibilities both as individuals and as a council. We know some protected groups face significant barriers on a daily basis which can impact on their participation in the community life and when accessing services.

The impact of our policies and services on people's lives can be significant and we need to be aware of equality considerations when planning and delivering services, developing policies, when procuring services, and how we interact with people from protected groups

### **What difference do we want to make?**

We want to be able to provide services and develop policies that are based on a robust understanding of the impact on people who have protected characteristics.

### **Link to other plans:**

Corporate Improvement Plan  
Community Cohesion National Delivery Plan – Western Bay

## EQUALITY OBJECTIVE 5

Deliver **staff training** in line with the Equality Act requirements

### **Why is this important?**

In order to provide fair and equitable services we need to be fully aware of the needs of people from protected groups. We must be mindful of our roles and responsibilities both as individuals and as a council. We know some protected groups face significant barriers on a daily basis which can impact on their participation in the community life and when accessing services.

The impact of our policies and services on people's lives can be significant and we need to be aware of equality considerations when planning and delivering services, developing policies, when procuring services, and how we interact with people from protected groups

### **What difference do we want to make?**

We want staff to understand the Council's commitment to equalities. We want staff to be confident and competent to deliver services and design policies that recognise and provide for the needs of people with protected characteristics.

### **Link to other plans:**

Corporate Improvement Plan  
Community Cohesion National Delivery Plan – Western Bay  
Single Integrated Plan



## **EQUALITY OBJECTIVE 6**

Improve **access to the environment** by meeting the needs of people from protected groups where these are different from the needs of other people

### **Why is this important?**

To ensure that all members of our community can access our buildings and services, by removing physical and sensory barriers. This will include where possible, changes and adaptations to existing buildings and hard landscaping, and ensuring that all barriers are removed at the design stage on new projects.

### **What difference do we want to make?**

We want to provide an environment where services can be accessed by all users with different needs and which satisfies the current British Standard design recommendations as a minimum.

### **Link to other plans:**

Corporate Improvement Plan  
Asset Management Plan  
Strategic Schools Improvement Plan

## **Equality Objective 7**

Reduce gaps in the **educational performance** experienced by pupils due to their protected characteristics

### **Why is this important?**

In 2008, we approved an approach to school improvement, known as the Strategic School Improvement Programme based on the following principles:

1. standard of educational provision;
2. need for places and accessibility of schools;
3. standard and suitability of school accommodation; and
4. effective financial management.

We aim to raise standards in both school and pupil performance, and to secure continuous improvement in service delivery, so that all children and young people in Neath Port Talbot get the best start in life.

### **What difference do we want to make?**

We aim to deliver an effective education service that enables all young people to maximise their learning potential. We want to continually improve the performance of schools and education of young people. We will empower all schools to become excellent and ensure high quality provision for all learners. These changes will improve the educational environment for pupils, staff and communities and will improve outcomes for children. We also want to continue to increase the levels of attendance in all our schools.

### **Links to other plans:**

Strategic Schools Improvement Plan

Single Integrated Plan

Corporate Improvement Plan

Community Cohesion National Delivery Plan – Western Bay

## **Equality Objective 8**

Ensure our **employment and recruitment processes** promote fairness and equality for all.

### **Why is this important?**

It is important that our employment and recruitment processes promote fairness and equality for all and are based on the principle that people with protected characteristics (set out in the Equality Act 2010) should not be discriminated against in employment or when seeking employment.

We must demonstrate that we take any form of discrimination seriously and that we take reasonable steps as an employer to prevent discrimination. The policies need to communicate the standards of behaviour expected of all employees and what our employees can expect from the Council as an employer.

Our recruitment processes must give job applicants (both internal and external) the confidence that they will be treated with dignity and respect.

### **What difference do we want to make?**

We want to encourage a diverse workforce and have a reputation for welcoming applicants with a protected characteristic in our organisation.

### **Links to other plans:**

Single Integrated Plan  
Corporate Improvement Plan

7.

**Action Plan**

<b>Objective 1:</b> Address <b>harassment discrimination and other threats to personal safety</b> experienced by people due to their protected characteristics		
<b>Project 1:</b> Increase awareness and reporting of Hate Crime.		
<b>Responsible Officer:</b> Karen Jones		
<b>Action</b>	<b>Lead Officer</b>	<b>Achieved By</b>
Design and deliver a programme of public engagement to raise awareness of hate crime and to increase the number of hate crimes reported to the police	Sian Morris	Ongoing
Review the outcomes of hate crime incident reporting and identify if steps can be taken to prevent such incidents or to provide more effective responses	Sian Morris	31.3.2016
Hate Crime to be a standing item on agenda for each meeting of the equality groups we engage with in order to raise awareness and encourage reporting	Rhian Headon	31.7.2015

**Measures**

No. of hate crime reports

No. of repeat victims

<b>Objective 1:</b> Address <b>harassment discrimination and other threats to personal safety</b> experienced by people due to their protected characteristics		
<b>Project 2:</b> <b>Strengthen partnership work to tackle domestic abuse</b> and establish multi-agency mechanisms to support people at risk of being drawn into serious and organised crime		
<b>Responsible Officer:</b> Karen Jones		
<b>Action</b>	<b>Lead Officer</b>	<b>Achieved By</b>
Continue to challenge the notion that domestic abuse is not acceptable via a range of targeted communication campaigns, training events and conferences.	Julia Lewis	Ongoing
Manage the Multi Agency Risk Assessment Conference (MARAC) process and the Independent Domestic Violence Advocate Service (IDVA)	Julia Lewis	Ongoing
Support Local partners in their continued roll out of education packs and projects in schools	Julia Lewis	Ongoing
Manage the Domestic Abuse One Stop Shop and develop a business plan for its longer term future	Julia Lewis	31.3.2016
Create a county borough-wide domestic abuse strategy, incorporating into that strategy the provisions within the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act	Julie Lewis	30.9.2015
Establish a local Channel Panel to discharge the Council's duties under the Counter Terrorism and Security Act.	Sian Morris	31.7.15

Participate in the Regional CONTEST board	Karen Jones	Ongoing
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**Measures**

No. of incidents of domestic abuse notified to partner agencies

No. of repeat victims notified to partner agencies

No. of high risk victims assessed

No. of people engaged with, trained and attended conferences

No. of referrals to the Channel Panel and associated outcomes

No. of service users accessing the One Stop Shop and related outcomes

Strategy adopted by agencies

<b>Objective 2:</b> Improve <b>access to information</b> by meeting the needs of people from protected groups where these are different from the needs of other people		
<b>Project 1:</b> To improve the Council's website content		
<b>Responsible Officer:</b> Karen Jones		
<b>Action</b>	<b>Lead Officer</b>	<b>Achieved By</b>
Implement a Digital by Design policy	Karen Jones	31.7.15
Complete work to bring website content up to date	Jonathan Lewis	31.3.15
Ensure website is compliant with the Council's Welsh Language Scheme/Welsh Standards requirements	Jonathan Lewis	31.3.15
Embed user testing into website development activities	Steff Griffiths	Ongoing
Develop on-line catalogue of public information	Steff Griffiths	31.3.15
Ensure web developments are "mobile device friendly"	Steve John	Ongoing
Train customer services officers to support customers in accessing digital channels for transactional and information services	Jayne Banfield	31.7.15
Establish the corporate consultation portal 'Objective' as a requirement for all public consultation exercises	Anita James	31.7.15



**Measures**

No. of webpages updated

% of website pages fully bilingual

% of increase in first hit successes on website

% of customers rating the web content positively

SOCITM rating

% of public consultation exercises delivered through 'Objective'

No. of consultees using the corporate consultation portal

No. of customers assisted to use self-service options by Customer Services One Stop Shop staff

<b>Objective 2:</b> Improve <b>access to information</b> by meeting the needs of people from protected groups where these are different from the needs of other people		
<b>Project 2:</b> To increase the accessibility of information/documentation		
<b>Responsible Officer:</b> Karen Jones		
Action	Lead Officer	Achieved By
Promote the use of guidelines on accessible information	Anita James	Ongoing
Secure improved compliance with the Council' s Corporate Identity to ensure the appropriate format, font, etc., is used	Sylvia Griffiths	31.3.16
Ensure inclusive and culturally appropriate language is used in public information documentation	Anita James	31.3.16
Ensure Welsh language is considered and taken into account at the design and development stage of any public information/service area documentation	Anita James and Sylvia Griffiths	Ongoing

### Measures

No. of requests for public information in alternative formats

No. of "hits" on alternative format guidance pages

No. of complaints upheld in relation to use of culturally inappropriate/insensitive language

No. of complaints upheld in relation to compliance with the Council's Welsh Language Scheme

<b>Objective 3:</b> Improve <b>access to services</b> by meeting the needs of people from protected groups where these are different from the needs of other people		
<b>Project:</b> Improve access to the provision of Social Services		
<b>Responsible Officer:</b> Angela Thomas		
<b>Action</b>	<b>Lead Officer</b>	<b>Achieved By</b>
<b>Gather and utilise data more effectively to determine gaps in provision</b>		
Analyse profile of children on children on child protection register and children looked after by protected characteristics	Performance Management Officer	September 2012
Analyse profile of existing foster carers by protected characteristics	Performance Management Officer	September 2012
<b>Engage with specific groups to develop service geared to meet needs of those groups</b>		
Consult Black and Minority Ethnic Forum	Head of Community Care and Housing/Children's Services	December 2015
Consult relevant stakeholder forum depending on outcome of analysis (e.g. older persons' forum, youth forum, etc.)	Head of Community Care and Housing/Children's Services	December 2015

Action	Lead Officer	Achieved By
<b>Develop accessible information to encourage take up a range of services amongst BME community i.e. direct payments, support for people with mental health issues, recruitment of foster carers, etc.</b>		
Undertake audit of available public information accessible to groups with protected characteristics	Communications Officer	September 2015
Review suitability of public information during consultation exercises outlined above	Head of Community Care and Housing/Children's services	December 2015
Develop public information plan based on outcome of consultation	Communications Officer	March 2016

**Measures**

To be confirmed

<b>Objective 4:</b> Monitor <b>information and data</b> effectively in order to identify disadvantages experienced by people due to their protected characteristics		
<b>Project 1:</b> Develop robust monitoring systems within services		
<b>Responsible Officer:</b> Karen Jones		
<b>Action</b>	<b>Lead Officer</b>	<b>Achieved By</b>
Audit Equality Impact Assessments to identify: <ul style="list-style-type: none"> <li>• areas for improvement</li> <li>• good practice</li> <li>• areas where further training is required</li> </ul>	Rhian Headon	31.7.15
Use the lessons learnt from Equality Impact Assessment process, the budget planning event and other relevant engagement events to identify gaps in knowledge/ understanding of the various protected characteristics.	Rhian Headon	31.7.15
Undertake development work with Black and Minority Ethnic Forum and Disability Network Action Group	Rhian Headon	Ongoing
Ensure monitoring data on staff is collected, inputted and updated via the VISION system at regular periods during staff employment with the Council e.g.: <ul style="list-style-type: none"> <li>• joining the council</li> <li>• change of position within the council</li> </ul>		

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**Measures**

% of Equality Impact Assessments audited

No. of improvement actions identified from Equality Impact Assessment audit

% of improvement actions completed

No. of people participating in Black and Minority Ethnic Forum and Disability Network Action Group

<b>Objective 5:</b> Deliver <b>staff training</b> in line with the Equality Act requirements		
<b>Project 1:</b> Review staff training in line with the Equality Act Requirements		
<b>Responsible Officer:</b> Lynne Doyle		
<b>Action</b>	<b>Lead Officer</b>	<b>Achieved By</b>
Investigate option to design e-learning module to provide equalities awareness training to wider staff groups - All Wales Academy platform for e-learning to be developed and equalities module to be made available	Lynne Doyle	Sept 2015
Attend regional equalities learning & development Action Learning Sets	Lynne Doyle	On-going 2015
To deliver training sessions on a range of specific topics: <ul style="list-style-type: none"> <li>- Essential skills</li> <li>- Dyslexia awareness</li> <li>- Disability Hate Crime</li> <li>- Human trafficking</li> <li>- PREVENT anti-extremism awareness</li> <li>- Transgender awareness</li> <li>- Equality Impact Assessments</li> <li>- Sexual Exploitation</li> <li>- Roma Awareness</li> <li>- Disability awareness</li> <li>- Cultural Awareness</li> </ul>	Lynne Doyle	2015-16

**Measures**

No. of staff attending training on each specific topics

% of participants of training sessions that considered training had met the objectives set for the programme



**Objective 6:** Improve **access to the environment** by meeting the needs of people from protected groups where these are different from the needs of other people

**Project 1:** Improve physical accessibility to and within Civic Offices and other Council owned buildings

**Responsible Officer:** Mike Roberts

Action	Lead Officer	Achieved By
Review signage within Civic Offices and other Council owned buildings in accordance with BS8300, JMU, RNIB	Property and Valuation Manager	November 2015
Renew as appropriate signage within Civic buildings	Property and Valuation Manager	November 2015
Review access to and from Civic offices and amend where appropriate	Property and Valuation Manager	November 2015
Establish a system for keeping access to Council owned buildings under review and amend where appropriate	Property and Valuation Manager	On-going 2015
Ensure access is suitable for the public to use toilets where appropriate in Civic offices	Property and Valuation Manager	July 2015
Sensory accessibility within Civic offices and other Council owned buildings to be reviewed	Property and Valuation Manager	On-going 2015
Improve entrance signage to Neath Civic Centre	Property and Valuation Manager	August 2015
Undertake feasibility study for locating a disabled toilet near the Committee rooms in Port Talbot Civic Centre	Property and Valuation Manager	June 2015

Action	Lead Officer	Achieved By
Liaise with the Sensory Support Manager and other partners regarding specific issues for people with visual and hearing impairments.	Property and Valuation Manager	On-going 2015
Provide access to all services offered by the Council and respect everyone's right to access these services.	Property and Valuation Manager	On-going 2015/16
Continue to undertake access audits of Council buildings and prioritise identified works to improve accessible environment.	Property and Valuation Manager	On-going 2015/16

### Measures

No. of compliments received regarding accessibility

% of complaints upheld in relation to accessibility

<b>Objective 6:</b> Improve <b>access to the environment</b> by meeting the needs of people from protected groups where these are different from the needs of other people		
<b>Project 2a:</b> Appropriate positioning of street furniture, signs, lighting columns, etc		
<b>Responsible Officer:</b> Mike Roberts		
<b>Action</b>	<b>Lead Officer</b>	<b>Achieved By</b>
Work with Disabled Network Action Group (DNAG), Safer Neath Port Talbot Partnership and other relevant groups to consider appropriate repositioning of street lighting columns as part of the street lighting refurbishment scheme.	Alan Jenkins	September 2016
Work with DNAG, Safer Neath Port Talbot Partnership and other relevant groups where appropriate to consider access improvements as part of any significant environmental maintenance work.	Andrew Lewis	ongoing
Ensure access is suitable for the public to use play provision throughout all parks.	Andrew Lewis	ongoing
Ensure access is suitable for the public for New School development at Western Avenue	Andrew Lewis	Jan 2016
Renewal of play equipment as appropriate to accommodate physical accessibility throughout all parks.	Andrew Lewis	ongoing
Ensure play equipment at New School development at Western Avenue is appropriate to accommodate physical accessibility	Andrew Lewis	Jan 2016
Ensure replacement benches within Parks accommodate physical accessibility	Andrew Lewis	ongoing
Continue to ensure that the correct bus shelters are installed to accommodate all users, and access is sufficient.	Andrew Lewis	ongoing
Continue to share best practice on equality Management with our staff and operational crews	Andrew Lewis	ongoing

**Measures**

No. of compliments received regarding accessibility and % of complaints upheld in relation to accessibility

<b>Objective 6:</b> Improve <b>access to the Environment</b> by meeting the needs of people from protected groups where these are different from the needs of other people		
<b>Project 2b:</b> Appropriate positioning of street furniture, signs, lighting columns, etc.		
<b>Responsible Officer:</b> Mike Roberts (Simon Brennan)		
<b>Action</b>	<b>Lead Officer</b>	<b>Achieved By</b>
<p>The positioning and style of street furniture to be considered in the following regeneration</p> <ul style="list-style-type: none"> <li>• Lower Station Road Enhancements</li> <li>• Green Park Riverside Enhancements</li> <li>• Harbour Walk</li> <li>• Port Talbot Integrated Transport Hub</li> <li>• Neath Town Centre Redevelopment – Phase 1</li> </ul>	Ian Williams	<p>June 2015</p> <p>June 2016</p> <p>March 2016</p> <p>December 2016</p> <p>August 2015</p>
<p>With relevant groups determine the appropriate signage, etc. in the following regeneration projects:</p> <ul style="list-style-type: none"> <li>• Lower Station Road Enhancements</li> <li>• Green Park Riverside Enhancements</li> <li>• Harbour Walk</li> <li>• Port Talbot Integrated Transport Hub</li> <li>• Neath Town Centre Redevelopment – Phase 1</li> </ul>	Ian Williams	<p>June 2015</p> <p>June 2016</p> <p>March 2016</p> <p>December 2016</p> <p>August 2015</p>
<p>Ensure access is suitable for the public to use the facilities particularly in the following regeneration projects are to be reviewed:</p>	Ian Williams	

<ul style="list-style-type: none"> <li>• Lower Station Road Enhancements</li> <li>• Green Park Riverside Enhancements</li> <li>• Harbour Walk</li> <li>• Port Talbot Integrated Transport Hub</li> <li>• Neath Town Centre Redevelopment – Phase 1</li> </ul>		<p>June 2015 June 2016 March 2016 December 2016 August 2015</p>
<p>Liaise with architects and other partners regarding specific issues for people with mobility problems in the following regeneration projects:</p> <ul style="list-style-type: none"> <li>• Lower Station Road Enhancements</li> <li>• Green Park Riverside Enhancements</li> <li>• Harbour Walk</li> <li>• Port Talbot Integrated Transport Hub</li> <li>• Neath Town Centre Redevelopment– Phase 1</li> </ul>	<p>Ian Williams</p>	<p>June 2015 June 2016 March 2016 December 2016 August 2015</p>

### Measures

No. of compliments received regarding accessibility

% of complaints upheld in relation to accessibility

<b>Objective 7:</b> Reduce gaps in the <b>educational performance</b> experienced by pupils due to their protected characteristics		
<b>Project 1:</b> To raise levels of attendance of pupils with the Protected Characteristics at school, including traveller, looked after children and pupils in receipt of free school meals.		
<b>Responsible Officer:</b> Chris Millis		
<b>Action</b>	<b>Lead Officer</b>	<b>Achieved By</b>
<b>Raising levels of attendance of pupils with protected characteristics</b>	Huw Roberts	
<b>Data unit to provide monthly attendance information</b>	Carl Glover	Ongoing,
Receive and interpret the attendance information in relation to identified groups from the data unit. Set an annual target set in line with Corporate Improvement Plan (Current target 93.2% July 2015)	Huw Roberts	Ongoing
<ul style="list-style-type: none"> <li>Evaluated data to assist schools in developing a draft strategy of engagement as part of their Attendance Action Plan to be submitted annually (September)</li> </ul>	Huw Roberts	Ongoing
<ul style="list-style-type: none"> <li>Consult with EWS, EOTSS, TAF, MEAS, Traveller Unit and LAC Co-ordinator developing engagement strategies with identified pupils</li> </ul>	Huw Roberts	Dec 2015
<b>Education Welfare Service in collaboration with TAF, MEAS, LAC co-ordinator and Traveller Unit to work with schools and pupils to develop improved attendance patterns to narrow the gap between pupils with protected characteristics and others.</b>	Huw Roberts/ Nicky Sneezum / Jan Hoggan/ TAF	July 2016
Roll out of strategies .... EWS work in conjunction with schools and families, in accordance with the attendance partnership agreement, to identify and work with pupils with protected characteristics and who have attendance issues.	Huw Roberts	Jan 2016 and ongoing

**Measures**

To be confirmed

<b>Objective 7:</b> Reduce gaps in the <b>educational performance</b> experienced by pupils due to their protected characteristics		
<b>Project 2:</b> To reduce the gaps in educational performance attainment between boys and girls at Key Stages (KS) 1, 2 & 3.		
<b>Responsible Officer:</b> Chris Millis		
<b>Action</b>	<b>Lead Officer</b>	<b>Achieved by</b>
<b>To address areas of pedagogy to ensure curriculum is engaging and challenging for both boys and girls. – The second core visit for all schools in the spring and summer terms of 2015 will be based on improving teaching and learning. The primary focus will be lesson observations. The level of scrutiny, support and monitoring will depend on the categorisation colour of the school.</b>	EDIS Challenge Advisors	
<ul style="list-style-type: none"> <li>• Training for school staff to ensure good models of pedagogy are consistent within our schools for literacy All schools have access to a shared Hub training programme for literacy and numeracy.</li> </ul>	Teacher Development Officer for Literacy	
<ul style="list-style-type: none"> <li>• Training for school staff to ensure good models of pedagogy are consistent within our schools for numeracy School to school support is brokered by Challenge advisers via the Lift as you climb project. The literacy and numeracy TDOs are also supporting schools with their training programme and this is supplemented with the work of the Leaders of learning.</li> </ul>	Teacher Development Officer for Numeracy	
<ul style="list-style-type: none"> <li>• Training for school staff to ensure good models of pedagogy are consistent within our schools for addressing SEN/ALN</li> </ul>	Teacher Development Officer for ALN	



Action	Lead Officer	Achieved by
<p><b>Identify good practice where schools are displaying consistently strong evidence in relation to attainment by boys. The Lift as you climb project identifies strengths and areas for development in every school. The schools are then paired up based on a Lead and Emerging status.</b></p>	<p>EDIS Challenge Advisors</p>	
<ul style="list-style-type: none"> <li>- Training for Headteachers to undertake effective monitoring of groups of pupils to ensure appropriate progress is made</li> <li>- All Heads and Dpeuty Heads have received data training, Self evaluation training and School improvement plan training.</li> </ul>	<p>Mike Daley</p>	
<ul style="list-style-type: none"> <li>- Training with INCERTS tracking software for Heads Deputies and Assessment coordinators. All schools have received Incerts training at a county level and most have received bespoke training within their own school</li> </ul>	<p>Mike Daley / Ann Stoker</p>	
<p><b>Share good practice through Neath Port Talbot Gateway Summer Term 2012. This has been usurped by the development of Hwb and Gary Morgan has been employed to further develop this across the county. Gary has run numerous training sessions for all schools.</b></p>	<p>EDIS Challenge Advisors</p>	

**Measures**

To be confirmed

<b>Objective 8:</b>	Ensure our employment and recruitment processes promote fairness and equality for all.	
<b>Responsible Officer:</b>	Sheenagh Rees	
	<b>Action</b>	<b>Lead Officer</b>
	<b>Employment Policies</b>	<b>Achieved by</b>
	Review our employment policies every three years:- <ul style="list-style-type: none"> <li>• Harassment at Work Policy</li> <li>• Whistleblowing Policy and Procedure</li> <li>• Grievance Policy and Procedure</li> <li>• Domestic Violence Policy</li> <li>• Equal Opportunities in Employment Policy</li> <li>• Flexible Working Policy</li> </ul>	Diane Hopkins
	<b>Recruitment Processes</b>	
	Undertake training for recruiting managers outlining their responsibilities under the Equality Act, making reasonable adjustments, at interview and when considering the best applicant for the post, ensuring a fair and transparent process	Diane Hopkins
	<b>Workforce Monitoring Information</b>	
	Collection of information on protected characteristics (This is part of the VISION Development Project and approval needs to be given for this development to be prioritised by Efficiency Board).	Cath Lewis
	<b>Annual Reporting</b>	

Draft and publish annual report on employment information by protected characteristic. (see above)	Cath Lewis	September 2015
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<b>Action</b>	<b>Lead Officer</b>	<b>Achieved by</b>
<b>Trade Union Consultation</b>		
Undertake ongoing consultation on monitoring developments and future objectives. These are to be on the agenda annually for the LGS Forum.	Diane Hopkins	28th April 2015

### **Measures**

No. of staff attending recruitment training

% of participants of training sessions that considered their knowledge had increased

No. of recruitment complaints

Other measures are reported in the Annual Equalities Employment Information Report.

<b>Objective:</b>	Gender Pay Objective		
<b>Project:</b>	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.		
<b>Responsible Officer:</b>	Sheenagh Rees		
	<b>Action</b>	<b>Lead Officer</b>	
	<b>Achieved By</b>		
	<b>Further develop pay/employment data</b>		
	<ul style="list-style-type: none"> <li>Address existing discrepancies</li> </ul>	Cath Lewis	March 2016
	<ul style="list-style-type: none"> <li>Identify and address any gaps in data</li> </ul>	Cath Lewis	Ongoing – completion by March 2016
	<b>Annual Reporting</b>		
	- Draft and publish pay gap information in employment information annual report	Diane Hopkins	Reported annually
	<b>Starting Salaries</b>		

Policy decision that all new starters commence on the minimum point of the grade. This is monitored via the Starting Salaries Monitoring Form.	Diane Hopkins	Ongoing
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**Measures**

Measure the gender pay gap by using the following method:-

- The single figure difference between the average hourly earnings of men and women calculated by reference to all female employees' average pay with all male employees' average pay.
- No. of new starters commencing above the minimum point of the grade.