

Meeting of:	Cabinet
Date of Meeting:	Monday, 25 April 2022
Relevant Scrutiny Committee:	Learning and Culture
Report Title:	Annual Equality Monitoring Report 2020 - 2021
Purpose of Report:	To seek approval of the Annual Equality Monitoring Report (Appendix A).
Report Owner:	Leader of the Council
Responsible Officer:	Tom Bowring, Head of Policy & Business Transformation
Elected Member and Officer Consultation:	Senior Leadership Team
Policy Framework:	This is a matter for Executive Decision
<p>Executive Summary:</p> <p>This report brings to the attention of Cabinet our progress against the equality objectives of the Strategic Equality Plan 2020 - 2024 and other actions taken to improve equality for people living and working in the Vale of Glamorgan.</p> <p>It summarises what Services have done to collect and analyse equality data on how people with protected characteristics have used their services. It notes what they have done to make improvements in the reporting period 2020 - 2021.</p> <p>It comments on progress made with each of the equality objectives and where we need to continue to focus our efforts.</p> <p>It refers to appendices which show the data collected and analysed by Services and a detailed report on employment information.</p> <p>Following consideration and approval by Cabinet, the report published and referred to Scrutiny Committee for comments to inform how we continue to progress this work.</p>	

Recommendations

1. That Cabinet approves the Annual Equality Monitoring Report 2020 - 2021 for publication as described in the body of this report and at Appendix A.
2. That Cabinet refer this report to Scrutiny Committee (Learning & Culture) to seek the views of the Committee to inform how to continue to address this work with comments being referred back to Cabinet.

Reasons for Recommendations

1. To allow the Council to meet its reporting duty under the specific duties for Wales and continue to make progress towards meeting the public sector equality duty and to ensure our equality work is available for scrutiny by the Equality and Human Rights Commission and others. Cabinet will note that a no status draft has been published on the website in the meantime to meet the requirement to publish the report by 31 March 2022.
2. To enable Scrutiny Committee (Learning & Culture) to consider the contents of this report and share views on the future focus of activity in delivering the Council's Strategic Equality Plan 2020-24.

1. Background

- 1.1 The Equality Act 2010 includes a public sector equality duty (the 'general duty') and there are specific duties for Wales.
- 1.2 The specific duties include the requirement to publish an annual report for the previous year by 31 March each year to demonstrate the progress made on equalities issues that are contained within the Council's Strategic Equality Plan and any associated equalities activity. A no status draft has been published on the Council's website.
- 1.3 This report provides Cabinet with the Annual Report for the period 2020-2021 for approval. The views of the Scrutiny Committee will be sought and referred back to Cabinet for their consideration.

2. Key Issues for Consideration

- 2.1 The Annual Equality Monitoring Report for 2020 - 2021 can be found in Appendix A. The report provides information relating to the ten equality objectives contained in the Council's Strategic Equality Plan 2020-2021.

- 2.2 These objectives are:

Improve how we involve, engage and communicate with protected groups about our work and decisions.

Continue to reduce the gender pay gap in the Council, identify whether there is a pay gap for ethnic minorities in the Council by March 2021, and report on both annually.

Improve employment opportunities in the Council for protected groups, particularly disabled and young people, to more closely reflect the diversity of the local population by March 2024.

Continue working on developing a more inclusive work environment that supports staff from all backgrounds to reach their potential through implementing a range of actions by March 2024.

Provide support and development to elected members on equality issues.

Develop and implement plans throughout the life of this plan to address attainment gaps for children and young people and provide support to overcome barriers to them reaching their potential.

Develop and implement processes throughout the life of this plan to address hate crimes, violence against women, domestic abuse and sexual violence.

Consider the housing needs of people with protected characteristics and how our work impacts on them, taking action to address any disproportionate impacts on these groups.

Work in partnership to consider issues relating to transport accessibility, particularly for disabled people and older people.

Develop and implement plans throughout the life of this plan to promote our natural and built environment and cultural heritage, including accessibility, to protected groups.

2.3 The Annual Equality Monitoring Report is structured so as to meet the requirements of the Equality Act and specific Duties for Wales. The Report therefore includes:

- Background information about the purposes of the Report and the way it has been developed;
- The steps the Council has taken to identify and collect relevant information (and any reasons for not collecting information);
- How the Council has used this information in meeting the three aims of the general duty;
- A statement on the effectiveness of the Council's arrangements for identifying and collecting relevant information;

- Progress towards fulfilling each of the Council's existing equality objectives (setting out what has been done, what has been learnt, where the challenges lie and what still needs to be done);
 - A statement on the effectiveness of the steps that the Council has taken to fulfil each of its equality objectives;
 - The report contains specified employment information, including information on training and pay.
- 2.4** To demonstrate how other relevant matters (outside of the specific work on the equality objectives) have contributed to this work, the annual report also includes a section on these issues and their contribution to show the wider work underway across the Council.
- 2.5** The Annual Equality Monitoring report contains a series of appendices to provide further information and make linkages with other relevant reports.
- 2.6** This particular reporting year was challenging for the Council. Some services were operating very differently during the pandemic and therefore not able to gather information that they would normally report.
- 2.7** Cabinet is requested to consider the Report at Appendix A, approve it for publication and refer this report to Scrutiny Committee (Learning & Culture) for its consideration on the future focus of the Council's work associated with the Strategic Equality Plan.
- 2.8** Once approved, the Annual Equality Monitoring Report will be translated so that bilingual versions are available.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1** The Strategic Equality Plan and its delivery demonstrates the five ways of working and the pursuit of the Council's well-being objectives.
- 3.2** It is a long-term plan aiming to improve equality for residents over a period of time through the achievement of its equality objectives. We have used research and evidence from the Equality and Human Rights Commission's 'Is Wales Fairer' which outlines the key challenges for improving equality in Wales.
- 3.3** It aims to prevent identified challenges from getting worse and to put in place measures which can improve fairness and equality for people who live or work in the Vale of Glamorgan. This is underpinned by our responsibilities under the 'general duty' of the Equality Act 2010 and the specific equality duties for Wales.

- 3.4** The equality objectives can only be achieved if there is collaboration across Council Services.
- 3.5** There are equality objectives relevant to most services, such as collecting and analysing data, and engaging with protected groups. Others are specific to a particular service, such as the domestic abuse objective. In turn, some of these will need collaboration with external partners. For example, our Community Safety Team works closely with Atal y Fro - an external organisation providing services for those experiencing domestic violence.
- 3.6** To develop the original Strategic Equality Plan in 2012 and to update it in 2016 and 2020, we involved people through an engagement and consultation process with stakeholders and the public to develop our equality objectives. Each of the equality objectives has an action plan to explain what we aim to do to achieve that objective. There is an equality impact assessment in place which describes the impact of this work on protected groups.

4. Resources and Legal Considerations

Financial

- 4.1** Officer time is needed to collect, analyse and report on equality and employment information on a regular basis. The benefit is a better understanding of how to target resources to deliver services which best meet the needs of users.
- 4.2** The actions ensure that the Council complies with legislation (avoiding a potential adverse cost implication for non-compliance).

Employment

- 4.3** Officers collect, analyse and report on employment information. The benefit is a better understanding of how to target resources to provide employment opportunities which best meet the needs of staff and applicants.
- 4.4** The Plan contains equality objectives specifically related to employment (regarding the reduction of the gender pay gap) and makes references to the employment profile of the Council as required by the Equality Act.

Legal (Including Equalities)

- 4.5** The Equality Act 2010 created a public sector duty, replacing the race, disability and gender equality duties. The duty came into force in April 2011. The duty covers age, disability, gender, gender reassignment, pregnancy and maternity, race, religion or belief and sexual orientation. Under the general duty, public sector organisations must have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation;
- advance equality of opportunity between different groups;

- foster good relations between different groups.

- 4.6** The duty to have due regard to the need to eliminate discrimination also covers marriage and civil partnership.
- 4.7** The Equality Act gives Welsh Ministers the power to impose specific duties through regulations. The specific duties are legal requirements designed to help public bodies meet the general duty. These were published in April 2011.
- 4.8** The Equality and Human Rights Commission published guidance on the public sector equality duty for Wales on 8 June 2011. It performs a regulatory role to ensure that listed bodies comply with the duty. If the Equality and Human Rights Commission believes that the Council has not complied with a public sector equality duty, it has the power to seek compliance.
- 4.9** The Annual Equality Monitoring Report sets out how the Council has been working to meet the general duty and public sector equality duty for Wales.
- 4.10** The Council is required to collect, use, and publish equality and employment information to help understand how its policies, practices and decisions affect individuals who share one or more of the protected characteristics. This process is essential if the Council is to comply with the requirements of the public sector specific equality duties in Wales. The information is required to accurately inform the equality impact assessment process, the Strategic Equality Plan and equality objectives.
- 4.11** The work reported upon in the Annual Equality Monitoring Report will assist in promoting community cohesion by meeting the diverse needs of local people and improving equality of opportunity.

5. Background Papers

Equality and Human Rights Commission Guidance: [Annual reporting, publishing and Ministerial duties: A guide for listed public authorities in Wales](#)

Stonewall's '[What's it got to do with you?](#)' leaflet.

Welsh Government '[2012 - Collecting Equality Data and Harmonised Standards Best Practice](#)' guidance.

[Equality and Human Rights Commission's Technical Guidance on the Public Sector Equality Duty Wales](#)



**The Vale of Glamorgan Council's
Annual Equality Report
2020 - 2021**

**You can ask for this document in other formats.
For example: larger font; on different colour paper.**

**You can ask for this document in Welsh.
You will find a Welsh version on our website.**

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Introduction

We must report on progress towards meeting our equality objectives and other equality matters every year by 31 March for performance in the previous year. This report tells you about our equality work between April 2020 and March 2021.

We do this to meet our duties under:

- the Equality Act 2010;
- the Public Sector Equality Duty (known as the ‘general duty’); and
- the specific duties for Wales.

We tell you how we have collected and used information to:

- eliminate unlawful discrimination;
- advance equality of opportunity; and
- foster good relations.

We also tell you about:

- how we are getting on with our equality objectives;
- the people we employ; and
- other equality work.

Background

We have described our main equality work in our [Strategic Equality Plan 2020 – 2024](#).

We agreed this plan in March 2020. It progresses our work from our previous plans in 2012 and 2016. There were a number of things we had to do to develop the first plan. We list the main steps below.

- We looked at how much information we had on the people using our services. We especially wanted to know which protected groups were using our services.
- We met with local organisations to see if there were areas that we could work on together.
- We looked at other plans to see if they had actions that needed to be in the Strategic Equality Plan. These plans included the Corporate Plan and the Equality and Diversity Scheme.
- We arranged events for us to meet with other organisations that have an interest in the needs of protected groups. We went to their meetings if they could not come to ours.
- We consulted with the public, staff and trades unions.
- We talked to people about what our priorities should be.

This helped us to decide on our equality objectives. These are an important part of the Strategic Equality Plan.

We consulted people again towards the end of 2015 to help us decide how to update the plan for 2016 and then again for our 2020 – 2024 Plan. We used feedback from engagement and consultation to develop a new set of equality objectives that give us a more balanced focus between internal and external outcomes. We have developed these using more recent research such as 'Is Wales Fairer? 2018' by the Equality and Human Rights Commission. We have also made links with our corporate wellbeing objectives.

To make sure we achieve the equality objectives, we put actions in service plans. These plans guide the work of each service area (such as Housing, Visible and Social Services). Each service has to monitor progress with these actions and report on this.

The Leader of the Council leads on equality issues. Directors take the lead in their own service area.

We find out about the latest issues and guidance in a number of ways, including through the Equality and Human Rights Commission network.

Steps taken to identify and collect relevant information

We have been collecting information about who uses our services for some time. There is a corporate approach available for doing this so that Services can collect data on protected groups in a consistent way. We encourage services to improve how they use this information to help them plan their work to better meet people's needs.

In this year's report, we report on the following services:

- Housing Solutions
- Housing Supporting People
- Shared Regulatory Service
- Learning and Skills – Social Inclusion and Wellbeing
- Learning and Skills - Vulnerable Groups
- Adult Community Learning
- Library and Information Service
- Adult Social Services
- Children and Young People Social Services
- Community Safety

- Creative Rural Communities
- Vale Communities for Work
- Tourism and Events
- Disabled Facilities Grant
- Strong Communities Grant Fund
- Corporate Procurement
- Adult Community Learning - Welsh for Adults
- Communications
- Corporate Complaints - Customer Relations

Some Services were unable to report as it was not possible to gather information during the pandemic due to the closure of services.

When we look at the information gathered, we consider:

- the data gathered over the last few years;
- the systems used to gather the data; and
- how Services use this information to make improvements.

This helps Managers to identify gaps in the information and take appropriate action.

To clarify why Managers need to collect the information, we use guidance from Stonewall. You can see the guidance in [Appendix 1](#). The form we used to gather information is in [Appendix 2](#).

You can find the equality information that Services have collected in Appendix 4. Each Service says how it has used the information to meet the three aims of the general duty.

The form we use to gather information for this report encourages Services to show how they have used the information to make improvements to services.

Reasons for not collecting relevant information

Some of the reasons for not collecting information include:

- staff asking users for personal information face-to-face;
- users not wanting to complete another form as well as sometimes long application forms;
- concern that limited surveys do not reflect a true picture;
- not having systems to collect the information.

We encourage managers to explain how important this information is in improving services.

Statement on effectiveness of steps taken to fulfil each of our equality objectives

Here is a short outline of how we developed our original objectives. You can find full details of this in our first [Strategic Equality Plan](#).

- We used national research to help us understand the issues. For example, we looked at 'How Fair is Wales', and 'Not Just Another Statistic' reports. The Equality and Human Rights Commission produced these reports.
- We looked at whether we had any information in the Council to tell us more.
- We talked to groups who know about the interests of protected groups.
- We consulted with our own staff and the public.

- We agreed the equality objectives that we would work on for the next 4 years.

To review our objectives, we looked at more recent research such as 'Is Wales Fairer? 2018' by the Equality and Human Rights Commission. We also carried out engagement and consultation.

Following this, we agreed our equality objectives. We show what work we have done on these below.

Strategic Equality Objective 1

Improve how we involve, engage, and communicate with protected groups about our work and decisions.

Our Communications Team conducted a limited number of consultations during this period, due to the COVID-19 pandemic. However, a number of consultations did progress, including the Annual Delivery Plan and the budget. The annual budget consultation was conducted between December 2020 – January 2021 and received just 16 responses to the online survey. This is the lowest response rate recorded in recent years. Of the 16 respondents, 15 answered the equality monitoring questions which is a response rate of 93%.

There was a slightly higher response rate from residents who identify as female than males. 100% of respondents are white and heterosexual. Some have limitations on their day to day lives due to an ongoing illness or disability. Respondents were from a range of ages but the majority were aged between 35 – 74. This is not a particularly diverse group, however, it was such a small number of respondents this is not a concern.

In future, we will use a variety of methods to engage with residents. We will rely on digital methods mainly, but we will always provide another way of responding so as not to exclude anyone who may be digitally excluded.

The draft annual delivery plan was approved in March, and the Council's budget, including the level of Council tax, was set in May. The annual delivery plan contains actions that aim to improve the wellbeing of residents, engage with more protected groups and generally improve Council services.

In addition to continuing to seek the views of protected groups in respect of policies and services, we also assisted colleagues in the Office for National Statistics to reach protected and seldom heard groups with the Census, that was undertaken in March 2021.

The communications team has been involved with our staff LGBT+ colleagues and allies network and also supported a new network for Black, Asian and minority ethnic

colleagues. This has helped to raise awareness of issues faced by colleagues from protected groups.

Our Customer Relations Team monitors responses to ensure that everyone in the community has equal access to the complaints process and other customer services ensuring that those with protected characteristics are not discriminated against in this respect.

Where people who share a protected characteristic are not represented in the feedback, we undertake targeted promotion to ensure that those groups are not being unfairly discriminated through lack of access to the complaints process.

Where we receive complaints from those who share a protected characteristic, we can use this to ascertain how services are delivered to that group ensuring no discrimination.

Electoral Services does not monitor equalities data every time for new registrations but does a lot of work to reach various demographics. Unfortunately, due to Covid-19, we have not been able to go into the community as much as in previous years, but we have tried to adapt as much of our plans as possible with online events or resources. We held the following events:

- Bus stop advertising aimed at young people and qualifying foreign nationals. This will run at the same time as UK Parliament week.
- UK Parliament week – social media campaign aimed at young people.
- International youth day – Social media campaign
- Care homes – Facilitated a point of contact in each Vale of Glamorgan care home, to ensure that vulnerable adults are able to register without barriers.
- Hostels, homeless residents, and housing agencies – Weekly movement sheets provided to us by the Homelessness department to ensure that we can encourage homeless residents to still register to vote.

- All our social media output is distributed for sharing to the Vale of Glamorgan's Regional Resettlement Officer, who works with Syrian nationals who have resettled in the Vale of Glamorgan.
- Schools – Social media and resources pack shared for distribution on Google classroom and other platforms to encourage registration for young people.
- We ran a competition to encourage young people between 14-17 to register with the prize being an iPad.
- Our annual house to house canvass enables anyone that might need assistance, to have the opportunity to register to vote.

Strategic Equality Objective 2

Continue to reduce the gender pay gap in the Council, identify whether there is a pay gap for ethnic minorities in the Council by March 2021, and report on both annually.

We monitor the gender pay gap on at least a quarterly basis and we have seen a significant decline in the median gender pay gap which we report to the Welsh Government. The mean gender pay gap has remained similar over the last few years. We report on this quarterly through performance indicators. We also report on it annually in this annual equality monitoring report.

The recent pay review in 2019 in relation to the revised NJC spine had a positive impact on the gender pay gap. We are undertaking work to review the current pay structure and we will again consider both the gender and ethnicity pay gaps. When recruiting to roles, we consider where we advertise to ensure we are getting representation across all applicant groups. We are also drafting an Attraction Strategy which will focus on improving our diversity profile across the Council.

Strategic Equality Objective 3

Improve employment opportunities in the Council for protected groups, particularly disabled and young people, to more closely reflect the diversity of the local population by March 2024.

We have been exploring how we reach different groups in relation to posting adverts using different outlets and more varied imagery to attract a broader range of applicants. We will work with our diversity networks to look at ways in which we can attract a more diverse range of applicants to our roles.

For young people, we provide specialised support for specific groups to support learning and learners' entry to the employment market. Covid 19 has restricted this work but we have provided wellbeing courses online and face to face when appropriate to support vulnerable learners and staff. We have provided FAN (family and friends) Groups, Men's Shed have been established to provide alternative provision, not currently covered by WG ACL funding, aimed to support individuals with their mental health and wellbeing and to combat isolation and loneliness.

Our Vale Communities for Work Team trains its project staff to be aware of their responsibilities under equality legislation so that they can challenge any unlawful discrimination, harassment and victimisation or other inappropriate conduct. Staff have also had disability training and have a nominated lead officer for this - a Disability Champion. We aim to ensure all of our service provisions are inclusive. As the programme targets those furthest from the job market, we work with a high number of people who tend to suffer from more barriers and some of those barriers are health-related, for example, mental health and special needs. We provide resources for people with complex barriers.

Strategic Equality Objective 4

Continue to work on developing a more inclusive work environment that supports staff from all backgrounds to reach their potential through implementing a range of actions by March 2024.

We continue our work as a Stonewall Diversity Champion using the Stonewall Workforce Equality Index to guide our work. Submissions against the index were suspended during the Covid pandemic but we continued to work with our LGBT+

staff network to raise awareness of LGBT+ issues, seek feedback on workplace issues and make our workplace more inclusive.

We also continued to hold discussions between senior leadership and staff through our Corporate Engagement and Innovation Forum, including discussion of our Culture Book which provides information on our values, staff networks and how we promote inclusivity.

We focused on promoting staff health and wellbeing during the Covid epidemic at a time when there were so many changes in people's working and personal lives.

We considered how we could promote employment opportunities in a way that challenges gender stereotypes. An example of this was a Social Media campaign for Motor Vehicle Fitters which included both male and female imagery to challenge the stereotype. This was publicised through Facebook, Instagram and LinkedIn. Another example has been our Social Care advertising which has included both male and female imagery helped by WeCareWales resources. This has been important in ensuring we obtain as many suitable applicants across both genders.

Strategic Equality Objective 5

Provide support and development to elected members on equality issues.

Members have access to iDev where they can find a range of e-learning modules on equality issues. In response to the Black Lives Matter movement, we provided anti-racism training to Members and provided them with links to on-line resources on how racist bias works and how to disrupt it and the difference between not being racist and antiracist.

We provided reports on the introduction of the socio-economic duty to raise awareness and made arrangements to provide training on this.

We keep Members' training and development under review and arrange to meet identified needs.

Strategic Equality Objective 6

Develop and implement plans throughout the life of this plan to address attainment gaps for children and young people and provide support to overcome barriers to them reaching their full potential.

We have developed and implemented actions in a number of ways to address attainment gaps for children and young people who may have barriers to attainment and engagement linked to their protected characteristics.

Recognising that bullying can be a barrier to children and young people achieving their potential, in January 2021, we produced a Model Anti-Bullying Policy. We provided this to all schools within the Vale of Glamorgan to adopt as their own individual school policy. The formulation of this policy was a lengthy and considered process that involved consultation with young people and key stakeholders whose views were considered and reflected within the policy. The Model Anti-Bullying policy reflects the principles of the Welsh Government's 'Rights, Respect, Equality' guidance 2019. Anti-bullying data was previously collected prior to COVID lockdown and this helped inform the formulation of the policy.

The policy not only focusses on traditional unkind behaviour in the form of traditional bullying but also places significant emphasis on the focus of all forms of bullying and one-off prejudice related incidents that focus on protected characteristics, such as racism, transphobia, sexism, misogyny, special educational needs and disability. There has been consistent collection of school bullying and one-off prejudice incidents data on a termly basis throughout the academic year 20-21. This collection period has seen much school closure and reduced attendance due to the COVID19 pandemic. In this context, we are yet to identify the accuracy and true reflection of bullying data trends.

From the school data collection 2020-21 it can be seen that during Autumn 2020, the most common form bullying was verbal face to face bullying focussing on racist remarks, one-of prejudice incidents showed the most common are verbal incidents which focussed on appearance. During Spring 2021, when schools were mainly

closed it is clear that on-line bullying accounted for most of the incidents with no particular area of phobia standing out. During our initial data collection 20-21, we have not been able to identify any trends. Previous collection of data was dated and did not focus on the same categories as the new set of categories so we could not compare them.

At this time, as we continue to gather data, there has been no requirement to focus on any types of intervention or support for schools when tackling incidents of bullying and prejudice. We will continue to monitor this. We actively engage with third sector providers, such as Show Racism the Red Card to gain support for schools in raising awareness of race and other forms of prejudice.

The data we request is in line with the data reporting categories outlined by Welsh Government. This will now include an enhanced suite of data fields including the type of prejudice incident, for example, racism, transphobia, sexism, along with the type of bullying used, for example, face to face, on-line, relational, exclusion or isolation. This kind of data combined with migrated SIMS data outlining the victim's ethnicity, age, and gender will give us greater clarity. We will be able to scrutinise the data in more detail so we can identify trends and potentially forecast emerging and future issues.

During Academic year 21-22 and onwards there is an intention that all schools within the Vale of Glamorgan will manage and record all bullying and one-off prejudice incidents on a bespoke Safeguarding IT system, thereby achieving more accurate and consistent data that can be analysed with greater scrutiny.

There will be corporate analysis of school anti-bullying and one-off prejudice data on a termly basis. A web based safeguarding software solution, which integrates with the schools safeguarding IT system will enable this to take place.

We have undertaken multi-agency working to ensure schools who have identified issues around exclusions receive appropriate support and signposting to agencies and professionals to address this. This is evidenced by the targeted work with St

Cyres and Pencoedtre around support to respond to issues related to race and mental health disabilities.

We have used the Elected Home Education (EHE) WG grant to ensure elected home education learners with vulnerabilities have access to support and services.

We have placed an emphasis on a training roll out related to inclusion and exclusion issues and pastoral support plans. The creation of new Attainment Wellbeing and Engagement (AWE) team to support vulnerable families has enabled enhanced access and engagement with school offers. This is in line with our wider trauma informed approach to addressing pupils' needs related to early childhood trauma. The approach encompasses a focus on understanding and meeting the specific needs of vulnerable learners rather than adopting a punitive approach to incidents involving these learners from the outset.

We have created Virtual School reports as a mechanism to identify learners based on ethnicity. The reports enable us to track and monitor minority ethnic learners who are at risk of underachieving. Once these learners have been identified, on a school level, the team provide a programme of targeted support for the schools and their learners, whilst looking at the needs of the whole child.

Since 2017, the Vulnerable Groups Team provided a central and key point of contact between the schools and home, especially when there is no additional Home Office Funding to support the Specialist Resource Provision learners. This home school liaison has been pivotal in ensuring the families from the Specialist Resource Provision were able to support their children with home learning during lockdown. The Vulnerable Groups Team were able to allay the families' fears in enabling these groups of learners to access the hub school places offered. The team provided regular contact with families from the Specialist Resource Provision during lockdown to ensure academic, social and emotional support was in place for the children, and to continue to develop the positive relationships already established with these families, especially as many of these parents felt isolated.

The Vulnerable Groups Team supports schools to apply for Home Office funding to employ Arabic speaking Grade 5 Learning Support Assistants (LSAs). These school based Learning Support Assistants and the Vulnerable Groups Team, funded from the Minority Ethnic Achievement and Gypsy, Roma and Traveller (MEAGRT) grant, provide support for the learners in the schools and liaise between home and school. The Learning Support Assistants and the Vulnerable Groups Team have developed excellent relationships with the children, their families and school-based staff. These relationships facilitate schools' and parents' communication to ascertain the changing needs of the children and how these can be met. These home school relationships were consolidated during the past year as the Learning Support Assistants and the Vulnerable Groups Team provided targeted support for the learners in the Syrian Resettlement Programme (SRP).

The team makes every effort to move the children towards a level of social and emotional independence, assisting with friendship difficulties, discussing cultural norms and rewards and consequences where appropriate. The targeted support involved upskilling the parents in online learning, such as video lessons on using online platforms and online reading resources.

In January 2020, the Vulnerable Groups Team trialled the use of 'Giglets', an award-winning online literacy platform supporting schools with multilingual literacy and language. This online resource was funded through the MEAGRT grant and piloted in Spring and Summer 2020. The team included parents in the online literacy lessons to support their children's learning, which they reported also helped improve their own English language skills. During lockdown, this online resource became an essential tool for supporting and maintaining reading skills with learners from the Specialist Resource Provision. The schools and the Vulnerable Groups Team were able to allocate online books to learners of all ages and abilities to provide relevant and appropriate opportunities to them at a time when they were unable to access structured reading materials.

All targeted learners from the Syrian Resettlement Programme retained their National Curriculum levels and reading levels to those prior to the Covid 19

restrictions. The acquisition of English language improved for all targeted Specialist Resource Provision learners within the 'New to English' competency stage.

Targeted learners from the Specialist Resource Provision in Key Stage 3 and Key Stage 4 received continued support during Covid 19 restrictions, directly and in real time via Google classroom. All targeted Specialist Resource Provision learners in KS3 and KS4 improved their reading accuracy and comprehension age by at least 12 months (baseline YARC assessments September 2019 and re-assessed September 2020).

Two Specialist Resource Provision learners in Year 10 have achieved GCSE outcomes in 2020. One learner, who has been in school in the UK for just over 18 months achieved GCSE grade D in English literature and grade C in numeracy, and the other learner who has been in school for almost 5 years, achieved GCSE grade D in English literature and grade E in numeracy. In 2019-2020, there was one SRP learner in Year 12. The learner was in school in the UK for just under 3 years and achieved AS grade C in psychology, grade D in biology, grade C in textiles and grade E in chemistry which allowed the learner to progress to Year 13.

The latest activity to address attainment gaps for children and young people has been for St Cyres School to be recognised as a School of Sanctuary. The panel was unanimous in agreeing that St Cyres School should be recognised as a School of Sanctuary in September 2021. The team supported the school to apply for the award. The school is the first in the Council to achieve this award.

The attainment gaps based on ethnicity have been based on data produced on a national level. In the Vale of Glamorgan, learners from Ethnic Minority background are not at the greatest risk of underachievement and that is based on school level data. This may be anecdotal, but it cannot be ignored. It would be more meaningful if attainment gaps were based on level of language acquisition along with learners' ethnicity, identified additional learning needs and socio-economic background.

There has been a greater shift in the team's work in redrafting a Strategic Equalities Plan for schools to support a more inclusive education offer for learners, including

Minority ethnic learners. There has been satisfactory progress to support practitioners positively promoting race equality and being anti-racist, through the development of the Strategic Equality Plan for schools. The work plan for the implementation is on track for completion and Cabinet and Scrutiny Committee (Learning & Culture) have recently considered the draft.

There has been limited progress in the outcome to improve resources for teachers on anti-racism, diversity, and Black history. A positive step has been a dialogue in how the Central South Consortium's Strategy for Equity and Excellence could be actively anti-racist and support schools in developing the recommendations set out in the final report submitted by the Black, Asian and Minority Ethnic Communities, Contributions and Cynefin in the New Curriculum Working Group.

In respect of supporting LGBT+ children and young people to achieve their potential, we provide support as follows:

- The Inclusion team are trained by the Resilience Project in supporting mental health needs and offering support for learners who are transitioning or who experience mental health difficulties linked to their sexual orientation.
- The Inclusion team shares resources from organisations such as Mermaids and Stonewall to support learners, their families and school professionals.
- Staff have been provided with specialist training to enable them to provide an appropriate service that meets the needs the young LGBTQ communities.

Strategic Equality Objective 7

Develop and implement processes throughout the life of this plan to address hate crimes, violence against women, domestic abuse and sexual violence.

We have processes in place to tackle hate crimes. The Community Cohesion Officer works closely with the South Wales Police Hate Crime Officer, who responds to all hate crimes and hate incidents across the Vale. Joint meetings support the

promotion of appropriate messages based on the types of incidents that are being reported and on ensuring that community cohesion is supported across the Vale.

We monitor how we are making improvements in dealing with violence against women, domestic abuse and sexual violence by gathering data. Data analysis refers to the services and work that is being implemented in respect of the VAWDASV agenda.

We are improving awareness amongst people in the community of the advice and support available to them. This year saw a significant increase in the level of engagement with the public regarding community safety advice and support. Throughout the year, we issued 24 posts specifically relating to hate crime and 72 relating to domestic abuse. The social media membership was increased to 466 Facebook followers, 140 Instagram followers and 857 Twitter followers. This wide variety of individuals received 430 tweets, 393 Facebook posts and 49 Instagram posts. This represents a positive increase in the number of advice and support messages being issued to individuals who may be vulnerable across the vale.

Strategic Equality Objective 8

Consider the housing needs of people with protected characteristics and how our work impacts on them, taking action to address any disproportionate impacts on these groups.

We have reviewed and amended the allocation process for households with accessible housing needs to ensure that disabled applicants are now considered for a greater number of homes considering all reasonable and appropriate adaptations. A broader review of the Homes4U Scheme is next to be considered to ensure all social housing is allocated proportionately. Initial discussions have commenced with partners including a number of consultation initiatives.

Development of services under the Older Person Strategy has now been outsourced.

All staff have received LGBTQ+ training with a champion being appointed to drive awareness forward.

Homelessness prevention continues to be a priority and the department has also commissioned Officers through the Council's Supporting People Service / Housing Support Grant to aid the Welsh Government Rapid Rehousing approach emerging from the pressure of the pandemic.

We work with our partner agencies delivering our contracts to ensure they are working with as many people as possible who need our services. We ensure we map needs, analyse data and develop contract specifications which reflect good practice and keep people safe. Our partners ensure everyone has the opportunity to be engaged within their communities and actively promote participation.

With our third sector providers we address issues relating to employment, debt reduction and management, benefit maximisation and managing money. We also address environmental factors through our contracts.

Our third sector partners deliver support to people across the protected characteristic spectrum and ensure everyone is able to access services. We actively promote inclusion within our contracts and regularly review our providers to ensure they are delivering to a high standard.

We contract to third sector providers who support people to become active and engaged in activities and they promote healthy lifestyles and healthy living. The Supporting People programme is responsible for engaging hard to reach vulnerable clients and providing them with support to maintain their tenancies.

Strategic Equality Objective 9

Work in partnership to consider issues relating to transport accessibility, particularly for disabled people and older people.

We work with our passenger support providers to encourage them to provide relevant training to their staff in issues such as using lifts and restraints on wheelchair accessible vehicles. We ask for confirmation that this has been done. We train our own staff, for example Greenlinks volunteer drivers.

We continue to promote the take up of the Welsh Government Concessionary Travel to encourage increased uptake of the scheme. We do this by explaining the schemes available on the Councils website, including Cardiff and Valley Lines Concessionary Travel Pass and the Welsh Young Person's Discounted Travel Scheme.

We have installed a number of raised kerbs when upgrading bus shelters to assist less able people in getting on and off buses. We have incorporated electronic timetable displays in our upgrades to bus shelter which give the passenger better information and make public transport a more attractive option than use of the private car.

In addition, as part of Active Travel schemes, we have installed tactile paving crossings near to bus stops to assist those with sight difficulty.

We provide free parking for disabled persons with a blue badge. We have provided extra disabled parking spaces at Barry Island and implemented the disabled bays.

We monitor services to ensure that disabled people and older people receive high quality support services that factor in transport into individual support plans. For example, where relevant service users will be supported to claim for PIP to help with transport costs, supported with learning how to use public transport, planning journeys etc.

Strategic Equality Objective 10

Develop and implement plans throughout the life of this plan to promote our natural and built environment and cultural heritage, including accessibility, to protected groups.

Our work to promote the natural and built environment has been affected by the Covid pandemic. We normally undertake surveys to get feedback on what people think of our visitor destinations but this has been difficult to do this year. This process allows us to ensure that the needs of all communities are met when visiting us and that should any particular group show a change in trend or particular reaction to specific aspects then we are able to identify it and consider appropriate action.

The Strong Communities Grant Fund is a tool to empower organisations across the Vale to take the lead in developing and delivering projects that serve their communities. All projects must demonstrate how they benefit groups with protected characteristics. The range of projects supported shows that the fund is predominantly helping improve engagement with protected groups, working in partnership to consider needs relating to transport accessibility, and promoting natural and built environment and cultural heritage – including accessibility.

Other matters relevant to the general duty and specific duties

You will see in Appendix 4 that there are a number of ways in which services have collected data and promoted equality.

In addition to this, we report on other matters that help us to promote equality below.

Equality Impact Assessments

We have had a system for assessing the impact of our work on protected groups for many years. We review and improve it from time to time. We publish the results of our assessments on our website.

In January 2017, we introduced a new process for carrying out equality impact assessments. It links to guidance, research and data. It only allows officers to start the process and they then have to contact the Equality Team for advice. We hope that this will improve the quality of the assessments.

We continue to support managers to think about their work in this way. We provide training on how to carry out assessments. There is an e-learning module for people to learn on-line how to do it. We ask them to show their thinking in a formal record that we can publish.

During the last few years, it has been important for us to think about how budget changes might affect our services. As we prepare budgets, we think about how changes might affect protected groups. We also think about how we can minimise adverse impacts on them. We publish on our website the assessment of how the budget impacts on protected groups.

More recently, we have also had to think about providing services in a very different way. This is because we know that each year, for the next few years, there will be greater pressures placed on budgets. As we do this, we think about how this will affect protected groups and we talk to them about it.

In preparation for the introduction of the Socio-economic Duty which came into force on 31 March 2021, we amended our equality impact assessment process and guidance to take

account of socio-economic disadvantage. At the same time, we also reflected Welsh Language considerations in the assessment process.

Equality Training

We continue to offer e-learning modules on a range of equality topics. This training covers a few areas including: basic information about equality; how to assess the impact of our work on protected groups (equality impact assessments); disability awareness; and information about transgender issues.

People can look at the e-learning modules from their Council provided computers. They can also access them from home through their personal devices. This can make it easier for some people to do the training. We can monitor who has completed this type of training.

Procurement

The Council's corporate procurement process ensures that procurement processes take into account the Public Sector Equalities Duty and are compliant with statutory legislation. This includes due diligence through tender documentation.

The selection stage of the Council's procurement process has seven scored questions which can become mandatory pass or fail if required. The first question is:

“ As an employer, do you have a policy and provisions in place to ensure that your organisation and staff comply with your statutory obligations under the Equality Act 2010, and accordingly, is it your practice not to discriminate directly or indirectly on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation in relation to decisions to recruit, select, remunerate, train, transfer and promote employees?
Yes / No”

The award stage of the procurement process can also include equality and diversity requirements for evaluation.

Procurement Officers usually attend the annual Welsh Government Procurex Conference to ensure they are aware of the latest initiatives and best practice on Ethical and Inclusive Procurement. We receive all Welsh Government and UK Government updates and are part of the Local Authorities Head of Procurement Network for Wales. An example of supporting equality was receiving and disseminating information regarding see-through face masks to allow for lip reading.

Disability Confident Scheme

We are proud to be a member of this scheme. It recognises employers who help disabled candidates into work and support employees if they suffer ill health during their working lives.

Under the scheme, we help people with disabilities in a number of ways.

- **Accessible interviews**

We remove barriers to interviews by providing things like: car parking; signers; Braille; wheelchair access; a loop system; or interpreter.

- **Prior Consideration**

We guarantee an interview to people with disabilities so long as they meet the essential requirements of the person specification for the post.

- **Interview location**

We can arrange for a visit to the interview location before the interview. We can then make adjustments or adaptations before the interview if people need them.

- **Developing abilities**

We make sure that there is an opportunity for people to develop and use their abilities. We do this through our Personal Development Review system, #itsaboutme.

- **Supporting employees**

We support employees to stay in employment if they become disabled. We provide an occupational health service and a counselling service.

- **Raising awareness**

We arrange training to help staff know more about disability. We also advertise our commitment on our Staffnet and on posters in the building.

- **Reviewing the scheme**

We check regularly how the scheme is running and plan improvements. We have been able to trial a job experience scheme and have offered placements to several job seekers.

Stonewall Diversity Champion

We continued to be a member of Stonewall's Diversity Champions Programme. We developed an action plan to improve the workplace for lesbian, gay, bisexual, and trans people. This helps us to make sure that we treat people fairly when they are employees or applying for jobs.

Our work has included supporting an LGBT+ and Allies Network, relaunched in January 2019 as 'GLAM'. Network Members take part in regular meetings related to three different workstreams: workplace impact; visibility and awareness; and social and support. Each group has a number of objectives to achieve to help make the workplace more inclusive for LGBT+ people. This work has involved reviewing policies, raising

awareness of issues affecting LGBT+ people, and arranging social events to network and provide support to staff. We have a GLAM webpage on our intranet.

We have LGBT+ Champions at both Member and senior management level.

We take part in Stonewall's Workplace Equality Index normally, however, the Index was suspended during the Covid pandemic. The WEI provides a framework to improve lesbian, gay, bi and trans inclusion in the workplace.

During the previous three years, the Council has continued to improve its standing in the Workplace Equalities Index. This was particularly impressive given that the number of organisations taking part had significantly increased. For example, in 2019 there were 445 organisations and in 2020 this went up to 502.

Show Racism the Red Card Campaign

We continue to work with Show Racism the Red Card. This is a charity that works with young people to raise awareness of racism and homophobia. It uses footballers and other sports stars as role models to do this. It delivers workshops in schools and youth settings to children and young people about racism and provides fun fitness sessions.

The workshops impact positively with pupils stating they had changed the way they treat others. More than 90% of teachers would recommend the workshops to another school.

After the workshops: the knowledge and understanding of racism amongst primary school pupils increases as does confidence in talking about racism.

During November and December 2020, Show Racism the Red Card delivered anti-racism training to Elected Members and senior officers. The training covered the role of legislation, and overview of protected characteristics, prejudice and unconscious bias, an exploration of the barriers to tackling prejudice in the workplace and throughout society, and the language of equality.

Integrated Autism Service (previously Adult Autism Advice)

The Integrated Autism Service is a multiagency team of local authority and health staff covering the Cardiff and Vale of Glamorgan area. It provides diagnosis and support for adults with autism. The team began in 2012 and developed into the Integrated Autism Service in 2017. The Team gathers information about available services. These services come from local authorities, external service providers, and third sector organisations. The team then supports clients to access these services and provide more targeted support if there are barriers.

This work helps clients to access support or opportunities that are available to them in the wider community. Without this low-level support, they may not have known about the support opportunities or felt able to access them. It also helps us to deliver preventative services that meet the requirements of the Social Services and Well-being (Wales) Act 2014.

The Integrated Autism Service short-term, targeted interventions encourage people to be independent and not to become dependent on the team.

Prior to the onset of Covid most appointments were Face to Face. Support is now available through a Virtual Advice Hub. As well as signposting and support to access other opportunities the team has always run a range of groups. Work has gone on to convert them into virtual on-line versions. When the current crisis is past having virtual version available will increase the reach of the service.

Work is ongoing. Currently the groups in virtual format are:

- A post diagnostic group where adults learn about the condition they have been diagnosed with and how it may affect their lives.
- A social skills communication workshop.
- Mindfulness
- Healthy eating and balanced diet.

Vale 50+ Strategy Forum

The Forum speaks up for the needs of people aged fifty and over in the Vale of Glamorgan. Its members are in contact with many local and national working groups. The Forum has a constitution and an elected group of members called an Executive. The Executive decides how the Forum works.

The Executive meetings are open for all Forum members to attend. By attending, members can benefit from a range of interesting presentations on available services. Members also have the opportunity to express their opinions on service developments and planning. This year Executive meetings have continued to be held each month with alternative formal and informal meetings, however due to restrictions they have been held digitally allowing members to join online and via telephone.

Throughout 2020/21 the Forum have continued to be proactive in ensuring older peoples voices are heard in consultations and decision making. The Forum have taken part in consultations on a range of topics this year including transport, health, climate change and the impact of COVID-19.

At a time where it has been harder for older people to access information the Forum have continued to stay in contact with its members both online and via letters to ensure they are aware of the key support services available to them. Monthly e bulletins including local updates and information are sent to all members and distributed to the wider 50+ via local networks and contacts through other Council services, the Cardiff and Vale University Health Board, GVS and Newydd Housing. The monthly e bulletin is in addition to the weekly newsletters you can sign up to on the [Forum's website](#) that is regularly updated.

This year discussions have taken place working towards the Vale becoming recognised as age friendly by achieving World Health Organisation [Age Friendly status](#) with the Older Peoples Commissioner.. An age-friendly community is somewhere where people come together to improve life for the people who live there, particularly as they age.

There are 8 domains that are essential features in age friendly communities, these are:

- Outdoor space and public buildings
- Transport
- Housing
- Social participation
- Respect and social inclusion
- Civic participation and employment
- Communication and information
- Community support and health services

These discussions have continued into 2021 with the Public Services Board agreeing to take this work forward at the April 2022 meeting.

You can join the Forum if you are over fifty and live, work or volunteer in the Vale of Glamorgan.

Arts Development

For more than a year life has been extremely challenging for most people due to the COVID 19 Pandemic. Eighteen-months on, isolation, loneliness, wellbeing, and health have been significant challenges throughout. The pandemic has forced people to communicate differently, mainly online. Through this creative technology, 'the arts' have significantly flourished. Individual artists and arts organisations from all disciplines including the visual, performing, music, craft, literature, poetry and more have offered a diverse mix of opportunities to all. The arts have been able to come to the fore highlighting, creativity, opportunity, inclusivity, and diversity, positively impacting on individuals' mental and physical health through a wealth of online interactive participatory opportunities.

The arts continue to communicate digitally to engage with people locally and worldwide. The Arts Development Officer has devised and delivered some key projects midst the

pandemic with the aim of addressing some of the issues mentioned. We have provided a focus for the community for all ages, backgrounds and abilities to take part or view arts opportunities. Some of the key events and activities are described below.

Holocaust Memorial Day (HMD) is observed annually around the world on 27 January to commemorate the anniversary of the liberation of Auschwitz-Birkenau. Last year, the theme was 'Be the light in the darkness' by the Holocaust Memorial Trust London. This international event enables us to reflect on past actions as individuals whilst recognising the depths that humanity can fall from past events and continues to do today. The theme highlights how individually we can 'be the light!' illuminating truths, solidarity, support, and rescue to create a safer environment for future generations. We have recognised the importance of this event and for more than ten years and we have marked the day through our Arts Development Service, working in partnership with the Holocaust Memorial Day Trust UK. We work to embrace both local and world issues, recognising and supporting humanitarian concerns, displacement, migration, homelessness, rescue and much more.

Due to Coronavirus restrictions, this year (January 2021) was particularly challenging as the Gallery was closed. To embrace the theme, Barry Town Hall, the home of Art Central Gallery and other key landmarks in the area including the Western Shelter, Barry Island and the Dock Offices were lit up in purple light, to show solidarity and engage with the national event.

A Commemorative Ceremony for the public, was held online during the evening of Wednesday 27 January. This allowed the community to engage in the day and hear the Council's Leader and Managing Director deliver the 'Statement of Commitment, prepared by the HMD Trust. Midst a global pandemic, it was important to pause and reflect on both historic and events happening today, recognising that this and other atrocities are never forgotten and that it is important to act and make changes for future for generations.

Women's Arts Association Wales (WAAW) arts exhibition opened in March 2020 to mark International Women's Day (IWD) a global event celebrating the social, economic, cultural, and political achievements of women. The worldwide event also aims to

accelerate gender parity and connect with women's equality. The WAAW exhibition opened for one week before, the pandemic hit and the gallery, like all Council Offices and facilities closed, with a plan to reopen in March 2021. Unfortunately, the continuing pandemic prohibited this.

Over a year later, the same exhibition of artworks created by over one hundred women artists reopened in July 21. Marked annually, International Women's Day raises awareness and celebrates women's achievements. The exhibition enables new upcoming artists and the wider community to show artworks alongside arts professionals thus creating a truly vibrant and diverse show of a variety of art works.

Online digital exhibitions were created during lockdown by the arts development service. The first was a digitalised show of the exhibition by the Women's Arts Association Wales. This enabled people to see a glimpse of the show and what was going to be available to actually see in the gallery once reopened. This happened in July 2020.

'Arts in Isolation' was an online open art exhibition for all supported by the Arts Development Services in partnership with Art Central Friends. Submissions were submitted by the local community and beyond including art works from India and Turkey. A mix of submissions included music, song, and visual arts, the artworks depicting how creativity and the arts had significantly helped individuals and families during lockdown. The online exhibition was followed by a live exhibition in Art Central once the gallery had reopened and was shown in August and September 2020. The live show was a very popular exhibition.

The third digital exhibition was in partnership with Cardiff and Vale College CAVC. After spending a year working in difficult circumstances at home, the students were able to publicly display their end of year show online. It wasn't possible to show their work in the gallery as usual, due to the pandemic.

The digital exhibitions provided an opportunity to show the exhibitions to the widest audiences during a difficult time. The exhibitions supported those experiencing social

inclusion and isolation enabling all ages and abilities to be profiled and involved when the community was so segregated and diluted.

Once the gallery had reopened and we have been able to show live exhibitions we have shown a 'Summer of Fun exhibition'. With secured funding from the Welsh Government the summer workshops encouraged young people to participate in a variety of artist led workshops that were shown in the gallery. This exhibition showed excellent work created in workshops led by freelance artists, together with works submitted by the young people that they had created at home. The workshops enabled young people from all backgrounds to meet interact, make new and see existing friends, whilst learning new skills and seeing their work shown in a professional setting.

Freelancer Cultural Recovery Funding - The Welsh Government working with Creative Cardiff and Business Wales and local authority Arts and Cultural and Economic Development services in Wales, set aside £63 million for Wales' Cultural Recovery Fund. The funding provided essential support to sustain the arts and creative sector, with the aim of enabling cultural creative organisations and individuals to thrive and receive support during the pandemic. It meant each freelancer received initially £2,500 followed by an additional equal amount with a final round of individual allocations for those most in need, to support the arts practitioners through this extended period of reduced activity.

During the lockdown and the global pandemic, the Welsh Government identified that the freelance creative arts and cultural sector plays an important contribution to the Welsh economy and cultural life. It was also identified that the sectors professional knowledge, experience, enthusiasm, and vision can help recovery midst this crisis. This is the first time the arts have been recognised equally as significant contributors to Wales creative and cultural economy.

Many Freelancers lost their jobs in theatres orchestras, television, film, and other creative roles, with the pandemic. Some have been supported by the fund and have been able to continue their creative work during the pandemic. Many used the money to help them adapt and support their practices e.g. arts professionals delivering classes by adapting their skills to record and deliver their creative practice online.

The process also brought together a Freelancer Pledge by the Welsh Government. This has enabled Local authorities and freelancers to connect for future opportunities bringing creativity and imagination to all areas of public life. The Freelancer Pledge reaffirms when developing recovery plans and aspirations that Wales has a commitment to involving the freelance arts community, a first for the UK.

To enable delivery of this funding on behalf of the Welsh Government, the Vale of Glamorgan Council's Arts Development Officer together with the Economic Development and Creative Rural Communities officers worked cross-departmentally to enable this funding opportunity to be implemented. The process took place over several months and had different funding stages implemented. All applicants received an equal figure of a minimum of £5000. The total number of freelancers supported in the Vale of Glamorgan were:

- Cultural Recovery Grant Round 1 (this included Phase 1 ,2 and 3) - 231 grants paid totalling £577,500
- Top Up Grant was paid to eligible applicants who received the Cultural Recovery Grant in Round 1 – 203 grants paid totalling £507,500
- Cultural Recovery Grant Round 2 - 40 grants paid totalling £100,000

In Wales, pre-COVID 2020, the creative industries generated £2.2billion and employed 56,000 people. The recognition of this sector has created a legacy for Freelance Artists working independently and in the creative industries recognising that artists in their broadest sense have a significant place in society whilst impacting on the wider economy, placing artist on a par and in some cases, ahead of other industries. The programme has created a comprehensive database of artists from all arts disciplines who signed up to the pledge creating a database of practitioners for this and all local authorities. New information is currently being gathered by the Welsh Government to identify the support, benefits, and outcomes.

The arts have always continued to be inclusive and this year have shown how they can embrace equality, diversity, inclusion and other factors. The arts will always continue to do this today and in the future.

Leisure Services

The Healthy Living and Performance Team, like the majority of Council departments, experienced a very different year due to the covid-19 pandemic than that originally planned.

The service needed to adapt quickly to a changing world and ensure that its objectives could be delivered in the best ways possible. This was particularly challenging for certain groups of key clients including groups identified within the Council's Strategic Equality Plan.

However, many adaptations and new initiatives were launched as a direct reaction to the challenging conditions.

One such initiative was the 'Reggie goes to the Moon' series of physical literacy books that the Council's former Disability Sports Development Officer produced and distributed to local schools, organisations and individuals. The series of six books demonstrate different ways to be remain physical active which each book tackling a different disability and offering advice specific to linked to the type of disability.

In addition, women and girls access and participation remained a key target during lockdowns as concerns continue about the gap between levels of physical activity between the sexes. A detailed consultation exercise was therefore commissioned, specific to the Vale of Glamorgan, to carry out detailed research into barriers to participation for women and girls as well as trying to identify what activities would assist in reducing the participation gap.

Some initiatives did continue throughout the pandemic with play schemes for children with disabilities remaining a high priority. There were however some changes to the play service with a greater emphasis placed on venues across the Vale of Glamorgan in an

effort to ensure transport difficulties and other issues did not impact on the ability to participate.

Some general sports and play provision was also provided when the rules permitted with this often being targeted at specific groups often linked to the Council's strategic equality objectives.

The National Exercise Referral scheme was also called upon to adapt its services quickly and moved to an online presence with some live internet classes particularly quickly. These classes were well supported by clients referred to the scheme prior to the start of lockdown.

This partly linked with a new initiative launched as a result of the pandemic, the '60+ project'. Whilst specific feedback from this initiative is yet to be formally collected and analysed, the initial feedback has been good.

Finally, as the Sports Team were unable to carry out their usual work in schools, an active school challenge programme was launched with a strong inclusive approach being at its core. This specifically took away the issues with transport and cost with the provision delivered both in schools for those pupils present and at home.

Job Evaluation

We have a job evaluation scheme in place. This scheme is for staff paid under the Single Status collective agreement. It makes sure that there is a systematic way of deciding on the pay and grade for a job. This results in equal pay for work of equal value. The results of job evaluation are linked to our pay and grading system. We put in place a formal pay and grading system in March 2012 following conclusion of an extensive job evaluation process.

It has helped us to pay people fairly and in a consistent way.

There are other factors that affect people's pay such as the type of jobs that they choose to do. Men and women often choose to do jobs that men and women have traditionally

done. We call this occupational segregation. It often plays a part in there being a gap between the pay of men and women – a gender pay gap.

As part of our Workforce Plan, we continue to look for ways to reduce the gender pay gap. Since 2012, we assess new and changing jobs through our job evaluation system. As part of this, we think about a number of factors including the knowledge, skills and experience people need to do the job. There are many changes like this as we reorganise our departments and think about how we can best do our work. Using this approach keeps pay and grading fair and consistent.

The Workforce Plan

We have a workforce plan. This plan makes sure that we have:

- the right people;
- with the right skills;
- in the right place;
- at the right time.

This helps us to continue to provide our services at a time when there are great financial challenges and increasing demand for our services. We plan to make sure that the make-up of our workforce is similar to the make-up of the local community in terms of protected groups. We are currently reviewing the Council's workforce plan.

We have put in place a way of recording the protected characteristics of our staff. This means we can compare our statistics with local and national statistics to see what progress we are making. We can then plan how to make improvements.

As part of the workforce plan, we have a strategy to look at increasing the diversity of our employees across all protected groups. As part of the strategy we are building relationships and developing offerings with local educational institutions, including Cardiff

University, University of South Wales and Cardiff and Vale College. We are striving to offer the full range of apprenticeships available in Wales.

Specified employment information, including information on training and pay

We have been collecting employment data for many years. We have collected information on the following protected characteristics:

- gender;
- race;
- disability; and
- age.

We have continued to develop new systems. This will let us report on more protected characteristics in the future. We will be able to collect and record information on:

- sexual orientation;
- gender reassignment;
- gender identity;
- national identity;
- religion or belief; and
- marital status.

We wanted to focus on some key actions. To help us, we used guidance from the Welsh Government. The name of the guidance is 'Collecting Equality Data: Harmonised Standards and Best Practice'.

We changed the form we use to collect information about people when they apply for jobs.

We now ask about all protected characteristics on the form. You can see the form in [Appendix 3](#).

We developed a staff survey. We used this to ask staff about their protected characteristics.

We improved the way we record this information. Doing this helps to improve what we know about protected groups within our workforce.

For more information

Visit our website

www.valeofglamorgan.gov.uk

News and Updates – directly to your inbox

You can subscribe to Vale Connect and keep up to date with news, events and other updates, including weekly waste and recycling collection reminders. Sign up on the Vale of Glamorgan Council website.

Social Media

Keep up to date with all the latest news, events and information from the Vale of Glamorgan Council.

Follow @VOGCouncil on Twitter or like Vale of Glamorgan Council on Facebook.

If you have a query about Council services, please contact us:

- Email c1v@valeofglamorgan.gov.uk;
- or call 01446 700111

Diversity

The Vale of Glamorgan Council is committed to achieving equality of opportunity.

We want to make sure that there are opportunities for everyone to work for us. We collect information about protected characteristics when people apply for jobs. We look at this information to make sure that people from all protected groups apply for jobs. If this is not happening, we can think about ways to encourage more people from those groups to apply for jobs.

We would like you to complete this form to provide us with that information. We will take it away from your application form before we send it to Managers to decide who they would like to interview.

Please see our equality policy on our Website or phone us for a hard copy for more information about this.

Gender - Which of the following best describes your gender? *

Male

Female

Do you identify as trans? *

Yes

No

Prefer not to say

other

Gender at Birth - What was your gender at birth? *

Male

Female

Intersex

Prefer not to say

Disability - Are your day to day activities limited because of a physical or mental health condition, illness or disability which has lasted, or is expected to last 12 months or more? *

Yes - Limited a Lot

Yes - Limited a little

No

Prefer not to say

Age - What is your date of birth? *

 / /

National Identity - Please specify your National Identity; *

Welsh

English

Scottish

Northern Irish

British

Prefer not to say

other

Ethnicity - Please specify your ethnicity; *

Arab



Asian - Bangladeshi



Asian - Chinese



Asian - Indian



Asian - Pakistani



Asian - Other



Black - African



Black - Caribbean



Black - Other



Mixed - White / Asian



Mixed - White / Black African



Mixed - White / Black Caribbean



Mixed - Other



White - Welsh/English/Scottish/Northern Irish/British



White - Irish



White - Gypsy or Irish Traveller



White - Other

Prefer not to say

other

Sexual Orientation - Please specify your sexual orientation? *

Bi-Sexual

Gay or Lesbian

Heterosexual / Straight

Prefer not to say

other

Religion and Belief - Please specify your religion; *

Buddhist

Christian

Hindu

Jewish

Muslim

No Religion

Sikh

Prefer not to say

other

Marriage or Civil Partnership - Please specify your legal married or same sex civil partnership status; *

Single, that is never married and never registered in a same sex civil partnership

Married and living with husband / wife

Separated but still legally married

Divorced

Widowed

In a registered same sex civil partnership and living with your partner

Separated but still legally in a same-sex civil partnership

Formerly in a same-sex civil partnership which is now legally dissolved

Surviving partner from a same-sex civil partnership

Prefer not to say

Equalities Monitoring: Data, Analysis, and Equality Information for 1 April 2020 – 31 March 2021



1. Department and Service Area
Housing Solutions
2. Function
<p>The Housing Solutions Team provides the following functions:</p> <ul style="list-style-type: none">• Homes4U – The choice-based allocations system administered by the Council on behalf of all social landlords operating within the Vale of Glamorgan (Hafod, Wales & West, Newydd and United Welsh Housing Associations). The Homes4U Team manage the waiting list, advertising and allocations through the Homes4U system. <p>Housing Advice & Homelessness – The Housing Solutions team provides housing advice to members of the public, delivers the statutory homelessness function in line with the Housing (Wales) Act 2014), and the management of temporary accommodation including the Council’s Hostel (Ty Iolo).</p>
3. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.
<p>Yes, all applicants that are assisted through the above service areas are requested to complete the equalities monitoring information at the point they first approach the services. This information is recorded on our IT recording and management system (OHMS).</p>
4. Which protected characteristics have you monitored?

Age	x	Pregnancy and Maternity	x	Religion or belief	x
Disability	x	Race – ethnic group	x	Sex	x
Gender Reassignment	x	Race – national identity	x	Sexual orientation	x

5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?

All protected characteristics are monitored

6. What was the response rate, if applicable?

Although the Equalities monitoring form provided to all applicants who register with Homes4U is not mandatory, we can evidence that there was a 98% completion rate for this period at least 1 question.

7. For what purpose was the data collected?

To ensure that the service and accommodation is appropriately developed in line with need and demand by influencing policy and strategy.

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

9. What does analysis of the data tell you?

The data shows that the number of female applicants has reduced while the number of male applicants has increased. This trend is consistent across all age categories. It is also consistent regarding the household types presenting as homeless and being placed into temporary accommodation resources, which has had to be increased significantly with the procurement of hotel accommodation.

10. If you have comparable data for other years, what does the trend tell you?

It is felt that comparing previous years data may be not be appropriate given the impacts of the pandemic and the guidance from Welsh Government to remove priority need investigations, which historically has been important in managing demand. We have seen the increase particularly in single males presenting and applying for housing since the removal of this test. I would expect this trend to continue past the pandemic.

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

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

I believe it has, and again referring to the removal of the priority need assessment that still exists as law in the Housing (Wales) Act 2014 and will need a legislative change, although this has placed and will continue to place significant additional burden on the local authority – morally it is felt to be appropriate ensuring all who are homeless receive a consistent service. It also ensures that clients vulnerabilities are not missed when considering where they would be in priority need as historically this could have been the case.

12. **How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.**

The data is currently being used to influence a Rapid Rehousing Strategy and will be used to review social housing development in these challenging times to include a full receive of the Homes4U Scheme.

13. **What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?**

Strategic Equality Objective 8;
Consider the housing needs of people with protected characteristics and how our work impacts on them, taking action to address any disproportionate impacts on those groups.

We have reviewed and amended the allocation process for households with accessible housing needs to ensure that disabled applicants are now considered for a greater number of homes considering all reasonable and appropriate adaptations.

A broader review of the Homes4U Scheme is next to be considered to ensure all social housing is allocated proportionately. Initial discussions have commenced with partners including a number of consultation initiatives.

Development of the services under the Older Person Strategy has now been outsourced. All staff have received LGBTQ+ training with a champion being appointed to drive awareness forward.

Homelessness prevention continues to be a priority and the department has also commissioned Officers through the Council's Supporting People Service / Housing Support Grant to aid the Welsh Government Rapid Rehousing approach emerging from the pressure of the pandemic.

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

We continue to monitor and review the service's emerging through our data, ensuring we take account of protective characteristics and equalities when delivering these services

HOMES4U – Households Applying for Social Housing in the Vale of Glamorgan

Gender

	Total	
Male	748	
Female	1257	
Total	2005	

Age

	16-25	26-40	41-60	60+	Total
Total	124	301	217	80	722
	255	580	278	121	1234

Ethnicity

	16-25	26-40	41-60	60 +	Total
White British	332	752	420	173	1677
Gypsy or Irish Traveller	0	0	0	0	0
White Irish	0	3	1	0	4
White Other	36	83	53	21	193
Mixed White + Black Caribbean	12	16	0	2	30
Mixed White + Black African	2	3	1	0	6
Mixed White + Asian	1	0	0	0	1
Mixed Other	1	8	1	1	11

Asian Indian	0	0	0	0	0
Asian Bangladeshi	0	0	1	0	1
Asian Pakistani	0	3	0	0	3
Chinese	1	2	1	0	4
Asian Other	1	5	2	0	8
Black Caribbean	0	1	2	0	3
Black African	0	1	2	0	3
Black Other	1	6	9	2	18
Arab	0	0	0	0	0
Any Other Ethnic Group	0	5	2	0	7
Not Stated on Form	0	16	12	3	31
Total	387	904	507	205	2003

Religion

	16-25	26-40	41-60	60+	Total	Male	Female
Any other religion	2	17	18	8	45	15	30
Buddhist	2	0	1	1	4	1	3
Christian (all denom's)	50	174	147	98	469	162	307
Muslim	2	11	8	3	24	15	9
Hindu	0	1	0	0	1	0	1

Jewish	0	2	1	0	1	0	1
Sikh	0	0	0	0	0	0	0
No religion	322	673	315	93	1403	526	877
Not Answered	9	30	17	2	58	29	29
Total	387	906	507	205	2005	748	1257

Sexual Orientation

	16-25	26-40	41-60	60+	Total	Male	Female
Bisexual	23	27	4	0	54	7	47
Gay Man/ Lesbian	6	14	10	0	30	18	12
Heterosexual	332	779	447	194	1752	651	1101
Not Answered	8	30	15	3	56	28	28
Other	3	9	3	1	16	5	11
Prefer not to say	9	33	19	7	68	24	44
Total	387	906	507	205	2005	748	1257

Disability

Do you consider yourself to be disabled?

	16-25	26-40	41-60	60+	Total	Male	Female
No	234	528	234	66	1062	395	667
Not answered	21	77	40	11	149	60	89
Yes	132	301	233	128	794	293	501
Total	387	906	507	205	2005	748	1257

HOUSING ADVICE AND HOMELESSNESS – PEOPLE FOUND TO BE HOMELESS

Gender and Age

People / Households who are eligible, unintentionally homeless and in priority need.

Gender	Age	2012/ 2013	2013/ 2014	2015/ 2016	2016/ 2017	2017/ 2018	2018/ 2019	2019/ 2020	2020/ 2021
	Age 16-17	1	1	0	0	1	0	0	0
	Age 18-24	20	22	10	15	8	8	6	26
	Age 25 and over	62	52	23	43	44	24	24	39
	Total	83	75	33	58	53	32	30	65
Female	Age 16-17	4	6	0	4	1	2	1	0
	Age 18-24	45	45	20	28	30	30	29	18
	Age 25 and over	65	60	32	40	34	27	48	60
	Total	114	111	52	72	65	59	78	78
Total	Age 16-17	5	7	0	4	2	2	1	0
	Age 18-24	65	67	30	43	38	38	35	44
	Age 25 and over	127	112	85	83	78	59	48	99
	Total	197	186	115	141	118	91	83	143

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



15. Department and Service Area					
Environment & Housing					
Supporting People Team					
16. Function					
Commissioning, allocating and monitoring the provision of housing related support through floating support services, drop-in services and supported accommodation.					
17. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.					
A HRS form is completed with everyone who accesses the services and this form has an equality monitoring section to collect equalities information for all service users. The data is for 1 April 2020 – 31 March 2021.					
18. Which protected characteristics have you monitored?					
Age	X	Pregnancy and Maternity	X	Religion or belief	X
Disability	X	Race – ethnic group	X	Sex	X
Gender Reassignment	X	Race – national identity	X	Sexual orientation	X
19. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?					

All protected characteristics are monitored.

20. What was the response rate, if applicable?

100% applicants complete an assessment form but response rate varies between questions.

21. For what purpose was the data collected?

To manage the application for Housing Related Support and to contribute to the needs mapping exercise (needs versus demand) which is required as part of the annual Local Commissioning Plan which is required by the Welsh Government as part of the grant conditions.

22. Please attach a copy of your data analysis for 1 April 2020 – 31 March 2021 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.



Equalities
Monitoring Form - E

See analysis provided in attached document.

23. What does analysis of the data tell you?

See analysis provided in attached document in section 8.

24. If you have comparable data for other years, what does the trend tell you?

See analysis provided in attached document in section 8.

25. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act;
- advance equality of opportunity between people who share a relevant protected characteristic and those who do not; and

- foster good relations between people who share a protected characteristic and those who do not.

By collecting equalities data, it helps ensure that there is no unlawful discrimination, harassment or victimisation against anyone with protected characteristics. It helps ensure equal opportunities for all when accessing existing services or when setting up new services. In addition to this we reiterate with all new service users and applicants our commitments to equal opportunities.

26. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

Equality monitoring information collected by Supporting People is used to inform the Local Commissioning Plan, which forms part of the commissioning and procurement cycle:



Good quality commissioning and procurement are key to the provision of quality services which meet service user need and provide the best value for public money. The Supporting People planning process requires judgements to be made, based on analysis of existing services, service user needs, and the most appropriate approaches to market development and procurement in the local area.



Housing Support
Grant (HSG) Delivery

Every year Supporting People submit a Local and Regional Commissioning Plan which outlines the recommendations for commissioning and remodelling for the following financial years. The plans include spend plans with financial analysis which identifies financial commitments, future changes to the budget and how these changes will be managed. The draft Local Commissioning Plan for Supporting People services in the Vale of Glamorgan for 2020 – 2021 is attached for information.

The needs mapping and equality data is used to feed into equality impact assessments which are carried whenever new services are being commissioned and when existing services are

being reshaped or decommissioned. Our equality impact assessments have ensured that protected groups are taken into account when implementing any change in services. We have commissioned a gender neutral domestic abuse services based on the information gathered through equality monitoring.

27. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

1) Improve how we involve, engage, and communicate with protected groups about our work and decisions:

We have a robust consultation process in place and communicate with service users across a range of platforms including by letter, online, social media, text message and we offer communication in Welsh language and alternative formats such as braille or large print.

2) Continue to reduce the gender pay gap in the Council, identify whether there is a pay gap for ethnic minorities in the Council by March 2021, and report on both annually:

We continue to monitor staff salaries and make sure that there is no difference by gender or ethnicity.

3) Improve employment opportunities in the Council for protected groups, particularly disabled and young people, to more closely reflect the diversity of the local population by March 2024:

We ensure that all staff members that need support with employment get equal levels of support and that includes all protected groups.

4) Continue to work on developing a more inclusive work environment that supports staff from all backgrounds to reach their potential through implementing a range of actions by March 2024:

We ensure that all staff members are fully trained on equal opportunities and the Vale of Glamorgan equality policy and encourage a positive and diverse working environment.

5) Provide support and development to elected members on equality issues:

We completed an Equality Impact Assessment on any new policies or plans and inform the Elected Members of the outcomes of these assessments.

6) Develop and implement plans throughout the life of this plan to address attainment gaps for children and young people and provide support to overcome barriers to them reaching their full potential:

We monitor support to ensure that young people on support receive a high quality support service which enables them to reach their full potential.

7) Develop and implement processes throughout the life of this plan to address hate crimes, violence against women, domestic abuse and sexual violence:

We ensure that all staff members receive Equality and Diversity training and training on Bullying in the Workplace. We have commissioned a VAWDASV support service and plan to expand refuge provision.

8) Consider the housing needs of people with protected characteristics and how our work impacts on them, taking action to address any disproportionate impacts on these groups:

We carry out equality monitoring on all service users and tenants and following the Vale of Glamorgan Equality policy to ensure that all service users and tenants from protected characteristics are not adversely affected by policies or services in any way.

9) Work in partnership to consider issues relating to transport accessibility, particularly for disabled people and older people:

We monitor services to ensure that disabled people and older people receive high quality support services that factor in transport into individual support plans. For example where relevant service users will be supported to claim for PIP to help with transport costs, supported with learning how to use public transport, planning journeys etc.

10) Develop and implement plans throughout the life of this plan to promote our natural and built environment and cultural heritage, including accessibility, to protected groups:

We encourage all support services to carry out participation events in the local and natural environment where possible and monitor services for this being delivered.

28. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

The Supporting People programme is responsible for engaging hard to reach vulnerable clients and providing them with support to maintain their tenancies.

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



1. Department and Service Area					
Environment and Housing					
2. Function					
Shared Regulatory Services					
3. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.					
<ul style="list-style-type: none"> • A Customer Satisfaction Survey sent out following inspections made to businesses and properties in connection with a wide range of SRS services. This ongoing survey, whilst seeking feedback on customer satisfaction, also seeks to identify certain equality information such as sex, age, disability and race. • Communicable Disease team collect data from victims of notifiable cases of communicable disease. Information sought includes the sex, age and sometimes sexual orientation in order to identify certain risk groups and to target interventions accordingly. • The Corporate Complaints procedures is also monitored. 					
4. Which protected characteristics have you monitored?					
Age	X	Pregnancy and Maternity		Religion or belief	
Disability	X	Race – ethnic group	X	Sex	X
Gender Reassignment		Race – national identity		Sexual orientation	X
5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?					

They were not considered to be characteristics that affected service provision.

6. What was the response rate, if applicable?

It is not possible to identify the response rate for customer satisfaction questionnaires following inspections as this survey is ongoing, however during 2020/21 the number of responses received was very low compared to previous years. This is largely due to the Covid-19 pandemic which resulted in businesses closing and the suspension of inspections.

7. For what purpose was the data collected?

- To obtain customer feedback on service provision in order to identify opportunities for improvement.
- Communicable Disease – Identify certain risk groups and target interventions accordingly.

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

Please find below the SRS Equalities Monitoring Report for 2020-21 which examines available equalities information obtained within SRS.

9. What does analysis of the data tell you?

The customer satisfaction survey indicated very high levels of satisfaction, with:-

- 90% of respondents indicating that officers introduced themselves, clearly, explained the reason for contact, were helpful, polite and conducted themselves in a professional manner.
- 95% of respondents found the information and advice given to them easy to understand.
- 90% of respondents felt that they were able to access the facilities and services they needed from SRS.
- 95% of respondents were satisfied with the overall level of service they received.

Any dissatisfaction with the service was cross referenced with the equality data provided and no issues were identified in relation to the protected characteristics contained in the survey.

The Communicable Disease data informs the identification of certain risk groups, to enable targeted interventions to be made.

10. If you have comparable data for other years, what does the trend tell you?

That customer satisfaction levels are high.

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

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

The monitoring of equalities information allows the service to improve the quality of our services if needed to meet the changing needs of our customers and to ensure that our services can be accessed by all residents, businesses and communities regardless of protected characteristics. This ensures that no one is discriminated against, that equality of opportunity is promoted and good relations are fostered.

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

The monitoring and analysis of information gathered did not identify any need to make improvements in connection with equality. However, the service will continue to monitor equalities data and customer satisfaction in order to identify any areas that may need to be improved in the future.

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

- The Service has addressed gaps in equality monitoring by developing customer satisfaction surveys that capture meaningful equalities information across several services

to facilitate and improve appropriate monitoring and analysis and the identification of improvements.

- We make public documents easier for people to read and understand (see below).

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

- Various documents and leaflets within SRS are available in different languages, such as Arabic, Polish, Chinese etc.
- Utilise the Wales Interpretation and Translation Service for non English/non Welsh speaking service users;
- Utilise the BSL signing service to speak to a service user via a video call;
- Collect details of first language during food inspections;
- We adapt and accommodate the needs of our service users when required, for example:
 - we provide access to NoiseApp as an initial response to majority of citizens who contact us about noise from domestic dwellings however recognise that some sections of society such as elderly, may not have access to a smart phone or couldn't download an app. In those circumstances we will offer a Noise Diary sheet. We also have a different version of the noise diary for those who are illiterate.
 - Visit service users at their home or alternative location if they have a disability or difficulty in visiting the office;
 - Assist service users who are unable to read or write by reading literature, or making alternative arrangements;
 - Respect religious events when timing visits and inspections
- Undertake equality impact assessments when reviewing policies and practices;
- Identified the gaps in SRS equalities monitoring and taken steps to address this via by improving the analysis and reporting of data in order to identify issues and implement improvements across a wide range of SRS services.

Shared Regulatory Services (SRS) Equalities Monitoring Report 2020/21

Introduction

The Equality Act 2010 brought together and replaced the previous anti-discrimination laws within a single Act requiring Councils to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation; advance equality of opportunity and foster good relations in respect of a number of protected characteristics. These include age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex, and sexual orientation. Marriage and civil partnerships are also identified as a characteristic, but only in respect of the requirement to have due regard to the need to eliminate discrimination.

This means that we have a general duty to:-

- be aware of our responsibilities under the duty;
- make sure we have adequate evidence (including from consultation and engagement, if appropriate) to enable us to understand the potential effects of our decisions on different people covered by the duty, that is, people with protected characteristics;
- consciously and actively consider the relevant matters, in such a way that it influences decision-making;
- do this before and at the time a decision is taken, not after the event ; and
- be aware that the duty cannot be delegated to third parties who are carrying out functions on our behalf.

To help public authorities meet the requirements of the general duty, the Welsh Government put in place specific duties that listed bodies must undertake to ensure that we have the best information to enable us to produce evidence based policies, set meaningful objectives and carry out fully informed impact assessments. These specific duties require us to have due regard to relevant information at certain points, namely:

- when assessing policies and practices for their impact on protected groups (equality impact assessments);
- when assessing our work and activities in relation to fulfilling the three aims of the general duty;
- when preparing and publishing equality objectives (refer to the Strategic Equality Plan);
- when making or revising our Strategic Equality Plan.

Equality Data in SRS

Within SRS, equality data evidence is obtained largely via customer consultation and feedback. Currently this is via the SRS Inspection Customer Satisfaction Survey sent out to businesses following an inspection and through the monitoring of corporate complaints. In addition, some service specific data is obtained in respect of victims of notifiable disease, and licensing processes. Equality Impact Assessments are also undertaken routinely when reviewing policies and practices and as part of the reporting process to Joint Committee and the Committees and Cabinets across the 3 partner Councils.

In order to meet the general duties of the Equalities Act, every year the evidence received via customer consultation and feedback is analysed and reported, in order to improve the quality of our services to meet the changing needs of our customers and to ensure that our services can be accessed by all residents, businesses and communities. The following information therefore highlights the key findings from the analysis of equality data collected during 2020/21 for consideration.

Customer Satisfaction Survey

The SRS Inspection Customer Satisfaction Survey is conducted with businesses where following an inspection, customers are asked to complete and submit a questionnaire seeking feedback on their interactions with SRS during the inspection process. For equality purposes, comments made by respondents were scrutinised and the following areas were specifically measured to ensure that customers:-

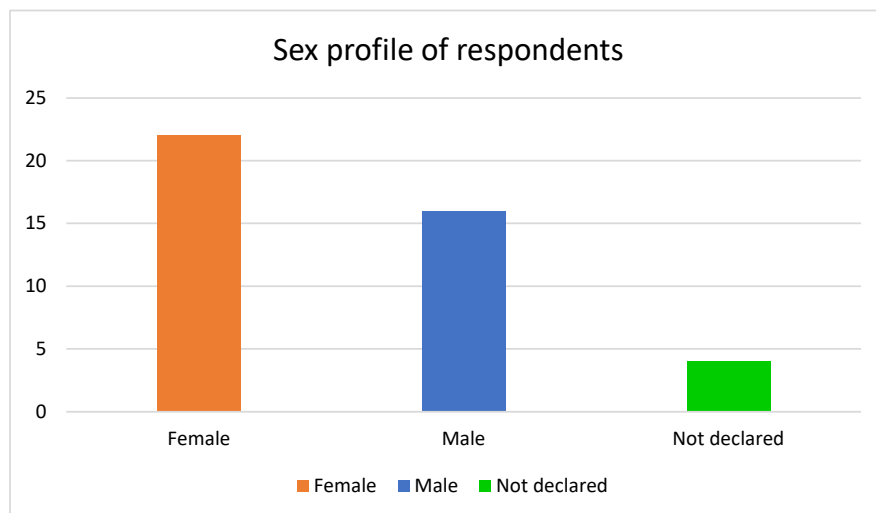
- Deal with officers who conduct themselves in a professional manner;
- Receive information that is easy to understand;
- Are able to access the facilities and services needed from SRS; and
- Are satisfied with the overall service.

In terms of equality, the protected characteristics of sex, age, disability and race were collected.

During 2020/21, only 42 responses were received from customers of the Food Safety, Trading Standards and Covid enforcement functions of the service. The poor response was likely due to the Covid-19 pandemic resulting in business closures and the suspension of inspections. Completion of equality information was entirely voluntary and of those responses received, 38 (90%) respondents provided information on sex, 38 (90%) on age, 35 (83%) on disability and 36 (86%) on race. The data evidence gathered as part of the survey can be found below.

Sex Profile of respondents

The following graph shows the sex profile of those that responded to the survey.



Analysis of this characteristic against the questions contained within the survey indicated a very high level of satisfaction, as follows:-

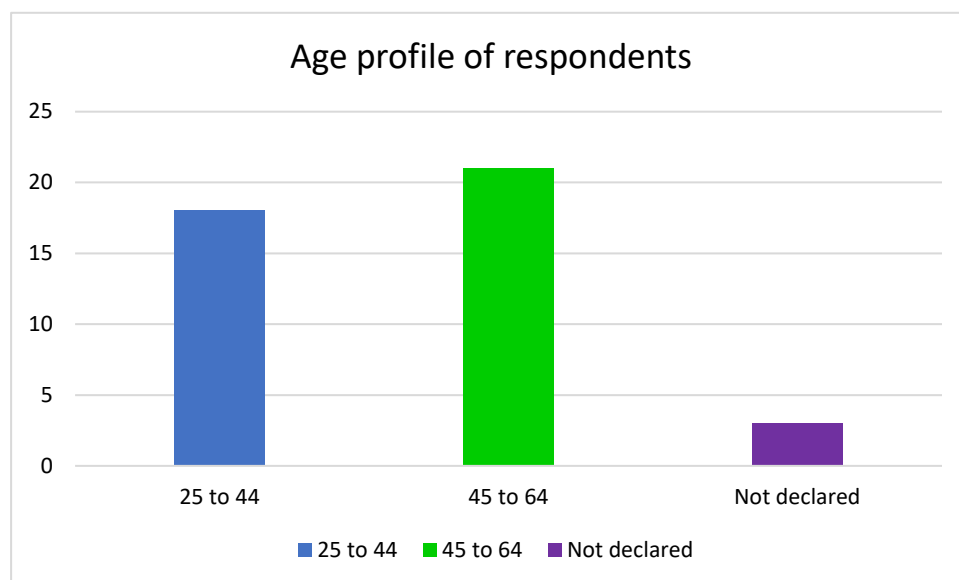
- In terms of **officer's conduct**, 95% of respondents were satisfied that officers introduced themselves, clearly, explained the reason for contact,

were helpful, polite and conducted themselves in a professional manner. Of the 2 respondents who were not satisfied, one respondent was male the other did not declare their sex.

- 90% of respondents found the information and advice given to them **easy to understand**. Of the 4 respondents who responded negatively, 2 were male and 2 did not declare their sex.
- 95% of respondents felt that they were able to **access the facilities and services they needed from SRS**. Of the 2 that responded negatively one was female, while the other respondent did not declare their sex.
- 90% of respondents were **satisfied with the overall level of service** they received. Of the 4 respondents who responded negatively, 2 were male and 2 did not declare their sex.
- In addition, no comments were received that suggested sex contributed to a negative experience of the service.

Age Profile of respondents

The following graph shows the age profile of those that responded to the survey.

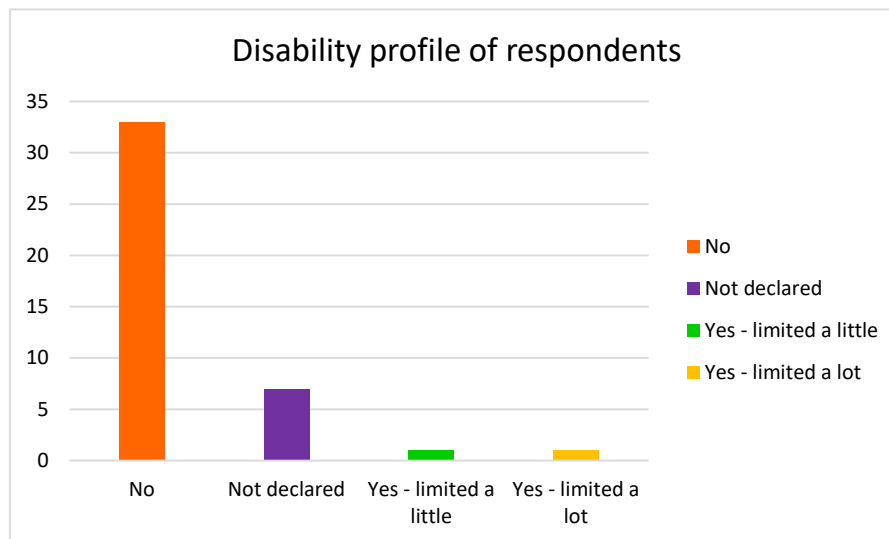


Analysis of this characteristic against the questions contained within the survey indicated a very high level of satisfaction, as follows:-

- As indicated previously 95% of respondents were satisfied that officers introduced themselves, clearly, explained the reason for contact, were helpful, polite and **conducted themselves in a professional manner**. Of the 2 respondents who were not satisfied on was in the 45-64 age group and the other did not declare their age.
- 90% of respondents found the information and advice given to them **easy to understand**. Of the 4 respondents who responded negatively, 2 were in the 45-64 age bracket and the other 2 did not declare their age.
- 95% of respondents felt that they were able to **access the facilities and services they needed from SRS**. Of those that responded negatively one was aged 45-64 and the other did not declare their age.
- 90% of respondents were **satisfied with the overall level of service** they received. Of the 4 respondents who responded negatively, 2 were aged 45 to 64 and 2 did not declare their age.
- In addition, no comments were received that suggested age contributed to a negative experience of the service.

Disability Profile of respondents

The following graph shows the disability profile of those that responded to the survey. In terms of disability, customers were asked if their day to day activities were limited because of a physical or mental health condition, illness or disability which has lasted, or is expected to last 12 months or more.

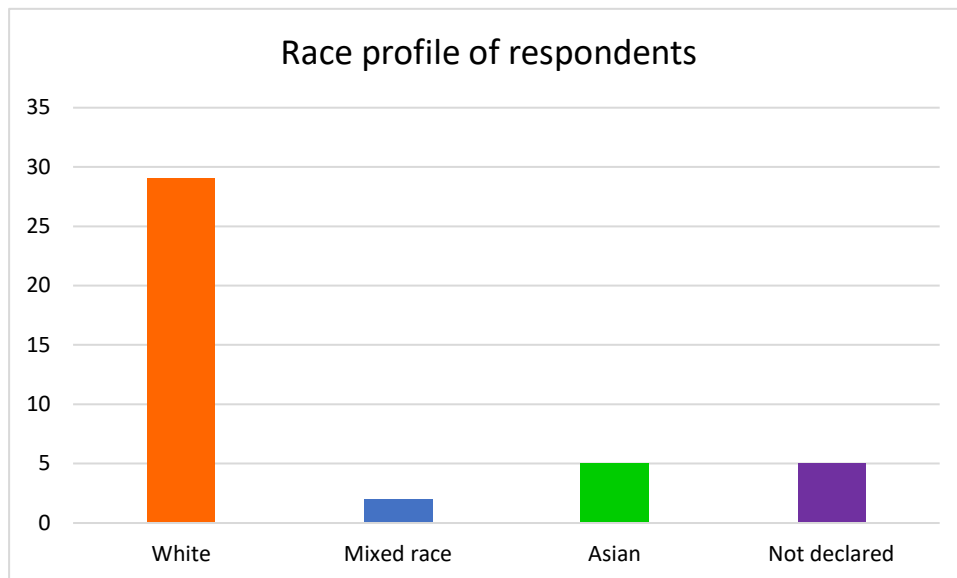


Analysis of this characteristic against the questions contained within the survey indicated a very high level of satisfaction, as follows:-

- As indicated previously 95% of respondents were satisfied that officers introduced themselves, clearly, explained the reason for contact, were helpful, polite and **conducted themselves in a professional manner**. Of the 2 respondents who responded negatively, neither declared any profile.
- 90% of respondents found the information and advice given to them **easy to understand**. Of the 4 respondents who responded negatively, one respondent indicated that their day to day activities were limited a lot because of a physical or mental health condition, illness or disability which has lasted or is expected to last 12 months and 3 did not declare a profile.
- 95% of respondents felt that they were able to **access the facilities and services they needed from SRS**. Of those that responded negatively one indicated that they had no disability, and the other did not declare a profile.
- 90% of respondents were satisfied with the **overall level of service** they received. Of the 4 respondents who responded negatively, one respondent indicated that their day to day activities were limited a lot and 3 did not declare a profile.
- In addition, no comments were received that suggested disability contributed to a negative experience of the service.

Race Profile of respondents

The following graph shows the race profile of those that responded to the survey. Analysis of this characteristic against the questions contained within the survey indicated a very high level of satisfaction, as follows:-



- As indicated previously 95% of respondents were satisfied that officers introduced themselves, clearly, explained the reason for contact, were helpful, polite and **conducted themselves in a professional manner**. Of the 2 respondents who were not satisfied, one declared themselves as of white background which the other did not declare a race profile.
- 90% of respondents found the information and advice given to them **easy to understand**. Of the 4 respondents who responded negatively, 2 declared themselves of white background while the other 2 did not declare their background.
- 95% of respondents felt that they were able to **access the facilities and services they needed from SRS**. Of those that responded negatively one declared themselves as Asian, and the other did not declare a race profile.
- 90% of respondents were satisfied with the **overall level of service** they received. Of the 4 respondents who responded negatively, 2 declared themselves as of white background and 2 did not declare their profile.

- One comment received as part of this process, did suggest that while they were very satisfied with the inspection, and with several SRS officers, they indicated that some officers were racist. This was made as a comment rather than a complaint and was passed to the relevant team for information.

Corporate Complaints

In addition to the customer satisfaction survey above, corporate complaints were reviewed to establish if any complaints of discrimination had been received. During 2020/21 two corporate complaints involving allegations of discrimination were received in total. One related to discrimination on grounds of disability, which following investigation was not upheld, and the other accusing a staff member of racism, which was later withdrawn.

Summary

Results from the customer satisfaction survey indicated a high level of satisfaction from those customers that responded. Disappointingly response levels were low due to the Covid-19 pandemic and the subsequent suspension of inspections for a large period of the year. The level of dissatisfaction with the service remained at a similar level to previous years with between 2 and 4 respondents responding negatively depending on the question answered. None of whom made any suggestion that they were disadvantaged or discriminated against because of a protected characteristic. Generally negative comments were regarding dissatisfaction with the outcome of an inspection conducted by officers, which might be expected due to the regulatory nature of the service. This would also appear to be the case with the corporate complaints received.

One comment received as part of the customer satisfaction feedback process did suggest that certain officers were racist but this in no way affected the feedback received which was very positive about the whole inspection process. None the less, the feedback was passed onto the relevant manager for information. The feedback form provides an opportunity for respondents to provide their contact details should they be less than satisfied with our services to enable the service to understand why, but the respondent on this occasion did not provide any details.

Recommendations

In view of the evidence gathered, no further action is required. The service will however continue to monitor customer feedback and equality data to ensure that we fulfil our general duty under the Equalities Act.

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



1. Department and Service Area					
Standards and Provision - Social Inclusion and Wellbeing (Inclusion Team)					
2. Function					
To minimise the rates of exclusion for all pupils, with a focus on groups with protected characteristics.					
3. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.					
Yes – data regarding exclusions is collected and is available in relation to certain protected characteristics (PCs). Exclusions are monitored on a monthly basis and also via termly wellbeing improvement board meetings. In instances where the length and/or frequency of exclusions is highlighted as an issue (with PCs as a component factor) within related data sets, LA officers intervene to support and/or challenge schools appropriately.					
4. Which protected characteristics have you monitored?					
Age - We look for patterns or trends in any increase in exclusion in a year group such as school leavers or much younger children to ensure this is not	X	Pregnancy and Maternity		Religion or belief We do not monitor in terms of annual core data sets but do monitor monthly on a case by case basis.	X

linked to any unmet ALN need.					
Disability X We do not monitor in terms of annual core data sets but do monitor monthly on a case by case basis.		Race – ethnic group Annual core data set monitored.	X	Sex Annual core data set monitored.	X
Gender Reassignment We do not monitor in terms of annual core data sets but do monitor monthly on a case by case basis.	X	Race – national identity Annual core data set monitored.	X	Sexual orientation We do not monitor in terms of annual core data sets but do monitor monthly on a case by case basis.	X

5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?

Pregnancy/ maternity has not been applicable within our analysis this year, but we can monitor the incident of this PC within the context of school exclusions on a case by case basis.

The needs of these learners are supported under the Vulnerable Groups team and any exclusion based upon maternity or paternity issues would be addressed with schools.

We monitor the rates of exclusion for pupils who are entitled to free school meals as the eFSM rate is an indicator of social economic disadvantage. This is another significant focus within the LA's key areas for promoting equality of opportunity. Other annual core data sets monitored by PC groups are additional learning needs (ALN) and gender.

6. What was the response rate, if applicable?

All schools have to submit SIMS data and PLASC annual census data which WG then use to obtain comparative data year on year and by LA. This is analysed by the LA's own

monthly and termly and case by case monitoring of LA wide exclusions. This process provides data on the following groups with PCs- BAME, EAL, FSM, ALN and gender.

7. For what purpose was the data collected?

To analyse if pupils with PCs were being excluded at a higher rate than expected.

Data is shared with schools and regional consortium staff and has been included in the training roll out to school senior leaders, LA officers and governors to raise awareness.

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

Please see embedded 3 year WG data sets related to exclusions rates of certain groups



3 YEAR FINAL LA
ATTENDANCE AND E)

with PC's.

9. What does analysis of the data tell you?

The non-white British population has been excluded at a higher rate pre covid (over 5 days but at a lower rate under 5 days), this could be due to statistically small numbers related to this group. The LA has responded proactively with targeted support to those schools where there has been a rise in numbers of exclusions of non- white British learners.

There has been a reduction in the levels of FSM learners being excluded over time against an All Wales increase.

Boys are generally excluded at significantly higher rate than girls, this is evident by both measures.

10. If you have comparable data for other years, what does the trend tell you?

As above in relation to exclusions.

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

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

Training has been devised and delivered to foster these three aims and will be delivered and updated on an annual rolling basis. Positive feedback from evaluations undertaken with school leaders, LA officers, and governors has been collated.

We have reduced exclusion rates for children with certain protected characteristics. This is exemplified by the reduction over time in EFSM exclusions and short term non-white British exclusions.

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

Data is analysed and monitored both at a whole school and individual case level. This information is then utilised to inform training roll out to relevant stakeholders. In situations where specific schools are identified as having issues around the inclusion agenda (where PCs are evident) team around the school meetings are convened and targeted support is implemented. St Cyres' support around the exclusions of non-white British learners is a concrete example of this. As officers we also look to put in place bespoke case by case support measures when alerted to possible concerns around inclusion cases where protected characteristics are a factor.

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

Additionally to support LA objective six we have developed and implemented actions throughout the life of this plan to address attainment gaps for children and young people

who may have barriers to attainment and engagement linked to their protected characteristics. This is exemplified by the following:

- The Inclusion team are trained by the Resilience Project in supporting mental health (MH) needs and offering support for learners who are transitioning or who experience MH difficulties linked to their sexual orientation.
- Inclusion team staff also share resources from Mermaids and Stonewall, etc and support learners, their families and school professionals with this cascade of information.
- Staff have been provided with specialist training to enable them to provide an appropriate service that meets the needs the young LGBTQ communities.

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

We have undertaken multi-agency working to ensure certain schools who have identified issues around exclusions have received the appropriate support and signposting to agencies/professionals to address any issues effectively. This is evidenced by the targeted work with St Cyres and Pencoedtre around support to respond to issues related to race and mental health disabilities.

There has also been use of Elected Home Education (EHE) WG grant to support and ensure EHE learners who have vulnerabilities and/or protected characteristics have access to support and services.

An emphasis has been placed on a training roll out related to inclusion/ exclusion issues and Pastoral support plans. The creation of new Attainment Wellbeing and Engagement (AWE) team to support vulnerable families, many with PCs has enabled enhanced access and engagement with school offers. This is in line with the wider LA trauma informed approach to addressing pupil's needs related to early childhood trauma. The approach encompasses a focus on understanding and meeting the specific needs of vulnerable learners rather than adopting a punitive approach to incidents involving these learners from the outset.

Equalities Monitoring: Data, Analysis, and Equality Information for 1 April 2020 – 31 March 2021



1. Department and Service Area

Learning and Skills, Standards and Provision, Vulnerable Groups Team

2. Function

Provide support and challenge for schools for seven vulnerable groups of learners:

Children Looked After (CLA)

Previously looked after children

Gypsy Roma Traveller learners

Learners who speak English as an Additional Language

Minority Ethnic learners

Children from Services families

Young carers

3. Do you have effective arrangements for identifying and collecting equality information?

Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.

School level data comes from the Pupil Level Annual School Census (PLASC) returns supplied on Census day in January each year. The returns are authorised by headteachers and validated by Local Authorities. The school level data that populates PLASC is based on the schools recording equality information on the Schools Information Management System (SIMS) as part of admissions process, therefore this information is gathered on the pupil entry. Information from schools' information management systems (SIMS) is automatically imported into EMS/Capita ONE which is the Local Authority's central data base. The database on ONE has been developed to generate Virtual School reports.

Since March 2021, the Vulnerable Groups Team can run Virtual School reports for each of the vulnerable groups. The school reports allow the team to identify the educational, needs based on level of English language acquisition, rather than ethnicity in isolation.

4. Which protected characteristics have you monitored?

Age	x	Pregnancy and Maternity		Religion or belief	
Disability		Race – ethnic group	x	Sex	x
Gender Reassignment		Race – national identity	x	Sexual orientation	

5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?

If the protected characteristic is not identified on admission or at a census point, then it is not recorded on the virtual school for any learner.

6. What was the response rate, if applicable?

The response rate is excellent because schools already record these protected characteristics on SIMS as a matter of course because it is gathered as part of the Pupil Level Annual School Census (PLASC) returns in January each year.

7. For what purpose was the data collected?

The purpose of the data collection was to track the attendance and attainment of the learners within the seven vulnerable groups. Before March 2020, the information from the National Testing was used to target support for EAL and Minority Ethnic learners who were underachieving.

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

The current format to analyse the data has been available since March 2021. The previous format was a list of Minority Ethnic/EAL/GRT learners per school and was good for a one to one conversation with school leads. However, this made data analysis across the council challenging.

9. What does analysis of the data tell you?

N/A

10. If you have comparable data for other years, what does the trend tell you?

N/A

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

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

The team's ability to track learners' levels of English language acquisition at a school and Local Authority level, enables the council to have due regard to the three aims.

Going forward, the development of the Virtual School reports for each of the vulnerable groups, including the report on ethnicity, will demonstrate which ethnic groups are attending well and which ethnic groups are achieving the expected outcomes at the end of Key stage 4.

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

The process in creating the Virtual school reports, has identified that the need for more accessible and sophisticated Local Authority data on the ethnicity of learners and to target resources based on the needs of the learners. Targeting based on ethnicity is short sighted and other factors need to be considered. As a Local Authority, to demonstrate

ambition for Minority Ethnic learners, outcomes exclusively based on ethnicity is not helpful, other factors for underachievement need to be considered.

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

Strategic Equality Objective Six

Develop and implement plans throughout the life of this plan to address attainment gaps for children and young people and provide support to overcome barriers to them reaching their full potential.

Expected outcomes

Reduction in attainment gaps.

How we will know how we are doing

Information and data on how programmes and interventions have affected attainment gaps on children and young people with protected characteristics and who are socio-economically disadvantaged.

The creation of the Virtual School reports as a mechanism to identify learners based on ethnicity supports this objective to a certain extent. The reports enable the Local Authority to track and monitor Minority Ethnic learners who are at risk of underachieving. Once these learners have been identified, on a school level, the team provide a programme of targeted support for the schools and their learners, whilst looking at the whole child.

Since 2017, the VGT provided a central and key point of contact between the schools and home, especially when there is no additional Home Office Funding to support the Specialist Resource Provision (SRP) learners. This home school liaison has been pivotal in ensuring the families from the SRP were able to support their children with home learning during lockdown. The VGT were able to allay the families' fears in enabling these groups of learners to access the hub school places offered. The team provided regular contact with families from the SRP during lockdown to ensure academic, social and emotional support was in place for the children, and to continue to develop the positive relationships already established with these families, especially as many of these parents felt isolated.

The VGT supports schools to apply for Home Office funding to employ Arabic speaking Grade 5 Learning Support Assistants (LSAs). These school based LSAs and the VGT, funded from the Minority Ethnic Achievement and Gypsy, Roma and Traveller (MEAGRT) grant, provide support for the learners in the schools and liaise between home and school. The LSAs and the VGT have developed excellent relationships with the children, their families and school-based staff. These relationships facilitate schools' and parents' communication to ascertain the changing needs of the children and how these can be met. These home school relationships were consolidated during the past year as the LSAs and the VGT provided targeted support for the learners in the Syrian Resettlement Programme (SRP).

The team make every effort to move the children towards a level of social and emotional independence, assisting with friendship difficulties, discussing cultural norms and rewards and consequences where appropriate. The targeted support involved upskilling the parents in online learning, such as video lessons on using online platforms and online reading resources.

In January 2020, the VGT trialled the use of 'Giglets', an award-winning online literacy platform supporting schools with multilingual literacy and language. This online resource was funded through the MEAGRT and piloted in Spring and Summer 2020. The team included parents in the online literacy lessons to support their children's learning, which they reported also helped improve their own English language skills. During lockdown, this online resource became an essential tool for supporting and maintaining reading skills with learners from the SRP. The schools and the VGT were able to allocate online books to learners of all ages and abilities to provide relevant and appropriate opportunities to them at a time when they were unable to access structured reading materials.

All targeted learners from the Syrian Resettlement Programme retained their National Curriculum levels and reading levels to those prior to the Covid 19 restrictions. The acquisition of English language improved for all targeted SRP learners within the New to English competency stage. Targeted learners from the SRP in Key Stage 3 and Key Stage 4 received continued support during Covid 19 restrictions, directly and in real time via Google classroom. All targeted SRP learners in KS3 and KS4 improved their reading accuracy and comprehension age by at least 12 months (baseline YARC assessments September 2019 and re-assessed September 2020).

Two SRP learners in Year 10 have achieved GCSE outcomes in 2020. One learner, who has been in school in the UK for just over 18 months achieved GCSE grade D in English literature and grade C in numeracy, and the other learner who has been in school for almost 5 years, achieved GCSE grade D in English literature and grade E in numeracy. In 2019-2020, there was one SRP learner in Year 12. The learner was in school in the UK for just under 3 years and achieved AS grade C in psychology, grade D in biology, grade C in textiles and grade E in chemistry which allowed the learner to progress to Year 13.

The latest activity to address attainment gaps for children and young people, has been for St Cyres School to be recognised as a School of Sanctuary. The panel was unanimous in agreeing that St Cyres School should be recognised as a School of Sanctuary in September 2021. The team supported the school to apply for the award. The school is the first in the Council to achieve this award.

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

The attainment gaps based on ethnicity has been based on data produced on a national level. In the Vale of Glamorgan, learners from Ethnic Minority background are not at the greatest risk of underachievement and that is based on school level data. This may be anecdotal, but it cannot be ignored. It would be more meaningful, if attainment gaps based on level of language acquisition along with learners' ethnicity, along with identified additional learning needs and socio-economic background.

The objective could be updated to reflect the need to support schools and the LEA to be actively anti-racist, in line with WG Race Equality Action Plan.

There has been a greater shift in the team's work in redrafting a Strategic Equalities Plan for schools to support a more inclusive education offer for learners, including Minority ethnic learners. There has been satisfactory progress to support practitioners positively promoting race equality and being anti-racist, through the development of the Strategic Equality Plan for schools. The work plan for the implementation is on track for completion by the end of the Autumn term 2021.

There has been limited progress in the outcome to improve resources for teachers on anti-racism, diversity, and Black history. A positive step has been a dialogue in how the CSC Strategy for Equity and Excellence could be actively anti-racist and support schools in developing the recommendations set out in the final report submitted by the Black, Asian and Minority Ethnic Communities, Contributions and Cynefin in the New Curriculum Working Group.

Equalities Monitoring: Data, Analysis, and Equality Information for 1 April 2020 – 31 March 2021



1. Department and Service Area

Adult Community Learning

2. Function

The Vale of Glamorgan Adult Community Learning Service recognises the value of learning throughout life and remains committed to providing a wide range of educational opportunities. The Service provides high quality education for adult learners aged 16+. It aims to meet the needs of individuals and local communities, encouraging lifelong learning through partnership with other education providers.

3. Do you have effective arrangements for identifying and collecting equality information?

Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.

- Enrolment Data
 - The enrolment forms have been aligned to the CAVC enrolment forms to gather appropriate MIS information
 - Fields on the enrolment form include:
 - Contact/Age/Gender/ Marital status
 - Employment/Benefits
 - Disability/Health
 - National identity
 - Ethnicity
 - Welsh language
- Criminal Convictions.

The information is recorded on the CAVC MIS system and available to Welsh Government, CAVC, Vale of Glamorgan Council and Awarding Bodies
Learner Voice surveys and Course satisfaction surveys enable us to take on the views of our learners and to act where appropriate.

4. Which protected characteristics have you monitored?

Age	yes	Pregnancy and Maternity	yes	Religion or belief	no
Disability	yes	Race – ethnic group	yes	Sex	yes
Gender Reassignment	no	Race – national identity	yes	Sexual orientation	no

5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?

Only collected those fields that are required by MIS for Welsh Government. Yes, if required

6. What was the response rate, if applicable?

100% via enrolment forms

7. For what purpose was the data collected?

WG grant criteria. To inform Lifelong learning Wales Records

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

Freeze Data for the current academic year will be available from Cardiff and Vale College in January 2022.

9. What does analysis of the data tell you?

The extent to which our learners align with Welsh Government priorities.

10. If you have comparable data for other years, what does the trend tell you?

We are working towards/achieving Welsh Government targets

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

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

The data has helped us to identify any vulnerable individuals/groups who may require additional support and work with partners to promote equality of opportunity.

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

Provided more learner hours and out of classroom activities when appropriate. Informs our Curriculum Offer.

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

Provide specialised support for specific groups to support learning and learners' entry to the employment market.

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

Covid 19 has restricted this work but we have provided wellbeing courses online and face to face, when appropriate, to support vulnerable learners and staff. We have provided FAN (family and friends) Groups, Men's Shed have been established to provide

alternative provision, not currently covered by WG ACL funding, aimed to support individuals with their mental health and wellbeing and to combat isolation and loneliness.

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



1. Department and Service Area
Learning & Skills Culture and Community Learning Library & Information Service
2. Function
To provide a public Library & Information Service in the Vale of Glamorgan. This is provided via 4 Council run Libraries, 5 community supported libraries and through numerous outreach activities.
3. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.
<p>There is no data for 20/21 as we collected no effective data during the pandemic period.</p> <p>A survey of library users has previously been conducted every 3 years in line with Welsh Government Library Standards. This information is a sample snapshot over a 2 week period of all who enter a library, whether library members or not. We have in the past used the Cipfa PLUS survey common to many other authorities in the UK. The last survey was conducted in February 2020 but the results have not yet been analysed by Cipfa who hold them. The purpose of the survey is to gather views on library services. As part of this all customers are asked to complete a questionnaire which asks a range of equalities questions.</p>

Until recently equalities information was gathered when customers first joined the library and this was reviewed when membership was updated every 2 years. However, following the implementation of a new All Wales Library Management System (LMS), it became apparent that no other authorities in Wales collected the same level of information as the Vale, in particular information about disability and race. After discussions with library colleagues (and LMS admin support staff) in Wales it became apparent there would be technical and GDPR issues involved in retaining this information for the Vale only. There was also discussion with the Vale Information Manager and it was decided to cease gathering this information as it was fully visible to all library staff any time customer records were accessed. We have therefore deleted this information from our database and no longer collect it for new library members.

4. Which protected characteristics have you monitored?

Age	Yes	Pregnancy and Maternity	No	Religion or belief	Yes
Disability	Yes	Race – ethnic group	Yes	Sex	Yes
Gender Reassignment	No	Race – national identity	No	Sexual orientation	No

5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?

The above shows data we have captured on our library databased on membership records and on 3 yearly surveys. Currently we only record age for membership purposes.

6. What was the response rate, if applicable?

100% for membership data

7. For what purpose was the data collected?

We need age for membership purposes to manage loans of DVDs to specific age groups and fines which apply to adults only, this is to ensure minors do not take out adult DVDs and to ensure children are not fined for keeping books beyond the loan period.

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

The data is currently unavailable

9. What does analysis of the data tell you?

N/A

10. If you have comparable data for other years, what does the trend tell you?

N/A

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

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

The purpose of the library service is to provide a service to everyone and ensure everyone is reflected in our collection of books, other materials and services. We have stock which reflects every protective characteristic and we seek to recognise this in the services we provide as well. As just one example of ways in which we seek to reflect the diversity of people, and improve tolerance between people, we ran a series of drag storytimes in libraries and online during 2020/21. This series of storytimes by a man in drag has been very popular with children and their parents but it has also drawn some criticism from a minority of

members of the public. We have used this experience to promote the message of tolerance between people.

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

N/A during 20/21 when takeup of library services was severely hit by the pandemic.

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

The service has analysed data from previous years and taken this into account in stock selection to ensure a diverse range of materials is provided in the library and online. The library service provides free book lending, online internet access and access to selected quality information which seeks to ensure equality of access to important information concerning all aspects of life

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

Of particular issue during 20/21 was the need to reach out to digitally excluded people. We have a tablet loan scheme and made 23 tablets and a data allowance available to library members without wifi broadband or devices at home.

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



1. Department and Service Area					
Social Services – Adults Services					
2. Function					
Social Services					
3. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.					
<p>Equalities Data is part of the core dataset so is recorded at referral and checked at each subsequent stage in the care management process.</p> <p>Citizen Satisfaction – General Feedback was gained from citizens in relation to the recording of gender identity therefore improvements were incorporated on the current questionnaires. All consultation questionnaires currently follow the Corporate Equalities Monitoring sheet to ensure that we collate all the information we require to monitor protected characteristics.</p>					
4. Which protected characteristics have you monitored?					
Age	✓	Pregnancy and Maternity	✓	Religion or belief	✓
Disability	✓	Race – ethnic group	✓	Sex	✓

Gender Reassignment	✓	Race – national identity	✓	Sexual orientation	✓
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5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?

N/A

6. What was the response rate, if applicable?

N/A

7. For what purpose was the data collected?

Much of the data, such as age and gender, is collected to assist service delivery. This data is also reported in annual statutory returns to the Welsh Government. Information collected in other categories (such as language and disability) is gathered to facilitate the assessment process.

From the citizen questionnaires this data is collated to ensure that we are obtaining data from hard to reach groups.

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

The gender breakdown of adults who have a Social Services involvement is not in-line with the gender population of Wales and the Vale; which is shown to be stable throughout the last 5 years of recorded data. Statistically females have a greater life expectancy (83.4 years) than males (79.6 years). Females are also more likely to ask for help and support compared to males; as “men are often expected to be the breadwinners and to be strong, dominant and in control”. While these aren’t inherently bad things, they can make it harder for men to reach out for help and open up (source <https://www.mentalhealth.org.uk/a-to-z/m/men-and-mental-health>).

The ethnicity profile of service users is again very similar to the ethnicity profile of Wales; with white ethnicity remaining the predominate ethnicity of service users, where reported.

According to the 2011 census (last available data on religion); Christianity remains the largest religion in England and Wales (33.2 million people / 59.3 per cent of the population) with Muslims the next biggest religious group (2.7 million people / 4.8 per cent of the population). Around a quarter of the population in England and Wales, reported they have no religion in 2011 and Wales had the highest proportion of people reporting no religion or not answering the question at assessment and this is consistently seen in the trend data of adults who have no religion or the religion is not stated.

British & Welsh nationalities account for 11% of adults; as recording of nationality has been consistent over the last 5 years and is seen as an area of recording to improve. According to the Annual Population Survey (APS), Office for National Statistics dated June 2020; the Percentage of people in the Vale of Glamorgan who consider themselves Welsh is 66.3% at 31st December 2020

In March 2011 the Census showed that 49.8 million (92.3 per cent) of people aged three and over reported English (English or Welsh in Wales) as their main language; which is reflected in the recorded data. Further improvements in recording are required to marry up service users with census 2011 findings.

9. What does analysis of the data tell you?

We are not getting enough information from our service users to determine how well we are developing services to meet any specific needs of those individuals with protected characteristics. We always plan on an individual basis and therefore we risk not collating information that allows us to evidence that we are developing services around particular protected characteristics as we are working on the individual needs via assessment.

10. If you have comparable data for other years, what does the trend tell you?

All services are provided on a "person basis"; it is also difficult to pick up trends based on a wide variety of services and consultations undertaken.

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

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

Adults Services are delivered based on eligibility for care and support which considers the individual, including their specific characteristics. All care and support plans are written in partnership with the individual and in line with the Social Services and Wellbeing Act, regarding 'what matters' to the individual -this would identify any protected characteristics that are important to the person and how we ensure we meet these needs.

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

Due to the pandemic new "virtual" methods were rapidly employed to ensure that adults services were still open and available to all our service users.

Innovate Trust (and other agencies) purchased iPads for residential home citizens and also provided training on how to use this technology. Furthermore, applications for iPads were developed for service users to play interactive games. Smart boards were used to play movies and concerts. Southway and Ty Dyfan made much use of the Tovertafel. Residential homes also introduced facetime via mobile phone to be able to maintain contact with relatives and professionals (e.g GP/DOLS/Social Workers)

To improve "digital inclusion" to our older service users; Live & recorded fun sessions were made available to watch; which were thoroughly enjoyed.

Social Workers maintained contact with service users, via phone calls or zoom technology to undertake assessments and reviews.

All consultations took place virtually with service users, staff and relatives or were emailed.

Rondel House, although closed to service users developed an “Outreach Service”, where the staff visited the service user to provide a friendly face and an opportunity for the service user to talk to someone. Day services also rolled out the “Insight” application to help service users access services.

Consultation reports – All consultation reports are written in easy read versions and highlight changes and recommendations to improve the service they receive.

The “Your Choice” scheme offers outcome-focused care and support at home. The scheme is designed to give the person greater freedom, promote their independence and increase their well-being.

Learning Disability Day Opportunities Strategy 2019-24 is the Vale Councils commitment to develop services that provide people with a learning disability, the choice, needs, aspirations and control to support them to live their lives in the way that they want.

Southway and Tŷ Dewi Sant residential homes have created more dementia-friendly spaces. The Vale’s residential services team have worked closely with the University of Worcester’s Association for Dementia Studies to adapt the spaces appropriately.

Walls have been re-decorated with a calming, neutral-coloured palette. Corridors have been colour coded with fire-retardant door covers, as well as coloured handrails. Specially commissioned photographs of the local area now adorn the walls, their frames also colour coordinated.

The building is complemented with mobility-friendly flooring has encouraged residents to use the space more actively. Toilet doors have been painted a uniform yellow, making them easily identifiable to dementia sufferers, and therefore increasing their independence.

Residential Services in partnership with Community Learning department provided Welsh learning opportunities for residents and staff In Ty Dewi Sant with the aim to improved provision for Welsh language speakers in residential facilities.

Residential Services introduced intergenerational activities that are breaking down harmful stereotypes and promotes a greater sense of worth and understanding and respect between generations. This growing understanding has motivated the young people to become ‘Dementia Friends’ and which is helping to establish a dementia friendly local community.

The Vale Community Resource Service has hosted the Locality Memory Team and developing a service around the individual from diagnosis through the stages of dementia. This has ensured that we focus on the specific needs of the individual and their carers living with dementia. This is in response to the WG Dementia Plan which listened to the needs and views of people with lived experience.

Adult Placement Service / Shared Lives - Matching hosts with citizens, being included in development of Adult Plan, participation in family life/integration with hosts' family.

COVID - additionally, we have undertaken a consultation with Older Persons to understand their wishes re day services, this culminated in a change of provision and focus in light of the consultation, and as we respond to the new issues presented by the Covid-19 pandemic we will continue to consult and engage with all of our service users and their carer's and wider as required in terms of citizen engagement.

We have also contacted citizens in relation to New Horizons

Within Resources and Planning, citizens have been involved in the recommissioning of the Supported Living Service. For the first time they have been part of the interview process. There are 4 citizens taking part, all of whom have had support from Vale People First in setting their own questions and meeting with providers via Teams.

The programmes below were put temporarily put on hold and will restart when safe and appropriate to do so.

New Horizons, Day Services for Adults with Physical Disabilities

- Video Project –produced an informative, educational, and inspirational video for citizens that are faced with disability. This was aimed at individuals, carers, professionals etc. presented to Cabinet that committed to ensuring that the voices of people with a physical disability was heard within the Vale of Glamorgan, and that there was increased awareness re the needs of people with a physical disability in areas such as planning processes.
- Mini Triathlon – New Horizons has hosted an inclusive Mini Triathlon fundraiser open to employees and service users across the whole council, and other partners such as the UHB and independent consultants that worked with the council.

- Social inclusion – often clients can feel isolated within their disability and value the opportunity to meet like people with the same or similar disabilities.
- Hen Goleg Gym – set up in 2011 and it has gone from strength to strength; with wheelchair accessible equipment, specialised bikes and our own qualified gym instructors. This has linked us to the Community Neurological Rehabilitation Team coming in to use our facility, physiotherapy links and clients accessing this element on a sessional basis.
- Hen Goleg League of Friends - registered Charity to the day centre for over 27 years – raises funds which benefit our clients through Craft fayres, triathlon, product sales, raffles etc.
- Fully equipped Wood Workshop that makes garden furniture for sale and raises huge funds for the charity. The Workshop gives our clients back a sense of identity and purpose especially where they have lost their ability to work.
- Craft room provision with art projects over the year where outside tutors come in to deliver workshops i.e. pottery.
- Weekly music workshops are held at Hen Goleg which often lead to the clients then perform at events.
- In house tailored exercise classes where either staff have trained to deliver the class, or we hire in community tutors – L.I.F.T (Low Impact Functional Exercise). Three staff trained to deliver Tai Chi and Yoga.
- Karate classes which led to the first Wheelchair female Black Belt in Wales.
- Boccia League – we host and referee the Adult Vale Boccia League in conjunction with the Disability Sports Development Officer. Teams come from all over the Vale to compete.
- Buses are provided for picking up clients and trips.

A letter from the university's Associate Specialist, Sarah Waller, praised staff at Southway and Tŷ Dewi Sant for their "understanding of the needs of the residents, and [their] dedication to the projects, which has enabled them to be completed to a high standard.

Day Services – Activities are provided to promote interaction and are tailored to need.

Feedback about the use of See Me profiles for Learning Disabilities Day Services to support people accessing services (Practice Solutions); focus on the changes outlined by Practice Solutions

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

The implementation of the Social Services and Wellbeing Act (Wales) in April 2016 emphasises the individual and so incorporates the consideration of their characteristics as part of the eligibility process in determining access to services.

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

Equality Impact assessments have been completed for all significant service changes.

Adult Social Services Equality Trend Data 2016/2017 – 2020/2021

Gender	2016/17	2017/18	2018/19	2019/20	2020/21
Female	3407 61.2%	4730 61.2%	3467 62.3%	2011 59.7%	2054 59.0%
Male	2156 38.7%	2991 38.7%	2074 37.3%	1347 40.0%	1396 40.1%
Other	0.0%	0.0%	1 0.0%	0 0.0%	1 0.0%
Transgender	0.0%	0.0%	0.0%	0.0%	1 0.0%
Unkown	1 0.0%	10 0.1%	23 0.4%	12 0.4%	30 0.9%
Totals	5564 100%	7731 100%	5565 100%	3370 100%	3482 100%

The gender breakdown of adults who have a Social Services involvement is not in-line with the gender population of Wales and the Vale; which is shown to be stable throughout the last 5 years of recorded data. Statistically females have a greater life expectancy (83.4 years) than males (79.6 years). Females are also more likely to ask for help and support compared to males; as men are often expected to be the breadwinners and to be strong, dominant and in control. While these aren't inherently bad things, they can make it harder for men to reach out for help and open up (source <https://www.mentalhealth.org.uk/a-to-z/m/men-and-mental-health>).

Ethnicity	2016/17	2017/18	2018/19	2019/20	2020/21
Disclosure Declined /Unknown	378 6.8%	1458 18.9%	1290 23.2%	1040 30.9%	1186 34.1%
Asian/ Asian British	27 0.5%	24 0.3%	20 0.4%	11 0.3%	14 0.4%
Black/Black British	10 0.2%	13 0.2%	10 0.2%	2 0.1%	4 0.1%
Mixed	18 0.3%	25 0.3%	17 0.3%	19 0.6%	20 0.6%
Other	7 0.1%	16 0.2%	9 0.2%	5 0.1%	4 0.1%
White	5124 92.1%	6195 80.1%	4219 75.8%	2293 68.0%	2254 64.7%
Totals	5564 100%	7731 100%	5565 100%	3370 100%	3482 100%

The ethnicity profile of service users is again very similar to the ethnicity profile of Wales; with white ethnicity remaining the predominate ethnicity of service users, where reported.

Religion	2016/17	2017/18	2018/19	2019/20	2020/21
Agnostic	10 0.2%	9 0.1%	6 0.1%	4 0.1%	7 0.2%
Anglican	14 0.3%	28 0.4%	13 0.2%	8 0.2%	10 0.3%
Atheist	0.2%	0.1%	0.1%	0.3%	0.4%
Baptist	111 2.0%	124 1.6%	88 1.6%	41 1.2%	49 1.4%
Buddhist	10 0.2%	10 0.1%	9 0.2%	4 0.1%	3 0.1%
Catholic	88 1.6%	127 1.6%	91 1.6%	63 1.9%	61 1.8%
Christadelphian	1 0.0%	0.0%	0.0%	0.0%	0.0%
Christian	229 4.1%	554 7.2%	382 6.9%	227 6.7%	255 7.3%
Church of England	872 15.7%	1138 14.7%	716 12.9%	395 11.7%	394 11.3%
Church of Ireland	0.0%	1 0.0%	0.0%	1 0.0%	1 0.0%
Church of Scotland	5 0.1%	12 0.2%	4 0.1%	3 0.1%	3 0.1%
Church of Wales	230 4.1%	324 4.2%	217 3.9%	121 3.6%	130 3.7%
Church of Wales or C of E	206 3.7%	0.0%	0.0%	0.0%	0.0%
Confucianism	0.0%	0.0%	0.0%	1 0.0%	1 0.0%
Congregational	0.0%	0.0%	1 0.0%	1 0.0%	2 0.1%

According to the 2011 census (last available data on religion); Christianity remains the largest religion in England and Wales (33.2 million people / 59.3 per cent of the population) with Muslims the next biggest religious group (2.7 million people / 4.8 per cent of the population). Around a quarter of the population in England and Wales, reported they have no religion in 2011 and Wales had the highest proportion of people reporting no religion or not answering the question at assessment and this is consistently seen in the trend data of adults who have no religion or the religion is not stated.

Din-i-Ilahi	0.0%	2 0.0%	0.0%	0.0%	0.0%
Evangelist	2 0.0%	0.0%	0.0%	0.0%	0.0%
Greek Orthodox	0.0%	0.0%	1 0.0%	1 0.0%	0.0%
Hindu	3 0.1%	5 0.1%	2 0.0%	1 0.0%	3 0.1%
Islam	0.0%	2 0.0%	1 0.0%	0.0%	0.0%
Isma'ilis	2 0.0%	0.0%	0.0%	0.0%	0.0%
Jehovahs Witness	24 0.4%	22 0.3%	21 0.4%	13 0.4%	10 0.3%
Methodist	111 2.0%	147 1.9%	109 2.0%	59 1.8%	55 1.6%
Mixed Religion	1 0.0%	0.0%	0.0%	0.0%	0.0%
Mormon	2 0.0%	3 0.0%	1 0.0%	1 0.0%	4 0.1%
Muslim	3 0.1%	7 0.1%	5 0.1%	6 0.2%	5 0.1%
No Religion	398 7.2%	421 5.4%	323 5.8%	249 7.4%	39 1.1%
Nonconformist	0.0%	0.0%	0.0%	0.0%	2 0.1%
Not Known / not recorded	2956 53.1%	4466 57.8%	3348 60.2%	2061 61.2%	2320 66.6%
Occult and magical	0.0%	0.0%	0.0%	0.0%	1 0.0%
Orthodox Christian	9 0.2%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	9 0.3%	11 0.3%
Other Non Christian	2 0.0%	31 0.4%	22 0.4%	0.0%	0.0%
Pagan	0.0%	0.0%	1 0.0%	1 0.0%	1 0.0%
Pentecostalist	1 0.0%	3 0.0%	3 0.1%	2 0.1%	2 0.1%
Plymouth Brethren	2 0.0%	0.0%	0.0%	0.0%	0.0%
Presbyterian	15 0.3%	21 0.3%	18 0.3%	5 0.1%	6 0.2%
Protestant	26 0.5%	31 0.4%	15 0.3%	6 0.2%	7 0.2%
Quaker	4 0.1%	4 0.1%	3 0.1%	1 0.0%	1 0.0%

Religion not given - disclosure refused	30 0.5%	1 0.0%	1 0.0%	1 0.0%	2 0.1%
Roman Catholic	117 3.2%	216 2.8%	143 2.6%	69 2.0%	77 2.2%
Salvation Army	0.0%	0.0%	0.0%	0.0%	1 0.0%
Shi'ite Muslim	1 0.0%	0.0%	0.0%	0.0%	0.0%
Spiritualist	0.0%	0.0%	5 0.1%	4 0.1%	3 0.1%
Sufi Muslim	1 0.0%	0.0%	0.0%	0.0%	0.0%
Sunni Muslim	1 0.0%	0.0%	0.0%	0.0%	0.0%
United Reform Church	8 0.1%	11 0.1%	8 0.1%	2 0.1%	2 0.1%
Wesleyan	0.0%	0.0%	0.0%	0.0%	1 0.0%
Totals	100%	100%	100%	100%	100%

Nationality	2016/17	2017/18	2018/19	2019/20	2020/21
Afghanistan	0.0%	5 0.1%	2 0.0%	1 0.0%	2 0.1%
Albanian	1 0.0%	0.0%	0.0%	0.0%	0.0%
American	0.0%	1 0.0%	0.0%	1 0.0%	1 0.0%
Australian	1 0.0%	1 0.0%	1 0.0%	1 0.0%	1 0.0%
Bangladeshi	2 0.0%	0.0%	0.0%	1 0.0%	1 0.0%
British	712 12.8%	847 11.0%	535 9.6%	355 10.5%	375 10.8%
Bristish Ind. OT.					1 0.0%

British & Welsh nationalities account for 11% of adults; as recording of nationality has been consistent over the last 5 years and is seen as an area of recording to improve. According to the Annual Population Survey (APS), Office for National Statistics dated June 2020; the Percentage of people in the Vale of Glamorgan who consider themselves Welsh is 66.3% at 31st December 2020

Bulgarian	0.0%	1 0.0%	0.0%	0.0%	0.0%
Canadian	0.0%	2 0.0%	1 0.0%	0.0%	0.0%
Chinese	0.0%	1 0.0%	1 0.0%	1 0.0%	0.0%
Dutch	0.0%	1 0.0%	0.0%	0.0%	0.0%
French	0.0%	1 0.0%	0.0%	0.0%	0.0%
German	0.1%	3 0.1%	4 0.1%	3 0.1%	1 0.0%
Greek	0.0%	1 0.0%	3 0.0%	2 0.0%	0.0%
Indian	0.0%	1 0.0%	1 0.0%	1 0.0%	1 0.0%
Iraqi	0.0%	0.0%	1 0.0%	0.0%	0.0%
Irish	0.1%	5 0.1%	4 0.1%	4 0.1%	1 0.0%
Italian	0.0%	0.0%	0.0%	2 0.1%	1 0.0%
NOT RECORDED	4748 85.3%	6691 86.5%	4915 88.3%	2942 87.3%	3009 86.4%
Other	0.0%	0.0%	0.0%	1 0.0%	1 0.0%
Pakistani	0.0%	1 0.0%	2 0.0%	2 0.0%	1 0.0%
Philippino	0.0%	0.0%	0.0%	1 0.0%	2 0.1%
Spanish	0.0%	1 0.0%	1 0.0%	1 0.0%	0.0%
Swedish	0.0%	1 0.0%	0.0%	0.0%	0.0%
Unknown	0.0%	13 0.2%	23 0.4%	17 0.5%	26 0.7%
Welsh	1.5%	83 1.5%	154 2.0%	74 1.3%	46 1.4%
Totals	5564 100%	7731 100%	5565 100%	3370 100%	3482 100%

Language	2016/17	2017/18	2018/19	2019/20	2020/21
Not Recorded	4808 86.4%	6871 88.9%	4916 88.3%	2756 81.8%	2428 72.0%

In March 2011 the Census showed that 49.8 million (92.3 per cent) of people aged three and over reported English (English or Welsh in Wales)

Bengali	0.0%	1 0.0%	1 0.0%	0.0%	0.0%
British Sign Language	2 0.0%	0.0%	0.0%	0.0%	1 0.0%
Bulgarian	0.0%	0.0%	1 0.0%	0.0%	0.0%
Chinese					1 0.0%
Chinese - Cantonese	1 0.0%	1 0.0%	2 0.0%	1 0.0%	1 0.0%
Dutch	0.0%	1 0.0%	0.0%	0.0%	0.0%
Dynavox Communication Aid	1 0.0%	0.0%	0.0%	0.0%	1 0.0%
English	660 11.9%	841 10.9%	635 11.4%	601 17.8%	1037 30.8%
French	1 0.0%	1 0.0%	0.0%	0.0%	0.0%
German	1 0.0%	0.0%	0.0%	0.0%	0.0%
Greek	1 0.0%	1 0.0%	1 0.0%	2 0.1%	1 0.0%
Italian	0.0%	0.0%	0.0%	2 0.1%	2 0.1%
Makaton	13 0.2%	0.0%	0.0%	0.0%	0.0%
Other	4 0.1%	4 0.1%	0.0%	0.0%	0.0%
PECS	10 0.2%	0.0%	0.0%	0.0%	0.0%
Punjabi	0.0%	1 0.0%	0.0%	0.0%	0.0%
Tagalog	0.0%	0.0%	1 0.0%	1 0.0%	1 0.0%
Unknown	0.0%	0.0%	0.0%	1 0.0%	1 0.0%
Urdu	2 0.0%	2 0.0%	1 0.0%	0.0%	0.0%
Welsh	60 1.1%	7 0.1%	7 0.1%	6 0.2%	8 0.2%
Totals	5564 100%	7731 100%	5565 100%	3370 100%	3482 103%

as their main language; which is reflected in the recorded data. Further improvements in recording are required to marry up service users with census 2011 findings.

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



1. Department and Service Area					
Social Services – Children and Young People Services					
2. Function					
Social Services					
3. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.					
<p>Equalities Data is part of the core dataset so is recorded at referral and checked at each subsequent stage in the care management process.</p> <p>Citizen Satisfaction – General Feedback was gained from citizens in relation to the recording of gender identity therefore improvements were incorporated on the current questionnaires. All consultation questionnaires currently follow the Corporate Equalities Monitoring sheet to ensure that we collate all the information we require to monitor protected characteristics.</p>					
4. Which protected characteristics have you monitored?					
Age	✓	Pregnancy and Maternity	✓	Religion or belief	✓
Disability	✓	Race – ethnic group	✓	Sex	✓

Gender Reassignment	✓	Race – national identity	✓	Sexual orientation	✓
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5. If there were any that you did not monitor, what was the reason for this, and will you collect this information in the future?

Gender Reassignment, sexual orientation & Pregnancy – this is not relevant for determining eligibility for services, although this characteristic is considered, as appropriate, in the care management process. This information will also be available through our intervention services. We do now collate all of the above.

6. What was the response rate, if applicable?

N/A

7. For what purpose was the data collected?

No plans to collect this information for the reasons above, however this data will be collated for all work carried out in relation to the satisfaction surveys in the Social Services annual rolling consultation programme.

Where data is gathered during an individual assessment, support it provided as appropriate.

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

The gender breakdown of children who have a Social Services involvement is in-line with the gender population of Wales and has been stable throughout the last 5 years of recorded data. Where particular needs are identified, services and support appropriate to this child are provided.

The ethnicity profile of service users is again very similar to the ethnicity profile of Wales; with white ethnicity remaining the predominate ethnicity of service users. There has been a decrease in service users declining to provide their ethnicity at assessment.

According to the 2011 census (last available data on religion); Christianity remains the largest religion in England and Wales (33.2 million people / 59.3 per cent of the population) with Muslims the next biggest religious group (2.7 million people / 4.8 per cent of the population). Around a quarter of the population in England and Wales, reported they have no religion in 2011 and Wales had the highest proportion of people reporting no religion or not answering the question at assessment and this is consistently seen in the trend data of children who have no religion or the religion is not stated.

British & Welsh nationalities account for 75% of children, as recording of nationality has improved. According to the Annual Population Survey (APS), Office for National Statistics dated June 2020; the Percentage of people in the Vale of Glamorgan who consider themselves Welsh is 66.3% at 31st December 2020.

In March 2011 the Census showed that 49.8 million (92.3 per cent) of people aged three and over reported English (English or Welsh in Wales) as their main language. Further improved recording year on year; is also demonstrating a similar pattern of first language use amongst children needing our services.

9. What does analysis of the data tell you?

We have improved our collection of this information from our service users; however, the majority of whom are not keen to provide this data. We always plan on an individual basis and therefore we risk not collating information that allows us to evidence that we are developing services around particular protected characteristics as we are working on the individual needs via assessment.

10. If you have comparable data for other years, what does the trend tell you?

All services are provided on a "person basis"; it is also difficult to pick up trends based on a wide variety of services and consultations undertaken.

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act.

- advance equality of opportunity between people who share a relevant protected characteristic and those who do not; and
- foster good relations between people who share a protected characteristic and those who do not.

CYPS is delivered based on eligibility for care and support which considers the individual, including their specific characteristics.

Recent activities have helped to help hard to reach groups interact and engage with others who may have been involved in similar services.

Recruitment strategies have been improved to include consideration of protected characteristics.

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

The age of the young person is a factor in identifying workforce capacity as it's linked to the organisational structure where transition between teams takes place at 15 years of age. Disability and whether a child is looked after similarly assists us to determine the appropriate allocation of workforce capacity. This information has been used to inform our service development work stream and the arrangements for our service delivery teams to enhance the delivery of services to children and their families.

We have provided opportunities for citizens of different age groups and gender to provide feedback about services they have received and would like to receive. This also applies to documents and strategies that we require feedback about. For example, a recent focus group held to discuss the Children's Strategy and its content.

Services are delivered based on individual need, particularly in areas of deprivation, for example, Flying Start.

Example B (linked to Equality and Human Rights Commission - EHRC Challenge 3) – having identified a gap in accommodation provision for young people involved with CYPS

over the age of 16 and with complex needs, CYPS in partnership with our Housing Directorate and a third sector provider, have opened a supported accommodation provision for young people/adults with complex needs. The provision supports the Council to provide appropriate accommodation for young people/adults who would otherwise be at risk of homelessness.

Example C (linked to EHRC Challenge 5) – recognising the emotional well-being needs of children and young people looked after and to promote placement stability, CYPS have furthered discussions with the Health Board to develop a partnership to deliver a therapeutic fostering service.

Example D (linked to EHRC Challenge 2) – to promote employment opportunities for young people in care and care leavers, and deliver our corporate parenting responsibilities, CYPS in partnership with the Human Resources and other Council Directorates have ring fenced the availability of FMA positions for children looked after and those leaving care. One of these individuals has subsequently secured a permanent position in the Council, with one other currently continuing their FMA placement.

Our recent focus groups and engagement activity has promoted interaction within groups of young people attending and they have reported they feel more involved in their service, and that they have more of a voice.

An award event was planned and put on hold following the previous successful event for young people who have achieved various accomplishments and feedback from this was very positive, with young people indicating they felt included and rewarded.

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

The implementation of the Social Services and Wellbeing Act (Wales) in April 2016 emphasises the individual and so incorporates the consideration of their characteristics as part of the eligibility process in determining access to services.

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

Vale and Cardiff jointly commissioned an evaluation of the support provided to parents with learning disabilities in order to inform future commissioning or delivery arrangements. The evaluation provided an analysis of the impact of the service on the population of parents with a learning disability in Cardiff and the Vale and made recommendations for future delivery arrangements once the ICF grant ends on 31.03.2021. The feedback to service users included a virtual (via Teams) 'you said we did' session.

Youth Offending Service examples include:-

We are developing a child friendly version of the YOS mission statement.

We have set up task and finish groups to look at the self assessment questions completed by children and parents to make them more child friendly, we are asking practitioners to consult with children on their development.

The Social Services Quality & Policy Officer has previously developed consultation questions for YOS and held focus groups.

Children have participated in the recruitment/interviews process for YOS Prevention Officers

The YOS assesses all children/young people within the service and any identified needs are supported and referred to the appropriate services.

15 plus – we continue with the care leavers forum although it isn't as regular as we'd like because its virtual. One young person that attends corporate parenting panel, she takes any info/issues and provide feedback.

During the initial few months of the pandemic all care leavers were sent a wellbeing pack (mindfulness colouring book, puzzles, sweets, diary) which included a leaflet on maintaining contact with CYPS.

15 plus have provided competitions for children looked after and care leavers – design a Halloween poster, design a Christmas card.

The 15 plus team have made a leap with social media, with a face book page (we had this before but it's used a lot more now) which only care leavers can access this, we also include any useful information care leavers need on this and converse with them through messenger.

Consultation by the Social Services Policy & Quality Assurance Officer was carried out during the foster carer forum meetings. Questionnaires are now able to be sent via text or email with a link; making it easier for young people to respond to the surveys.

Consideration of equality impact assessments as appropriate.

All who are contacted for consultation purposes are given an opportunity to provide their feedback in a way most appropriate for them. For example, we are able to provide questionnaires in larger print and in an alternative language. We also offer different methods to provide feedback such as telephone interviews, focus groups and face to face interviews. Focus groups are arranged in areas of the community so that people are able to attend to give their views (e.g. day services, Foster carers in the rural vale).

Consultation reports – All consultation reports are written in easy read versions and highlight changes and recommendations to improve the service they receive. Equalities information is also provided to give the audience information about our respondents which could inform improvements to our consultation processes.

Adoption – Adoption recruitment strategy – the website and leaflets states that we accept applications from all people regardless of demographic (race, gender, sexuality, religion etc.) www.adopt4vvc.org/en/Adoption/Adoption.aspx.

Data is now being collated to build a demographic which include faith, make up of couple (single, same sex, hetero etc.). The service is also involved with Pride and use New Family Social who are the LGBT+ adoption charity. Contact has also been made with Home for Good who are a Christian adoption charity and the service is aiming to establish a relationship with the Muslim community currently. Questionnaires will shortly be sent to potential adopters who have received our information and have attended information evenings – these will have the Corporate Equalities monitoring sheet so that we are able to collate data about all protected characteristics.

Fostering – in relation to the recruitment work that the Fostering Service is developing, information about the service is a lot clearer than what is currently available. Work is being done to make the 'who can foster page' more informative in relation to protected characteristics. Myth busting campaigns are also being planned so that current perceptions can be challenged. Underrepresented groups will be targeted in this year's campaign too.

The Fostering Team are also updating the Children's Information document, the work for which started in 2019. This was following consultation with professionals and foster carers and young people what format would be most useful for them. Preparation for becoming a Foster Carer

Fostering service questionnaires now include reports about the young person's view of their placement. The Policy and Quality Assurance Officer has developed age and ability appropriate questionnaires that will also be used as part of the young person's LAC review to prevent duplication.

Children Looked After - Involvement with care planning, Contact with social worker, Ongoing support from Social Work Team, Support from other services, Story of what happens (Practice Solutions)

Leaving Care – Young People are involved with care planning, regular contact with their Young Persons Advisor, ongoing support for leaving care and preparing for independence, support from other services.

Families First Advice Line - The Advice Line offers a personal service aimed at listening and assessing the needs of each family. The Advice Line provides advice to the family that will enable them to resolve their concern independently or will assist the family in identifying services and will support the family to be referred to them.

Families Achieving Change Together (FACT) - Following the referral the FACT service meets with the families - listen, identify, and assess their needs as well as recognising their strengths. They will then highlight potential agencies that may provide appropriate support for the family. A multi-agency meeting will be arranged, with the family at its core, to discuss and

develop an action plan of support. This support will be managed monitored and reviewed with family and agencies, so that positive changes can be made. FACT aims to encourage families through empowerment to sustain these changes.

Flying Start supports families to give children a better start in life, aiming to improve a child's development, health, and well-being in preparation for school. Support includes free quality, part-time childcare for 2-3 year olds, an enhanced Health Visiting/midwifery service (with additional home visits during late pregnancy); access to Parenting Programmes, early Language Development, Rainbow Drop In service for families with children with special and additional needs, Speech and Language and Play Support.

- Ensuring that all of our literature is bilingual – Welsh/ English
 - Providing interpreters where required
 - Making any adjustments where required for any parent presenting with a disability
 - Collecting ACEs data to help shape how we might better deliver services in the future
- (Vale Parenting Service)

Children and Young People's Trend Data 2016 - 2021

Gender	2016/17	2017/18	2018/19	2019/20	2020/21
Male	431 54%	499 51%	401 53%	535 50%	555 48%
Female	357 45%	469 48%	342 45%	508 47%	587 51%
Transgender	0 0%	0 0%	0 0%	* 0%	* 0%
Unkown	11 1%	17 2%	19 2%	32 3%	19 2%
Totals	799 100%	985 100%	762 100%	1076 100%	1162 100%

The gender breakdown of children who have a Social Services involvement is in-line with the gender population of Wales and has been stable throughout the last 5 years of recorded data.

Ethnicity - Children's services	2016/17	2017/18	2018/19	2019/20	2020/21
Disclosure Declined/Not obtained	83 10.4%	258 26.2%	266 34.9%	353 32.8%	330 28.4%
Asian/Asian British	17 2.1%	19 1.9%	15 2.0%	6 0.6%	12 1.0%
Black/Black British	0 0.0%	3 0.3%	3 0.4%	3 0.3%	3 0.3%
Mixed	10 1.3%	14 1.4%	16 2.1%	17 1.6%	28 2.4%
Other	12 1.5%	5 0.5%	11 1.4%	15 1.4%	12 1.0%
White	677 84.7%	686 69.6%	451 59.2%	682 63.4%	777 66.9%
Totals	799 100.0%	985 100.0%	762 100.0%	1076 100.0%	1162 100.0%

The ethnicity profile of service users is again very similar to the ethnicity profile of Wales; with white ethnicity remaining the predominate ethnicity of service users. There has been a decrease in service users declining to provide their ethnicity at assessment.

Religion	2016/17	2017/18	2018/19	2019/20	2020/21
Agnostic	4 0.5%	7 0.7%	1 0.1%	1 0.1%	3 0.3%

According to the 2011 census (last available data on religion); Christianity remains the largest religion in England and Wales (33.2 million people / 59.3 per cent of the population) with Muslims the next biggest religious group (2.7 million people / 4.8 per cent of the population).

Atheist	2 0.3%	0.0%	3 0.4%	2 0.2%	3 0.3%
Baptist	9 1.1%	5 0.5%	1 0.1%	4 0.4%	4 0.3%
Buddhist	1 0.1%	1 0.1%	1 0.1%	0.0%	0.0%
Catholic	9 1.1%	2 0.2%	4 0.5%	5 0.5%	2 0.2%
Chinese Buddhist	1 0.1%	0.0%	0.0%	0.0%	0.0%
Christian	66 8.3%	72 7.3%	56 7.3%	69 6.4%	62 5.3%
Church of Wales	14 1.8%	7 0.7%	4 0.5%	12 1.1%	12 1.0%
Church of England	12 1.5%	7 0.7%	4 0.5%	6 0.6%	4 0.3%
Church of Ireland	1 0.1%	0.0%	0.0%	0.0%	0.0%
Hinduism	0.0%	0.0%	2 0.3%	1 0.1%	1 0.1%
Islam	0.0%	1 0.1%	1 0.1%	2 0.2%	1 0.1%
Jehovah's Witness	0.0%	0.0%	0.0%	1 0.1%	1 0.1%
Methodist	1 0.1%	1 0.1%	2 0.3%	1 0.1%	0.0%
Mixed Religion	1 0.1%	0.0%	0.0%	0.0%	0.0%
Mormon	1 0.1%	1 0.1%	1 0.1%	1 0.1%	0.0%
Muslim	0.0%	2 0.2%	3 0.4%	3 0.3%	5 0.4%
No Religion	0.0%	0.0%	0.0%	312 29.0%	32 2.8%
Not stated	669 83.7%	870 88.3%	673 88.3%	647 60.1%	1021 87.9%
Other	0.0%	2	1	0.0%	0.0%

Around a quarter of the population in England and Wales, reported they have no religion in 2011 and Wales had the highest proportion of people reporting no religion or not answering the question at assessment and this is consistently seen in the trend data of children who have no religion or the religion is not stated.

		0.2%	0.1%		
Orthodox Christian	2 0.3%	0.0%	0.0%	0.0%	0.0%
Pagan	0.0%	0.0%	0.0%	1 0.1%	1 0.1%
Presbyterian	1 0.1%	1 0.1%	0.0%	1 0.1%	1 0.1%
Protestant	0.0%	0.0%	1 0.1%	0.0%	0.0%
Religion not given - disclosure refused	2 0.3%	0.0%	0.0%	0.0%	0.0%
Roman Catholic	3 0.4%	6 0.6%	2 0.3%	7 0.7%	6 0.5%
Sikhism	0.0%	0.0%	0.0%	0.0%	1 0.1%
Spiritualist	0.0%	0.0%	1 0.1%	0.0%	1 0.1%
Wesleyan	0.0%	0.0%	1 0.1%	0.0%	1 0.1%
Totals	799 100%	985 100%	762 100%	1076 100%	1162 100%

Nationality	2016/17	2017/18	2018/19	2019/20	2020/21
Afghanistan	0.0%	37 3.8%	7 0.9%	8 0.7%	4 0.3%
Brazilian	0.0%	0.0%	0.0%	0.0%	1 0.1%
British	45 5.6%	92 9.3%	109 14.3%	532 49.4%	774 66.6%
British Ind.OT	0.0%	0.0%	0.0%	1 0.1%	1 0.1%
Bulgarian	0.0%	1 0.1%	1 0.1%	1 0.1%	1
Chinese	0.0%	0.0%	2 0.3%	0.0%	0.0%
Czech	0.0%	0.0%	0.0%	4	4

British & Welsh nationalities account for 75% of children; as recording of nationality has improved. According to the Annual Population Survey (APS), Office for National Statistics dated June 2020; the Percentage of people in the Vale of Glamorgan who consider themselves Welsh is 66.3% at 31st December 2020

				0.4%	0.3%
English	0.0%	0.0%	0.0%	2 0.2%	9 0.8%
Irish	0.0%	0.0%	0.0%	0.0%	1 0.1%
Not stated	0.0%	0.0%	0.0%	480 44.6%	132 11.4%
Other	0.0%	4 0.4%	1 0.1%	0.0%	0.0%
Pakistani	0.0%	0.0%	0.0%	0.0%	1 0.1%
Philippine	0.0%	0.0%	0.0%	0.0%	1 0.1%
Philippino	0.0%	0.0%	0.0%	1 0.1%	1 0.1%
Polish	0.0%	0.0%	0.0%	0.0%	2 0.2%
Somali	0.0%	0.0%	0.0%	1 0.1%	1 0.1%
Ugandan	0.0%	0.0%	0.0%	0.0%	1 0.1%
Unkown	733 91.7%	813 82.5%	631 82.8%	19 1.8%	105 9.0%
Welsh	21 2.6%	38 3.9%	11 1.4%	27 2.5%	123 10.6%
Totals	799 100.0%	985 100%	762 100%	1076 100%	1162 100%

Language	2016/17	2017/18	2018/19	2019/20	2020/21
Bulgarian	0.0%	1 0.1%	0.0%	0.0%	0.0%
Chinese - Cantonese	1 0.1%	0.0%	0.0%	0.0%	0.0%
Chinese - Mandarin	0.0%	0.0%	1 0.1%	0.0%	0.0%

In March 2011 the Census showed that 49.8 million (92.3 per cent) of people aged three and over reported English (English or Welsh in Wales) as their main language. Further improved recording year on year; is also demonstrating a similar pattern of first language use amongst children needing our services.

Dynavox Communication Aid	1 0.1%	2 0.2%	1 0.1%	2 0.2%	1 0.1%
English	346 43.3%	406 41.2%	343 45.0%	658 61.2%	809 69.6%
Fijian	0.0%	0.0%	0.0%	0.0%	3 0.3%
Hindi	0.0%	0.0%	0.0%	1 0.1%	1 0.1%
Makaton	1 0.1%	0.0%	0.0%	0.0%	0.0%
Not stated	420 52.6%	575 58.4%	416 54.6%	411 38.2%	341 29.3%
Other	2 0.3%	1 0.1%	0.0%	1 0.1%	1 0.1%
Pashto	0.0%	0.0%	1 0.1%	1 0.1%	1 0.1%
Punjabi, Panjabi	0.0%	0.0%	0.0%	0.0%	1 0.1%
PECS	3 0.4%	0.0%	0.0%	0.0%	0.0%
Somali	0.0%	0.0%	0.0%	1 0.1%	1 0.1%
Welsh	25 3.1%	0.0%	0.0%	1 0.1%	3 0.3%
Totals	799 100%	985 100%	762 100%	1076 100%	1162 100%

Equalities Monitoring: Data, Analysis, and Equality Information for 1 April 2020 – 31 March 2021



1. Department and Service Area

Community Safety

2. Function

The Community Safety Team is responsible for:

- Supporting the development and implementation of the Safer Vale Partnership Strategy and Action Plan that are reflective of local needs.
- Coordinate the Safer Vale Partnership's Strategic and Operational Boards.
- Improving the quality and consistency of performance management information for community safety.
- Implement and Monitor the National Cohesion Delivery Plan.
- Ensuring that the Vale's views are represented at the Area Planning Board to ensure that local needs are met.
- Providing representation on the Cardiff and Vale regional CONTEST Board. To implement the PREVENT strategy and to support the regional Cardiff and Vale Channel Panel.
- Preventing and reducing incidents of Anti-Social Behaviour (ASB) and using legislation to take enforcement action where appropriate.
- Producing effective communications to promote community safety internally to staff and externally to our citizens and partners.
- Co-ordinating and managing services with agencies from both the Voluntary Sector and statutory sector to implementing a unified co-ordinated response for Violence Against Women, Domestic Abuse and Sexual Violence
- Undertaking effective engagement and consultation activities across the Vale;
- Ensuring that multi-agency services are working as efficiently and effectively as they can

- Reporting to senior managers, council members and the public about community safety issues and resolutions.
- Reviewing and co-ordinate both the static and redeployable CCTV provision for the Vale of Glamorgan.
- Developing proposals and applying for funding to enhance community safety provision across the Vale.
- Lobbying Welsh Government, the Home Office and the PCC to ensure that the local needs of the Vale are considered in regional and national decision making.

3. Do you have effective arrangements for identifying and collecting equality information?

Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.

Equality information is collected as part of the standard data collecting arrangements of the team.

Each service area records information as it becomes available and data is collated and monitored as part of both quarterly and annual monitoring arrangements with their corresponding governance structures. Details are provided in the attached data analysis.

4. Which protected characteristics have you monitored?

Age	x	Pregnancy and Maternity	x	Religion or belief	
Disability	x	Race – ethnic group	x	Sex	x
Gender Reassignment	x	Race – national identity		Sexual orientation	

5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?

The Domestic Abuse service run by the Vale involves the collating of information captured on SWP PPNs. This means that Community Safety team does not control the information

that is captured. It has been assessed as inappropriate to ask the victim directly regarding all protected characteristics as the conversation had between the DAARC coordinator and the victim is at a time where the domestic abuse incident had recently taken place and the importance is placed on the victim receiving as accessible, open and inobtrusive a service. Therefore, questions relate exclusively to victim's needs. However, a review of this has resulted in the collecting of both ethnicity and disability information given the importance of ensuring service equality to those with these protected characteristics and the importance of understanding prevalence rates to inform future service development.

6. What was the response rate, if applicable?

N/A

7. For what purpose was the data collected?

See above

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

Attached

9. What does analysis of the data tell you?

Included in the report

10. If you have comparable data for other years, what does the trend tell you?

N/A

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act;
- advance equality of opportunity between people who share a relevant protected characteristic and those who do not; and

- foster good relations between people who share a protected characteristic and those who do not.

Contained within the report.

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

An agenda item will be added to the next Safer Vale Operational Group for the consideration of a standing agenda item that looks at discussing trends in data related to protected groups in more detail as a partnership where shared information might give a more accurate picture of service use and ensure that outcomes for protected groups are improved.

Some of the areas where data lacks highlight the need to have better broken down data which will be taken forward in the next financial year. For example, there is no breakdown of the type of ethnicity of victims coming through the DAARC service which, although indicates a general trend of numbers of individuals who are from minority groups it wouldn't enable us to direct any engagement or education to a particular ethnicity who we would expect to see in greater representation. This will be addressed in the next year.

The team recognise the need to continue trying to engage with some of the harder to reach groups, therefore this priority will be taken forward in the next financial year.

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

Develop and implement processes throughout the life of this plan to address hate crimes, violence against women, domestic abuse and sexual violence.

- Processes in place to tackle hate crimes
The Community Cohesion Officer works closely with the South Wales Police Hate Crime Officer, who responds to all hate crimes and hate incidents across the Vale. Joint meetings support the promotion of appropriate messages, based on the types of incidents that are being reported and on ensuring that community cohesion is supported across the Vale.

- Improve violence against women, domestic abuse and sexual violence.

Data analysis refers to the services and work that is being implemented in respect of the VAWDASV agenda.

- Improved awareness amongst people in the community of the advice and support available to them.

The year saw a significant increase in the level of engagement sent out to the public regarding community safety advice and support. This was, in part, a response 24 posts specifically relating to hate crime were issued throughout the year, and 72 relating to domestic abuse. The social media membership was increased to 466 Facebook followers, 140 Instagram followers and 857 Twitter followers. This wide variety of individuals received 430 tweets, 393 Facebook posts and 49 Instagram posts. This represents a positive increase in the number of advice and support messages being issued to individuals who may be vulnerable across the vale.

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

- Engagement with wide range of community groups and stakeholders
- Increased consultation regarding protected characteristics, particularly male victims and women's safety on the streets at night
- Revamped the Community Cohesion Group
- Other improvements as listed through the attached report.

Strategic Equality Objective Seven: Develop and implement processes throughout the life of this plan to address hate crimes, violence against women, domestic abuse, and sexual violence.

Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) is a complex crime that can affect anyone. It has far-reaching consequences for families, children, communities, and society. The Council is committed to the provision of services to prevent where possible, protect and respond to domestic abuse should it occur. The Vale continue to work in collaboration with Cardiff Council, the Cardiff, and Vale University Healthboard and other partners to deliver actions in line with the VAWDASV 5-year Regional Strategy (2018-2023). The overarching vision of the Strategy is that “people who live, work, study in and visit Cardiff and the Vale of Glamorgan have the opportunity to live positive, independent lives without being affected by violence and abuse”. The Strategy recognises the need to specifically focus on ensuring that services are equitable for those with protected characteristics and places a particular emphasis on honour based violence/forced marriage and ensuring that we work to improve understanding of how forced marriage affects individuals with protected characteristics.

Towards the end of the year, the recommissioning for a specialist provider of domestic abuse services across the Vale took place. Throughout the tender process, emphasis was placed on the requirement that any new service commit to being inclusive, recognising specific needs and barriers to accessing support. They must also support the Equality and Human Rights Commission’s stance on the delivery of helplines to ensure that female and male callers receive the same level of service. The Vale Council works with the recommissioned support service, Atal Y Fro, and the Council’s Supporting People Team to ensure that victims of domestic abuse have access to help, support, and protection. This includes refuge, second stage and dispersed housing; counselling and relevant programmes, including outreach support. The Vale works in partnership with several specialist services and signpost victims who may require different support:

- Bawso – generic and specialist services for the Black and minority ethnic communities for those affected or at risk of domestic abuse and all forms of violence

such as female genital mutilation, forced marriage, honour-based violence, human trafficking, and modern slavery.

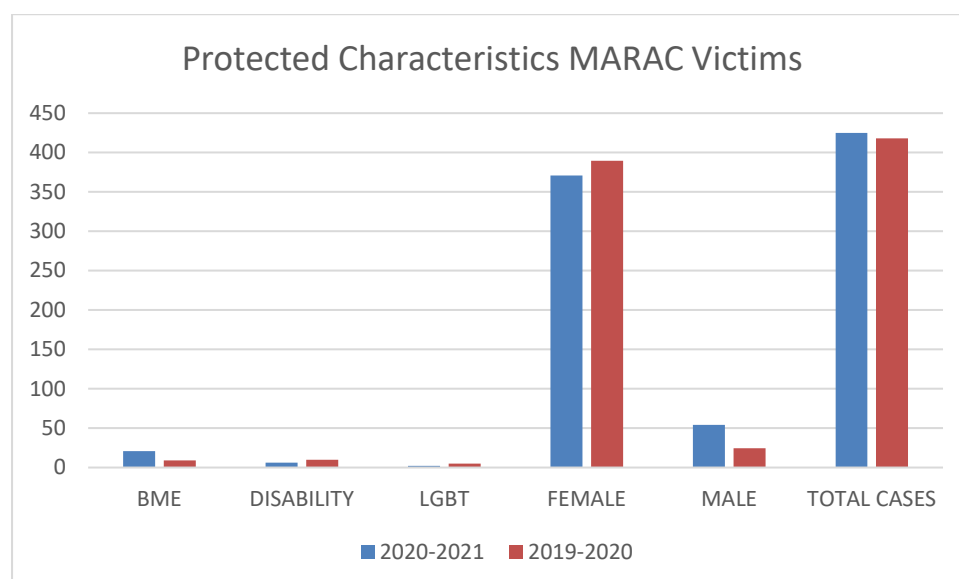
- Safer Wales Dyn Project – provides support to heterosexual, gay, bisexual and trans men who are experiencing domestic abuse from a partner.
- Rainbow Bridge - a Victim Support run service that specifically supports victims of domestic abuse who identify as lesbian, gay, bisexual, and transgender.
- Live Fear Free – a Welsh Government service providing help and advice about violence against women, domestic abuse, and sexual violence.
- New Pathways – delivers current and historical sexual abuse counselling for women, men and children.
- Gwalia - a male refuge.

In the Vale, the Council has a Domestic Abuse Assessment Referral Co-ordinator who receives reports of all police incidents of domestic abuse. We undertake a robust risk assessment and contact victims who have given their consent to offer support and signposting. The victim's wishes determine how this is approached, depending on their individual and holistic needs. The service is offered to everyone, including those from a range of protected groups. Quarterly and annual reports are submitted to Welsh Government on the Regional Delivery Plan. Progress is reported through the Cardiff and Vale Regional Violence Against Women, Domestic Abuse & Sexual Violence Strategy 2018- 2023. This report includes information on protected characteristics. Updates also go to the Vale of Glamorgan Scrutiny and the Safer Vale Partnership.

The service works by receiving public protection notifications (PPNs) following a domestic incident resulting in the police being called. The service therefore receives data from the PPN form regarding protected characteristics. The DAARC coordinator attempts to make contact with the victim in the 48 hours following the domestic incident, where, given the need to ensure the victim's comfort and the need for questions to not interfere with victim's needs from the service, questions asked by

the DAARC are kept to a minimum. The team conducted a review on this, following the last equality assessment, and concluded that more information could benefit our understanding of the extent to which protected characteristics are involved in domestically abusive situations. A balance was found between the need to ensure the positive experience of the service is preserved and the need to analyse the trends presented by data regarding protected characteristics to improve the service for all and two questions regarding disability and race have therefore been added to the data recorded by the DAARC coordinator. These two criteria were selected above others given the research indicating that a greater percentage of disabled individuals experience domestic abuse within their relationships than do not and that individuals from certain ethnic minorities do not access support services despite abuse being present in their domestic lives. The DAARC service will be able to report on these characteristics in the next financial year.

The Local Authority also hosts the post responsible for coordinating the Multi Agency Risk Assessment Conferences (MARAC) which is a fortnightly meeting where high risk cases of domestic abuse are discussed among a number of agencies who work together to devise an action plan that best supports the victim and their family and ensure that risks are mitigated. The service is open to and accessible to everyone, including all protected characteristics. The data shows that the Vale of Glamorgan experiences numbers that are in keeping with national trends.



There was an increase in BME across 2020-2021 of 133 %, however it is worth noting that where these smaller figures are concerned, care is needed when interpreting the meaning behind a large percentage increase. The increase is likely

to be a result of an improvement in campaigns, engagement, and training to make service more accessible, more visible and to increase awareness of frontline workers for improved identification. A reduction in both the disability figures and LGBT figures are hard to analyse given the low numbers, however they have identified a need to review and work with specialist support groups to ensure that enough is being done to identify and act upon domestic abuse among all protected characteristic groups.

Feedback was requested from a male MARAC victim to assess the service offered and ensure equality across the two gender groups. The case and feedback can be found below

MALE VICTIM OF DOMESTIC ABUSE

We discussed a Male DV victim at MARAC, the referral came from SWP where the victim disclosed, he had been in an abusive relationship for 9 years. Following the PPN the IDVA made contact and sourced dispersed housing refuge for the victim along with his 2 children. During the MARAC discussion children services were going to undertake a section47 enquiry. The victim had a support worker whilst living in the dispersed housing who linked in with the children's primary school and supported him to gain access to counselling through Mind. Following the victim moving into the property the Community Safety added a burglar alarm to the address. We completed feedback and the victim said having the extra security made him feel much safer.

Across the two services, most victims were between 25 – 59 which is in keeping with the national trend. This, however is something which is being monitored given the ageing population of the Vale to ensure that figures reflect the growing number of older people and that due consideration is given to how this might affect domestic abuse figures in the future.

The Council actively supports the work of the Vale 50+ Forum to increase visibility and services across the Vale of Glamorgan. During Covid an emphasis was placed on providing information to victims of domestic abuse via digital platforms, particularly Twitter, Facebook, and Instagram. In recognition of restrictions that lockdown placed on the possibility of accessing support services, the team created posts that were placed across the three platforms and distributed through partner email membership to reach as wide a distribution as possible. 72 posts, relating specifically to domestic abuse were published and a total of 871 posts were

published on the wide range of topics covered by Community Safety across the year. The social media membership was increased to 466 Facebook followers, 140 Instagram followers and 857 Twitter followers. This wide variety of individuals received 430 tweets, 393 Facebook posts and 49 Instagram posts.

In October 2020, several key partners attended the online Honour Based Violence Roadshow delivered by Karma Nirvana. In addition, the National Training Framework Group 2 training that rolled out in November 2020, provides opportunities for attendees to consider how honour-based violence / forced marriage may present and what risk factors are associated with honour-based behaviours. Work in this area will be developed as part of the National Training Framework Group 3 roll out planned to commence in October 2021.

Throughout the year, work was undertaken to improve the information exchange between Registered Social Landlords and the DAARC. This information exchange looks at improving the service for individuals who have been victims of domestic abuse notified through the PPN system and individuals for whom a referral for Target Hardening has been made. Target Hardening is a service where improvements are made to the physical security of a victim's house where there is a risk that a perpetrator may attempt to enter and put the victim and their family at further risk. The service requests feedback from victims which gathers information on whether the victim feels safer because of target hardening and whether they were happy with the service. The information exchange enables a better wrap around service to be offered to victims and their families and enables housing providers, who are in a position to gather much more detailed information on protected characteristics, to have as complete a picture of an individual's life to ensure that equality is apparent across the board.

Target Hardening referrals includes the gathering of data regarding protected characteristics to enable the team to analyse any trends between the feedback received and the characteristics of the referee. To date, the system has mirrored expectations and shows no discrepancy in service offered and victim experience, from the feedback provided.

We know that it is important to raise awareness of domestic abuse throughout the community specially to ensure that harder to reach groups can access our services and information. Across the year, awareness raising through face to face forums was not possible as a result of the pandemic, however, the team continued to deliver on the National training framework 'Ask & Act' scheme which was delivered to local authority and health board staff. This training has built within its modules to ensure that protected characteristics are considered and that an understanding of how services might be tailored to best ensure equality and accessibility.

Online campaigns were run for PRIDE, and Safeguarding Week, both with a focus on engaging with individuals with protected characteristics. We promote these campaigns in a variety of ways: by engaging service users; holding remote conferences; using social media, radio, television, and the press. Information will also be on leaflets, letter heads, and emails. All information is provided in Welsh and English. Atal y Fro, the Vale of Glamorgan's specialist domestic abuse service, advertises its services through social media, press, and awareness training events. It works with statutory and third sector to ensure it advertises its services to as many people as possible, including the rural Vale. We play our part in embedding a whole systems approach to respond to the issues and make a positive impact for victims and survivors across the South Wales area.

Consultation has been carried out regarding male victims and it is expected that the recommissioning of the new specialist service in the Vale will reflect a service that is accessible to male victims. Partners continue to capture feedback from across the range of protected characteristics and crime types, including survivors who have experienced rape and sexual assault, sex workers and those who have experienced Female Genital Mutilation.

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

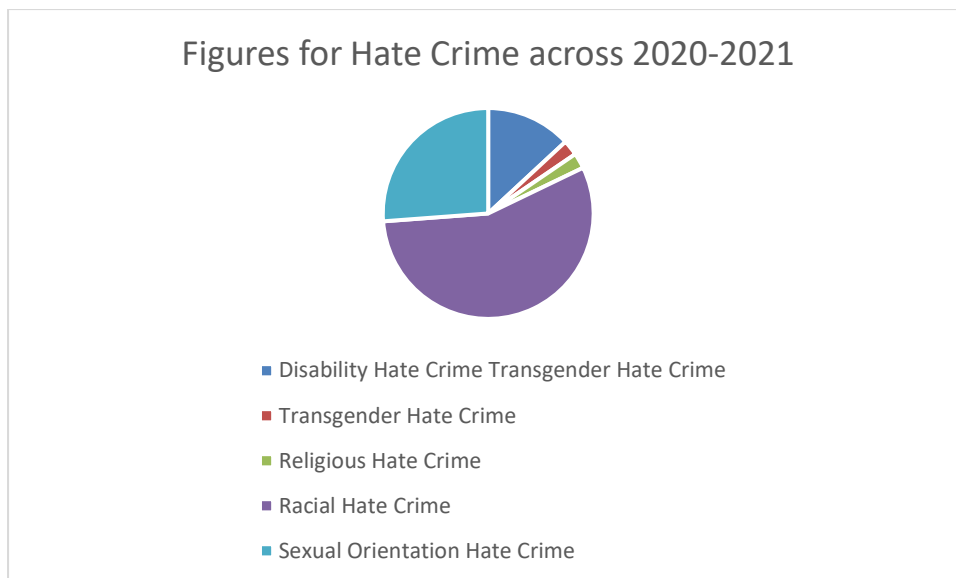
The Community Safety team hosts a Community Cohesion Officer whose role it is to engage with all members of the community to work together for greater cohesion across residents of the Vale. One of the main aims of the role is to work in partnership to eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010. Furthermore, the role works with the community to foster good relations between people who share a protected characteristic and those who do not.

To this end, the Community Cohesion Officer worked throughout the year to revamp the Community Cohesion Group which had a successful relaunch and has had good attendance at all subsequent meetings. The membership so far consists of members from the Chinese in Wales Association, Neighbourhood Watch, Muslim Welfare Association (who also chairs the meeting), Vale Housing Officer, Age Connect, Sigt Cymru, Diverse Cymru, South Wales Police, Autism Spectrum Lead Officer for the Council. Other members of the community will continue to be approached to ensure equal opportunity for all to access the group.

The purpose of the group is to share community safety information and gather local, resident information with the aim of creating safer, more cohesive communities and ensuring that the three objectives under the Equality Act 2010 are met. The Community Cohesion Officer works in close partnership with the South Wales Police (SWP) Hate Crime Officer, whose job it is to respond to all hate crimes and hate incidents in the Vale. A standing agenda item on the Community Cohesion Group is hate crime, where data and trends are discussed and scrutinised with issues communicated and solutions developed in partnership.

Hate Crime figures in the Vale are low - and remain slightly below the South Wales average. The breakdown of minority groups who were victims to these crimes can be

found below.



The most common types of hate crime are 'racially aggravated fear alarm or distress' followed by malicious communications.

All areas have decreased from the previous year apart from Sexual Orientation Hate crime, which has seen an increase. It is important to not jump to erroneous conclusions from figures going up or down. With hate crime still in its infancy in terms of awareness, identification and reporting, an increase in the figures could be a positive sign of people coming forward and reporting, or better identification of a problem rather than a negative indication representing an increase in criminal activity.

Across the course of 2020-2021 there was an increase in engagement regarding hate crime and how to report it so there is an expectation that figures will increase as more people come forward to report hate crimes when they happen.

The Vale didn't see a significant change in hate crimes because of Covid 19. In response to the Black Lives Matter movement that occurred in 2020, there were some planned protests but all of these were carried out peacefully in the Vale of Glamorgan. This was a positive indication of greater levels of cohesion among the Vale of Glamorgan residents. The team have been focusing on raising awareness of hate crime by engaging with campaigns such as the hate hurt Wales campaign and

The International Day for the Eliminations of Racial Discriminations. A response was also submitted to the draft Race Equalities Plan consultation to ensure that the local reality for race equality is voiced and can be included in national plans.

To support the three aims of eliminating unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act; advancing equality of opportunity between people who share a relevant protected characteristic and those who do not; and fostering good relations between people who share a protected characteristic and those who do not, the Community Cohesion Officer engaged with the Catholic Church regarding the EU Settlement scheme, a representative from disability services and Woody Lodge, a service for veterans. These contacts have all ensured that communication channels are open and that different protected characteristics, and other community groups across the Vale know where they can go to get support to deal with community cohesion issues or issues relating to inequality.

The Community Cohesion Officer conducted scam awareness training with Sight Cymru so those who are blind or have severe sight problems to ensure that scam prevention advice is as accessible to people with a visual impairment.

The Officer also sits on several groups to ensure that communication channels are open and that information that needs to influence strategy development and actions relating to equality are voiced and responded to. These include, the Modern Slavery Forum, the Equalities Consultative Forum, GLAM Network and a weekly meeting with the SWP Hate Crime Officers, Cohesion Inspector and the Community Cohesion Officer in Cardiff to share best practice and understand the position of the Vale in relation to the region.

A Tension Monitoring Process is in place in the Vale where forms can be sent to the Community Safety Team, via the Community Cohesion Officer from any partners, community member, agency or organisation, providing details of any tensions that exist in the community that could become worse or cause crime and disorder. Across the year 43 tension monitoring forms were received which represents a 72% increase from the previous year. This is a positive increase reflecting efforts from the team to promote the tension monitoring process and increase the reporting of

tensions so that the team can provide earlier intervention to community issues. Tensions have largely involved neighbour disputes. The Community Cohesion Officer receives the tension monitoring form, then works in partnership with SWP colleagues and other departments in the Council, notably Housing to work with those involved to find solutions to the issues.

The Community Safety Team is responsible for working in partnership to drive forward the Contest Agenda across the Vale. This involves membership on the Prevent Board which ensures that systems are in place, across the Vale to prevent, as best as possible a terrorist or extremist attack across the locality. The Prevent Board is responsible for monitoring the Channel Panel, which is a multi-agency group, where individuals thought to be at risk of radicalisation are discussed and provided with support and interventions to prevent them from being drawn into extremism or terrorist behaviour. The Channel Panel enables the sharing of information that is crucial for understanding trends and sharing resources to ensure greater equality across the Vale.

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



1. Department and Service Area					
Vale Communities for Work					
2. Function					
Communities for Work is an employability based project, offering 1-2-1 help, support and guidance on job search, CV's, application forms, interview skills and training. To be eligible you must live in Vale of Glamorgan (although it is a national project), unemployed, economically inactive or NEET - Not in Employment, Education or Training. Support is offered to get people into sustainable employment.					
3. Do you have effective arrangements for identifying and collecting equality information?					
Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.					
The service collects information that is required by the funders (Welsh Government)					
4. Which protected characteristics have you monitored?					
Age	X	Pregnancy and Maternity	X	Religion or belief	
Disability	X	Race – ethnic group	X	Sex	X
Gender Reassignment		Race – national identity	x	Sexual orientation	
5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?					

The project collects data as required by the funder, the project receives referrals mainly for JCP.

6. What was the response rate, if applicable?

Not really applicable as Equality monitoring takes place at the point of referral.

7. For what purpose was the data collected?

As above, to satisfy the Welsh Government.

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

Data is submitted to WG as part of National analysis – not required locally.

9. What does analysis of the data tell you?

As above, data analysed by the Welsh Government, not us.

10. If you have comparable data for other years, what does the trend tell you?

Very similar levels of referrals since the inception of the programme with similar levels of need identified.

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

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

We ensure project staff are trained and aware of their responsibilities under the Act, and challenge any unlawful discrimination, harassment and victimisation or other conduct

prohibited by the Act. We aim to ensure all of our service provisions are inclusive. Staff have undergone disability training and have a nominated lead Officer for this i.e. a Vale CfW Disability 'Champion'. As the programme targets those furthest from the job market, we work with a high number of people who tend to suffer from more barriers and some of those barriers are health-related e.g. mental health, special needs etc.

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

2 years ago the Welsh Government asked us to target more of our resources at people with some form of disability, which we've done.

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

Continuation of above i.e. providing more resources for people with complex barriers such as a disability.

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

Working more closely with the Welsh government in achieving its objectives in this area.

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



1. Department and Service Area					
Creative Rural Communities, Regeneration, Resources					
2. Function					
Rural Development					
3. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.					
No, we do not collate information pertaining to equalities for the individual service users we work with. On occasion, we may evaluate a specific project and we may collate some information such as gender and age. We also manage a board 'Local Action Group' in which our terms of reference states that we must have an equal gender balance (within reason.)					
4. Which protected characteristics have you monitored?					
Age		Pregnancy and Maternity		Religion or belief	
Disability		Race – ethnic group		Sex	
Gender Reassignment		Race – national identity		Sexual orientation	
5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?					

We do not collate information relating to individuals generally, we usually only collate names and contact details. Previously due to top funding requirements we have been expected to collate some of this data, but not in recent years.

6. What was the response rate, if applicable?

n/a

7. For what purpose was the data collected?

n/a

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

n/a

9. What does analysis of the data tell you?

n/a

10. If you have comparable data for other years, what does the trend tell you?

n/a

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

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

No assessment done

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

n/a

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

n/a

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

Whilst we have not collated specific information pertaining to individuals, we have always been mindful of ensuring that our engagement work or participation has been accessible for all.

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



1. Department and Service Area					
Tourism & Events Team, Regeneration					
2. Function					
Tourism					
3. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.					
Each year we do a Barry Island Customer Satisfaction survey and include questions regarding equalities as part of this survey.					
4. Which protected characteristics have you monitored?					
Age	Yes	Pregnancy and Maternity		Religion or belief	
Disability	Yes	Race – ethnic group	Yes	Sex	Yes
Gender Reassignment		Race – national identity	Yes	Sexual orientation	
5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?					

We will keep this under review and include and amend future questionnaires accordingly.

6. What was the response rate, if applicable?

98% of respondents answered the equalities questions

7. For what purpose was the data collected?

As part of a wider study to gain feedback into visitors satisfaction levels with Barry Island as a visitor destination.

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

9. What does analysis of the data tell you?

- 78% responders are Female / 16.5% Male / 5.5% preferred not to disclose
- 15% were aged 25-34 / 24% 35-44 / 26% 45-54 / 14% 55-64 / 17% 65-74
- 40% Classed themselves as White Welsh / 5% White English / 48% White British / 1% Pakistani / 3% Any other White background
- 13% Described themselves as having a disability / 87% did not

10. If you have comparable data for other years, what does the trend tell you?

We do for 2018 and 2019. We did not conduct the survey during 2020 due to Coving and the impact on restrictions on visitors to Barry Island.

The results are comparably regular in that they differ little between the years.

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act;

- advance equality of opportunity between people who share a relevant protected characteristic and those who do not; and
- foster good relations between people who share a protected characteristic and those who do not.

The results allow us to ensure that the needs of all communities are met when visiting Barry Island, and that should any particular group show a change in trend (i.e particular reaction to specific aspects of the island) then it would be identifiable through this analysis.

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

The results are shared with all service areas relating to public provision at Barry Island.

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

That the needs of all customers are met.

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.



Barry Island Customer Satisfaction Survey Summer 2016 – 2019 COMPARABLE



RESULTS

Q1. Does the Island live up to your expectations?

	Far below expectations	Not as good as expected	Reached expectations	Better than expected	Far Exceeded expectations
2019	2.8%	15.77%	37.5%	32.5%	11.4%
2018	1.7%	6.8%	36.4%	41.5%	13.6%
2017	0.95%	4.76%	34.78%	44.28%	14.76%
2016	1.45%	1.45%	24.64%	56.52%	15.94%

Q2. Please rate Barry Island as a destination-

	Very Poor	Poor	Average	Good	Excellent
2019	0.6%	2.8%	16.7%	48.9%	29.9%
2018	0.0%	3.4%	12.1%	56.0%	28.4%
2017	0.62%	1.86%	14.9%	72.67%	9.93%
2016	1.41%	0.00%	14.08%	60.56%	23.94%

Q3. How would you rate the following?

		Very Poor	Poor	Average	Good	Excellent
Food Offer (restaurant/takeaways)	2019	1.2%	8.8%	28%	40.6%	21.1%
	2018	1%	6%	28%	47%	21%
	2017	1.44%	7.2%	31.25%	41.34%	18.75%
	2016	0%	1.43%	27.14%	41.43%	30%
Retail Offer	2019	8.4%	30.3%	36.8%	19.0%	5.5%
	2018	2.5%	29.7%	44.1%	17.8%	5.9%
	2017	5.44%	29.2%	42.07%	15.84%	7.42%
	2016	2.86%	28.57%	32.86%	25.71%	10%
Cleanliness of public areas (Promenade/Beach/Gardens)	2019	0.95%	4.4%	14.2%	48.1%	32.3%
	2018	2.5%	4.2%	13.4%	45.4%	34.5%
	2017	1.44%	0.96%	12.5%	44.23%	40.86%
	2016	0%	8.57%	17.14%	33.80%	40.85%

Cleanliness of public conveniences	2019	0.9%	8.9%	29.5%	45.8%	14.7%
	2018	1.7%	6.1%	21.7%	48.7%	21.7%
	2017	1.95%	6.34%	26.34%	37.56%	27.80%
	2016	0%	3.22%	25.80%	40.32%	30.64%
Car Parking	2019	5.7%	16.2%	32.48%	36.62%	8.92%
	2018	10.1%	16%	34.5%	29.4%	10.1%
	2017	3.88%	9.7%	35.92%	36.40%	14.07%
	2016	3.07%	10.76%	33.84%	36.92%	15.38%
Road Access	2019	2.86%	13.65%	33.65%	38.73%	11.11%
	2018	0.8%	10.1%	34.5%	42.9%	11.8%
	2017	0.97%	8.73%	27.18%	46.60%	16.50%
	2016	2.98%	20.89%	22.38%	38.80%	14.92%
Public Transport	2019	2.33%	7.31%	37.54%	41.2%	11.63%
	2018	1.7%	6.1%	27.0%	50.4%	14.8%
	2017	1.06%	6.91%	27.65%	49.46%	14.89%
	2016	5%	10%	17.5%	45%	22.50%
Visitor Information	2019	0.64%	10.9%	29.81%	44.87%	13.78%
	2018	0.9%	6.8%	32.5%	42.7%	17.1%
	2017	0.50%	10.65%	32.48%	42.63%	13.70%
	2016	7.27%	9.09%	38.18%	30.90%	14.54%
Attractions	2019	7.01%	11.78%	28.66%	37.81%	12.74%
	2018	1.7%	12.2%	31.3%	41.7%	13.0%
	2017	0.97%	4.87%	28.29%	41.95%	23.90%
	2016	0%	10.29%	25%	50%	14.70%
Events	2019	1.28%	3.83%	18.53%	42.81%	33.55%
	2018	0.9%	1.7%	9.6%	46.1%	41.7%
	2017	0.50%	0.50%	12.12%	40.90%	45.95%
	2016	0%	1.69%	8.47%	30.50%	51.47%
Directional Signage (to get here)	2019	0%	2.87%	15.29%	57.64%	24.20%
	2018	2.6%	0.0%	19.0%	44.8%	33.6%
	2017	1.52%	1.01%	15.22%	55.83%	26.39%

	2016	1.63%	6.55%	18.03%	40.98 %	32.78%
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Q4. How did you get here?

	Walk	Cycle	Car	Train	Bus (Coach Tour)	Bus (Public Transport)
2019	25.55%	0.32%	67.82%	5.05%	0.32%	0.95%
2018	17.6%	0%	73.9%	5.9%	0%	2.5%
2017	16.26%	0%	73.20%	9.56%	0%	0.95%
2016	13.63%	3.40%	62.50%	13.36%	2.27%	4.54%

Q5. What motivated you to come?

Attractions 2019 - 56 2018 - 5 2017 - 12 2016 - 12	Beach 2019 - 237 2018 - 33 2017 - 53 2016 - 55	VFR 2019 - 48 2018 - 5 2017 - 6 2016 - 7	Easy Road Access 2019 - 25 2018 - 0 2017 - 2 2016 - 7
Location 2019 - 131 2018 - 0 2017 - 0 2016 - 39	Variety on offer 2019 - 27 2018 - 6 2017 - 9 2016 - 11	Food 2019 - 98 2018 - 5 2017 - 5 2016 - 22	Disabled Friendly 2019 - 19 2018 - 1 2017 - 2 2016 - 3
Value for money 2019 - 40 2018 - 1 2017 - 8 2016 - 14	Easy Public Transport 2019 - 17 2018 - 1 2017 - 2 2016 - 6	Walks 2019 - 169 2018 - 20 2017 - 43 2016 - 31	Beach Huts 2019 - 25 2018 - 3 2017 - 6 2016 - 15
Recommended 2019 - 4 2018 - 3 2017 - 5 2016 - 4	Coach Tours 2019 - 0 2018 - 0 2017 - 0 2016 - 0	Blue Flag/Green Flag Awards 2019 - 15 2018 - 2 2017 - 4 2016 - 17	Gavin & Stacey 2019 - 33 2018 - 3 2017 - 5 2016 - 5
Events 2019 - 83 2018 - 20 2017 - 28 2016 - 27	NB - 2017 results only allowed one option as opposed to multi option in 2016. 2019 - 315 total respondents.		

Q6. Are you a:

	Day Visitor	Staying visitor	Local	Visiting Friends Relatives
2019	19.87%	2.52%	73.82%	3.79%
2018	21.8%	3.4%	72.3%	2.5%
2017	33.97%	3.34%	60.28%	2.39%

2016	35.21%	7.04%	54.93%	2.82%
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Q7. How often do you visit?

	First Visit	Once a year	2-3 times a year	4-5 times a year	6-7 times a year	8-10 times per year	More than 10 times a year	Daily
2019	1.26%	2.52%	8.83%	5.68%	4.73%	6.62%	50.79%	19.56%
2018	1.7%	3.4%	10.1%	10.1%	5.0%	7.6%	52.9%	9.2%
2017	3.07%	3.58%	12.30%	12.30%	4.61%	10.25%	49.74%	4.10%
2016	2.82%	7.04%	14.08%	9.86%	5.63%	5.63%	46.48%	8.45%

Q8. How likely are you to return to Barry Island?

	I'll never return	I'll consider returning	I am likely to return	I will return	I will definitely return
2019	0.31%	3.46%	8.18%	13.84%	74.21%
2018	0.0%	5.0%	12.6%	16%	66.4%
2017	0.48%	3.36%	7.69%	12.01%	76.44%
2016	0.00%	2.82%	5.63%	14.08%	77.46%

Q9. How likely are you to recommend Barry Island to others?

	I would not recommend	I may recommend	I highly likely recommend	I will recommend	I will definitely recommend
2019	2.52%	11.67%	5.68%	34.07%	47%
2018	1.7%	13.8%	6.0%	29.3%	49.1%
2017	0.96%	8.21%	7.24%	23.67%	59.90%
2016	0.00%	4.35%	20.09%	27.54%	47.83%

Q10. Gender

	Male	Female
2019	15.09%	84.91%
2018	14.5%	85.5%

Q11. What age group applies to you?

	Under 18	18-24	25-34	35-44	45-54	55-64	65-74	75 +
2019	0.63%	3.14%	18.87%	25.79%	22.01%	21.38%	8.18%	0.0%
2018	1.7%	3.4%	13.6%	30.5%	22.0%	18.6%	10.2%	0.0%

Q 12. How would you describe your ethnic origin?

	2019	2018
White British	38.78%	48.3%
White Welsh	48.72%	42.4%

White English	5.45%	6.8%
White Scottish	0.64%	0.8%
White Northern Irish	0.32%	0.0%
White Irish	0.32%	0.0%
Gypsy or Irish Traveller	0.0%	0.0%
Any other white Background	2.24%	0.8%
Bangladeshi	0.0%	0.0%
Pakistani	0.0%	0.0%
Indian	0.32%	0.0%
Chinese	0.32%	0.0%
Any other Asian background	0.0%	0.0%
Black African	0.0%	0.0%
Black Carribean	0.0%	0.0%
Any other Black/African /Caribbean background	0.0%	0.0%
Arab	0.0%	0.0%
Any other ethnic group	0.32%	0.8%
Prefer not to say	2.56%	3.4%

Q 13. Do you have a disability as defined by the Disability Discrimination Act (DDA)? The DDA defines a person with a disability as someone who has a physical or mental impairment that has a substantial and long term effect on his or her ability to carry out normal day to day activities.

	Yes	No
2019	13.10%	86.90%
2018	2.6%	97.4%

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



1. Department and Service Area					
Resources, Regeneration & Planning					
2. Function					
Disabled Facilities Grant – customer satisfaction					
3. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are.					
Customer satisfaction survey					
4. Which protected characteristics have you monitored?					
Age	✓	Pregnancy and Maternity		Religion or belief	
Disability	✓	Race – ethnic group	✓	Sex	
Gender Reassignment		Race – national identity	✓	Sexual orientation	
5. If there were any that you did not monitor, what was the reason for this?					
We should be monitoring all protected characteristics but this can not start until 2021 due to the fact that we are already in Q1 and the figures would be skewed					
6. Will you collect this information in the future?					
Yes					
7. How often do you collect and update this data?					

Following completion of each grant

8. Is the data for 1 April 2020 – 31 March 2021 or as at 31 March 2021?

1 April 2020 – 31 March 2021

9. What was the response rate, if applicable?

10. For what purpose was the data collected?

The survey is used to understand the customers satisfaction levels during the delivery of a disabled facilities grant

11. What does analysis of the data tell you?

Disability:

Due to the nature of the service provided, all customers are Disabled

National Identity: (last year)

% () Welsh 67% (30)

% () Scottish 2% (1)

% () British 13% (6)

% () English 18% (8)

0% (0) Northern Irish 0% (0)

0% (0) Other 0% (0)

Ethnicity:

% () White Welsh/English/Scottish/Northern Irish/British 100% (45)

% () Irish 0% (0)

Language:

% () would prefer to receive the service in English 100% (45)

Marriage and Civil Partnership:

% () Married 40% (18)

% () Single 18% (8)

% () Divorced 18% (8)

% () Civil Partnership 0% (0)

% () Widowed 24% (11)

% () Prefer not to say 0% (0)

12. If you have comparable data for other years, what does the trend tell you?
The trend is very similar to last year
13. How has this helped you to meet the three aims of the general duty? See separate guidance provided for a description of the three aims.
14. How have you used the analysis of the data to make changes, improve services or influence decisions?
15. Please provide examples of how you have used the data, showing positive outcomes for protected groups.
.
16. Please attach a copy of your data analysis for 1 April 2020 – 31 March 2021 for publication as part of the annual equality monitoring report. Where you have collected information for more than one year, please provide analysis of trends.
Attached
17. What have you achieved in respect of equality objectives from the Strategic Equality Plan 2016 – 2020 that are relevant to your department?
The survey is available in Welsh and assistance is given for completion if required
18. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

GRANT EQUAL OPPORTUNITIES MONITORING FORM 2020-2021	NUMBER OF PEOPLE
AGE	
1-20 yrs	3
20-30 yrs	2
30-40 yrs	3
40-50yrs	3
50-60 yrs	2
60-70 yrs	2
70- 80 yrs	12
80-90 yrs	13
90-100 yrs	1
NATIONAL INDENTITY	
Welsh	26
English	5
Scottish	0
British	10
Northern Irish	0
ETHNIC GROUP	
White - Welsh/English/ Scottish/Northern Irish/British	40
Other Ethnic Group - Samoan	1
LANGUAGE	
English	41
Welsh	0
MARRIAGE AND CIVIL PARTNERSHIP	
Married	16
Single	9
Divorced	3
Widowed	12
Civil Partnership	1

Equalities Monitoring: Data, Analysis, and Equality Information for 1 April 2020 – 31 March 2021

1. Department and Service Area				
Resources Regeneration and Planning				
2. Function				
Strong Communities Grant Fund				
3. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.				
All applicants to the Fund must demonstrate how their project fits with the Council's Strategic Equality Plan 2020 – 2024. They must state in the application form how the project will complement the Plan (for example, by the ways in which the applicant /project will engage with protected groups or how they will provide a more inclusive environment that can be enjoyed by a diverse range of people.				
4. Which protected characteristics have you monitored? See response to q 5				
Age		Pregnancy and Maternity		Religion or belief
Disability		Race – ethnic group		Sex
Gender Reassignment		Race – national identity		Sexual orientation
5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?				

The onus is on the applicant to identify which of the above protected characteristics their project will benefit or support.

6. What was the response rate, if applicable?

All 15 successful applicants have explained how their projects will fit with the Strategic Equality Plan

7. For what purpose was the data collected?

The data will be used to understand the extent to which the Strong Communities Grant Fund benefits groups with protected characteristics and may inform future assessment criteria.

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

The data has not yet been analysed. A progress report will be produced by the end of 2021 /2022 which will address this.

9. What does analysis of the data tell you?

10. If you have comparable data for other years, what does the trend tell you?

2020 – 2021 is the first year that this data has been collected.

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

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

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

The Strong Communities Grant Fund is a tool to empower organisations across the Vale to take the lead in developing and delivering projects that serve their communities. All projects must demonstrate how they support the Plan and benefit groups with protected characteristics. The range of projects supported shows that the fund is predominantly helping to meet the Plan's objectives 1, (improved engagement with protected groups), 9 (working in partnership to consider needs relating to transport accessibility) and 10 (promote natural and built environment and cultural heritage – including accessibility).

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



1. Department and Service Area					
Corporate Procurement – Finance, Managing Director and Resources					
2. Function					
Corporate Procurement					
3. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.					
<p>The Corporate Procurement department does not collect or analyse Equalities data. Corporate Procurement ensures that the Council’s procurement process takes into account the Public Sector Equalities Duty and is compliant with statutory legislation including due diligence through its tender documentation.</p> <p>The Council’s mandatory due diligence selection process refers to the potential supplier’s statutory obligations under the Equality Act 2010 with each protected characteristic individually specified. If the response is unsatisfactory, it is an automatic fail and the supplier will not progress any further in the procurement exercise.</p> <p>The award stage of the procurement process can also include equality and diversity requirements for evaluation</p>					
4. Which protected characteristics have you monitored?					
Age		Pregnancy and Maternity		Religion or belief	

Disability		Race – ethnic group		Sex	
Gender Reassignment		Race – national identity		Sexual orientation	
5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?					
N/A					
6. What was the response rate, if applicable?					
N/A					
7. For what purpose was the data collected?					
N/A					
8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.					
Where you have collected information for more than one year, please provide analysis of trends.					
N/A					
9. What does analysis of the data tell you?					
N/A					
10. If you have comparable data for other years, what does the trend tell you?					
N/A					
11. How has this helped you to meet the three aims of the general duty?					
The three aims, to have due regard to the need to:					
<ul style="list-style-type: none"> • eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act; • advance equality of opportunity between people who share a relevant protected characteristic and those who do not; and 					

- foster good relations between people who share a protected characteristic and those who do not.

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

Procurement staff have regularly refresher equalities training via the Council's i-Dev online learning tool. Recent courses included Equality and Diversity – Building Awareness, Equality Matters and the What is Discrimination learning module.

Procurement Officers receive all Welsh and UK Government procurement updates which provide us with the latest initiatives and best practice on Ethical and Inclusive Procurement. The latest of which is the introduction of the new procurement lifecycle tool, National Themes, Outcomes and Measures (TOMs) for Wales providing further opportunities to deliver on the requirements of the Well-being of Future Generations Act.

The Corporate Procurement team has resource challenges due to COVID-19 and the actions below are pending the return to a full recovery phase:

- a) The review and update of the Ethical Procurement questionnaire which was created prior to the pandemic and has not yet been issued to the Council's supply chain. This questionnaire was created with the intention to forward it to a random selection of contracted Council suppliers to refresh, remind and promote diversity and inclusion

issues as well as Modern Slavery and the Welsh language requirements. The review will take place before the issuing to the supply chain.

- b) Review and internal consultation of the Council's Contract Management guidance to promote a key performance indicator for general diversity and equality issues. The contract management review is part of the Procurement Team's objectives for the coming year.

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



1. Department and Service Area					
Adult Community Learning- Welsh for Adults (Learn Welsh the Vale)					
2. Function					
Delivering a full programme of Welsh courses to the local community and colleagues.					
3. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.					
When establishing an account on the website of the National Centre for Learning Welsh, prospective learners are asked to complete a number of fields of information, as directed by Welsh Government. The data is collected, owned and monitored by the National Centre for Learning Welsh. Our administration in the Vale is informed about data regarding disability, for the purposes of making adjustments, and ensuring that learners with additional needs are included and supported in our provision. The National Centre collects and collates, reports on and publishes the data on a national basis.					
4. Which protected characteristics have you monitored?					
Age	x	Pregnancy and Maternity		Religion or belief	
Disability	x	Race – ethnic group	x	Sex	x
Gender Reassignment		Race – national identity	x	Sexual orientation	

5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?

Learn Welsh the Vale is subject to the direction of the funding body, the National Centre for Learning Welsh. The decisions on what to monitor do not lie with us.

6. What was the response rate, if applicable?

100%

7. For what purpose was the data collected?

To report to the Welsh Government. At a local level monitoring inclusion and ensuring that learners' needs are met. At a national level reporting on trends and planning future targets for provision.

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

Data for Learn Welsh the Vale 2020-2021 academic year enrolments.

Average age of fast track learners is 48.5 years Oedran cyfartalog dysgwyr cyflym

Average age of leisure learners is 54 years Oedran cyfartalog dysgwyr hamdden

Female 61% yn fenywaidd

Male 30% yn wrwaidd

Not replied 7% heb ateb

Other 1% wedi dewis arall

Welsh 36% yn Gymry

British 21% yn Brydeineg gan gynnwys/including 'British, Scottish, English Irish

No reply 41% heb ateb

Other 2% yn dewis arall

Percentage of enrolled learners stating a medical or learning difficulty: 13% yn dweud bod anhawster o ryw fath (Dysgu neu Meddygol)

9. What does analysis of the data tell you?

Two thirds of our learners are women. This is in line with the national trend.
The leisurely courses attract more retired learners.
13% with medical or learning needs is lower than the average in schools and colleges.

10. If you have comparable data for other years, what does the trend tell you?

There is little change from year to year. Attracting more men is a challenge across the sector. Being embedded in Adult Community Learning here in the Council raises our profile among learners studying basic skills and literacy, numeracy and ESOL. However unlike those subjects, adult Welsh learners are charged enrolment fees, which is known to be an obstacle to those on lower incomes even though we offer a discount.

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

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

Our tutors do good work to facilitate cooperation and friendship between learners in their classes, who are typically of mixed backgrounds and ability.

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

The National Centre for Learning Welsh has recently released a new course, especially designed for new residents including refugees and asylum seekers. This can now be rolled out in the Vale.

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

Working with the National Centre for Learning Welsh, Learn Welsh the Vale has delivered training to its staff on specific learning needs, visual and hearing impairment, autism and other disabilities. We have also attended safeguarding and Ask and Act training, and national training about race and unconscious bias.

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

We welcome people of all backgrounds and abilities on Welsh courses. Tutors and support staff adapt materials and teaching methods to include learners with additional learning needs and have a strong focus on well-being, safeguarding and covid safety.

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



1. Department and Service Area					
Communications Team, Policy and Business Transformation					
2. Function					
Public Engagement and Consultation					
3. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.					
This varies from project to project but, as a general rule, equalities monitoring data is collected through online surveys during a consultation or engagement project.					
4. Which protected characteristics have you monitored?					
Age	X	Pregnancy and Maternity	X	Religion or belief	X
Disability	X	Race – ethnic group	X	Sex	X
Gender Reassignment	X	Race – national identity	X	Sexual orientation	X
5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?					
6. What was the response rate, if applicable?					

There were very few consultations conducted during this period, due to the COVID-19 pandemic. The annual budget consultation was conducted between December 2020 – January 2021 and received just 16 responses to the online survey. This is the lowest response rate recorded in recent years. Of the 16 respondents, 15 answered the equality monitoring questions which is a response rate of 93%.

7. For what purpose was the data collected?

To inform the Council's budget and annual delivery plan priorities for the next financial year (2021-22).

8. Please attach a copy of your data analysis for 1 April 2020 – 31 March 2021 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

- 40% of respondents identified their gender as male and 60% identified as female.
- When asked if they identified as trans, 14 respondents stated 'no'.
- 2 respondents or 13% stated that their day to day activities are limited a lot due to a disability or mental health condition that is expected to last longer than 12 months. 1 respondent or 7% stated that their day to day activities were limited a little and the remaining 12 or 80% of respondents stated that they are not limited.
- 14 respondents identified as heterosexual or straight
- 47% of respondents chose 'Welsh' as their national identity, 7% chose 'English' and 40% chose 'British'
- When asked about their religion, 47% of respondents stated that they had no religious beliefs, 53% of respondents identified 'Christian (all denominations)' as their religion.
- 100% of respondents chose 'White Welsh / English / Scottish / Northern Irish / British' as their ethnic group.
- 13 respondents stated that they had not been pregnant within the last year.
- 7% of respondents were aged between 18-24, 7% were aged between 25 – 34, 47% were aged between 35 – 54 and 33% were aged between 55-74.

9. What does analysis of the data tell you?

There was a slightly higher response rate from residents who identify as female than males. 100% of respondents are white and heterosexual. Some have limitations on their day to day lives due to an ongoing illness or disability. Respondents were from a range of ages but the majority were aged between 35 – 74. This is not a particularly diverse group, however it was such a small number of respondents this is not a concern.

10. If you have comparable data for other years, what does the trend tell you?

It's difficult to compare samples because the number of respondents varies so much. In 2019 the number of respondents to the budget consultation was 612.

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

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

In future, we will use a variety of methods to engage with residents. We will rely on digital methods mainly, but we will always provide another way of responding so as not to exclude anyone who may be digitally excluded.

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

The draft annual delivery plan was approved in March, and the Council's budget, including the level of Council tax, was set in May. The annual delivery plan contains actions that aim to improve the wellbeing of residents, engage with more protected groups and generally improve Council services.

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

In addition to continuing to seek the views of protected groups in respect of policies and services, we also assisted colleagues in the Office for National Statistics to reach protected and seldom heard groups with the Census, that was undertaken in March 2021.

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

The communications team has been involved with our staff LGBT+ colleagues and allies network and also supported a new network for BAME colleagues. Raising awareness of issues faced by colleagues from protected groups.

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



1. Department and Service Area					
Customer Relations (complaints) - Policy and Business Transformation					
2. Function					
Customer Relations - complaints					
3. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.					
An online Equality Survey is available for members of the public to complete following the submission of the online complaints form. We also include a link to the online equalities monitoring form in the Stage 1 Complaint response. The data is provided from 1 April 2020 to 31 March 2021.					
4. Which protected characteristics have you monitored?					
Age	√	Pregnancy and Maternity	√	Religion or belief	√
Disability	√	Race – ethnic group	√	Sex	√
Gender Reassignment	√	Race – national identity	√	Sexual orientation	√
5. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?					
Not applicable					

6. What was the response rate, if applicable?

36 responses were received between 1 April 2020 and 31 March 2021 (9.18%). There was a total of 392 Stage 1 Complaints.

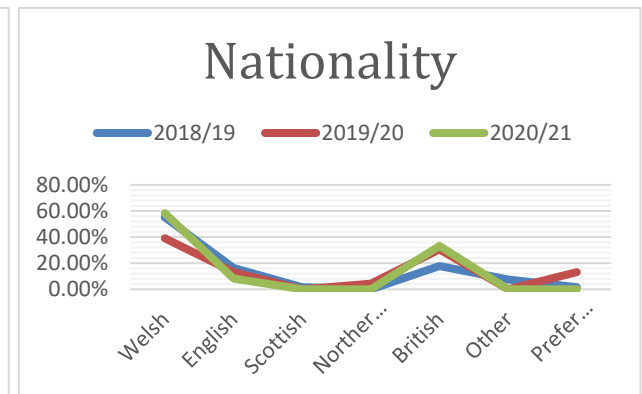
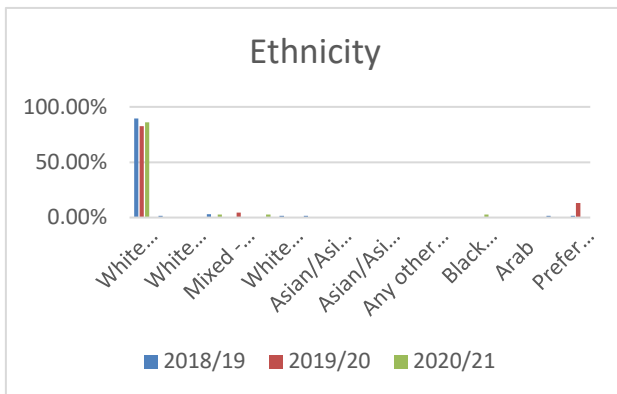
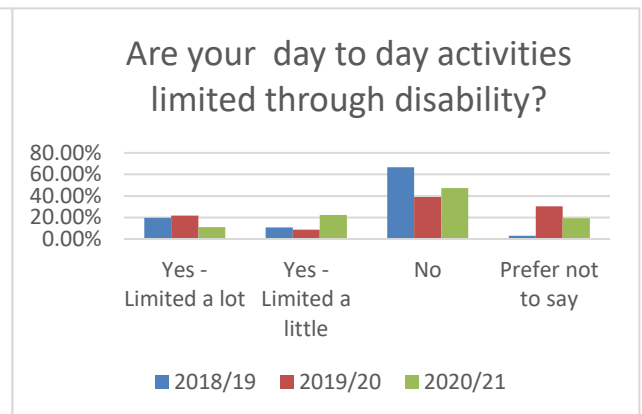
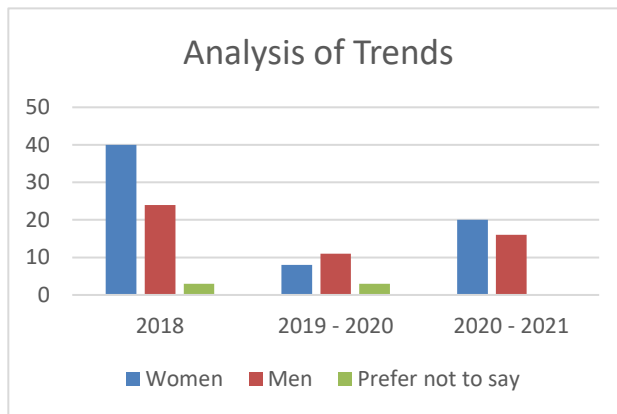
7. For what purpose was the data collected?

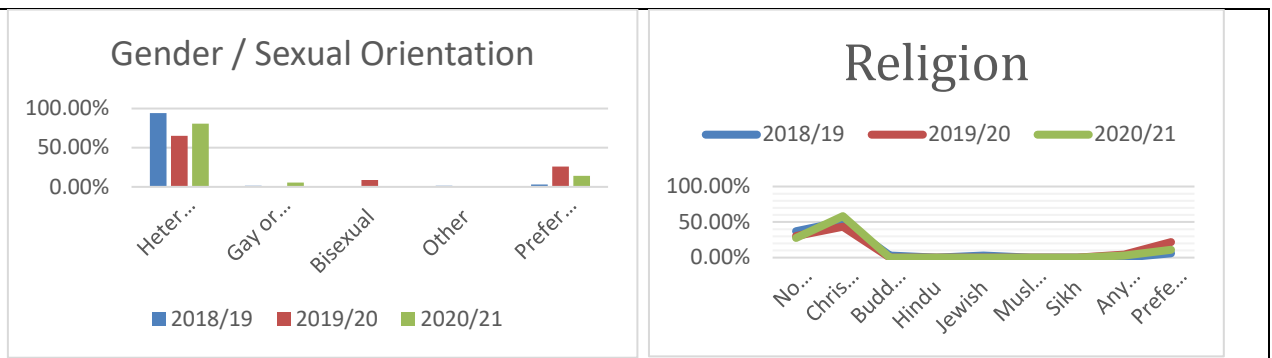
Equalities monitoring.

8. Please attach a copy of your data analysis for 1 April 2019 – 31 March 2020 for publication as part of the annual equality monitoring report.

Where you have collected information for more than one year, please provide analysis of trends.

Excel spreadsheet attached.





9. What does analysis of the data tell you?

Of those who provided data, 45% were male, 55% were female. The following age range completed the online form.

18 to 25 - 1 person

26 to 35 – 5 people

36 to 45 – 3 people

46 to 55 – 10 people

56 to 65 years – 5 people

66 to 75 – 4 people

75+ - 6 people

69% of the complainants were aged 46 or over. 33% of the complaints were from customers whose day to day activities were limited by some form of disability.

10. If you have comparable data for other years, what does the trend tell you?

In 2018, we received 67 responses to the Complaints Equalities Survey. In April 2019 to March 2020 the number of responses reduced to 22. In April 2020 to March 2021 responses increased again to 36.

11. How has this helped you to meet the three aims of the general duty?

The three aims, to have due regard to the need to:

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

- By monitoring responses, we can ensure that everyone in the community has equal access to the complaints process and other customer services ensuring that those with protected characteristics are not discriminated against in this respect.
- Where people who share a protected characteristic are not represented in the feedback, we will undertake targeted promotion to ensure that those groups are not being unfairly discriminated through lack of access to the complaints process.
 - Where complaints are received from those who share a protected characteristics, this can be used to ascertain how services are delivered to that group ensuring no discrimination.

12. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

We have continued to ensure that the complaints procedure is accessible across a range of channels to reflect the needs and preferences of all in our community.

13. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

1. Improve how we involve, engage, and communicate with protected groups about our work and decisions.

We will engage with representative groups to promote the Corporate Concerns and Complaints Policy and also to undertake a qualities impact assessment on wider access to Council Services.

2. Continue to reduce the gender pay gap in the Council, identify whether there is a pay gap for ethnic minorities in the Council by March 2021, and report on both annually.

Monitor and report on complaints in relation to these issues.

3. Improve employment opportunities in the Council for protected groups, particularly disabled and young people, to more closely reflect the diversity of the local population by March 2024.

Monitor and report on complaints in relation to these issues.

4. Continue to work on developing a more inclusive work environment that supports staff from all backgrounds to reach their potential through implementing a range of actions by March 2024.

Monitor and report on complaints in relation to these issues.

5. Provide support and development to elected members on equality issues.

Monitor and report on complaints in relation to these issues.

6. Develop and implement plans throughout the life of this plan to address attainment gaps for children and young people and provide support to overcome barriers to them reaching their full potential.

Monitor and report on complaints in relation to these issues.

7. Develop and implement processes throughout the life of this plan to address hate crimes, violence against women, domestic abuse and sexual violence.

Monitor and report on complaints in relation to these issues.

8. Consider the housing needs of people with protected characteristics and how our work impacts on them, taking action to address any disproportionate impacts on these groups.

Monitor and report on complaints in relation to these issues.

9. Work in partnership to consider issues relating to transport accessibility, particularly for disabled people and older people.

Monitor and report on complaints in relation to these issues.

10. - Develop and implement plans throughout the life of this plan to promote our natural and built environment and cultural heritage, including accessibility, to protected groups.

Monitor and report on complaints in relation to these issues.

14. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

Equality impact assessments undertaken for any new project or significant change in processes.

Strictly implementing HR policies on recruitment.

Ensuring that all new recruits understand the Council's commitment to equalities.

Supporting vulnerable residents during Covid19 pandemic through Crisis Support Line.

**Equalities Monitoring:
Data, Analysis, and Equality Information for
1 April 2020 – 31 March 2021**



29. Department and Service Area					
Human Resources					
30. Function					
Human Resources and Organisational Development					
31. Do you have effective arrangements for identifying and collecting equality information? Please describe what these are, how often you collect and update this data, and whether the data is for 1 April 2020 – 31 March 2021 or as at 31 March 2021.					
We identify and collect equality information on an annual basis using reports produced from Oracle and manual spreadsheets.					
This information only covers Corporate areas.					
32. Which protected characteristics have you monitored?					
Age	X	Pregnancy and Maternity	X	Religion or belief	X
Disability	X	Race – ethnic group	X	Sex	X
Gender Reassignment	X	Race – national identity	X	Sexual orientation	X
33. If there were any that you did not monitor, what was the reason for this and will you collect this information in the future?					
N/a					

34. What was the response rate, if applicable?
N/a
35. For what purpose was the data collected?
Report annually.
<p>36. Please attach a copy of your data analysis for 1 April 2020 – 31 March 2021 for publication as part of the annual equality monitoring report.</p> <p>Where you have collected information for more than one year, please provide analysis of trends.</p>
37. What does analysis of the data tell you?
<ul style="list-style-type: none"> • The number of people employed has increased. • The number of those aged 16-24 has increased. • Most of our employees are on single status grades • Those who have applied for jobs has increased significantly. We believe the introduction of our new online recruitment system has helped with this. • The number of people who attended training last year has increased due to the roll out of online training. • The number of people who left our employment has decreased on the previous year. • Gender Pay Gap has reduced – Median (5.37%)
38. If you have comparable data for other years, what does the trend tell you?
Each year there are similarities with the information, but comparisons can show more specific differences across the protected characteristics.
<p>39. How has this helped you to meet the three aims of the general duty?</p> <p>The three aims, to have due regard to the need to:</p> <ul style="list-style-type: none"> • eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act;

- advance equality of opportunity between people who share a relevant protected characteristic and those who do not; and
- foster good relations between people who share a protected characteristic and those who do not.

- The data relating to our employees has been used to help remove disadvantages due to their protected characteristics. This was mainly in the recruitment area where it was considered the process for applying for roles was not reaching areas of the community.
- There is still some work to do in order to encourage people from protected groups to participate in Council activities, and this work will continue with support from our colleagues in other areas.

40. How have you used the analysis of the data to make changes, improve services or influence decisions that improve outcomes for protected groups? Provide examples.

The introduction of Council networks has been instigated to improve representation of protected groups across the council.

41. What have you achieved in respect of equality objectives from the [Strategic Equality Plan 2020 – 2024](#) that are relevant to your service?

Gender pay gap continues to fall in respect to the median which is reported to Government.

42. What other work have you undertaken during this period that supports equality and meeting the general duty? Please provide brief details of all relevant work.

Work is being undertaken to increase representation on our jobs page and provide channels for diversity / protected groups to be highlighted to potential candidates to encourage applicants.

Additional Information

Electoral Services

We do not monitor equalities data every time we receive a new registration, but we do a lot of work to reach various demographics. Unfortunately due to Covid-19, we have not been able to go into the community as much as in previous years, but we have tried to adapt as much of our plans as possible with online events or resources.

We held the following events:

- Bus stop advertising aimed at young people and qualifying foreign nationals. This will run at the same time as UK Parliament week.
- UK Parliament week – social media campaign aimed at young people.
- International youth day – Social media campaign
- Care homes – Facilitated a point of contact in each Vale of Glamorgan care home, to ensure that vulnerable adults are able to register without barriers.
- Hostels, homeless residents, and housing agencies – Weekly movement sheets provided to us by the Homelessness department to ensure that we can encourage homeless residents to still register to vote.
- All our social media output is distributed for sharing to the Vale of Glamorgan's Regional Resettlement Officer, who works with Syrian nationals who have resettled in the Vale of Glamorgan.
- Schools – Social media and resources pack shared for distribution on Google classroom and other platforms to encourage registration for young people.
- We ran a competition to encourage young people between 14-17 to register with the prize being an ipad.
- Our annual house to house canvass enables anyone that might need assistance, to have the opportunity to register to vote.

Registration Services

This service was disrupted during the Covid pandemic which affected what information we could gather.

- Most returned questionnaires are from ceremonies and very few took place between April 2020 and March 2021 due to the pandemic.
- While we have a fairly good response rate to our service provision questionnaires, we don't seem to have much response to the equality survey.
- All of our surveys have, until recently, been sent on paper. Hopefully we'll have an increased response rate now that we have moved to online questionnaires.

Exchequer Services - Housing Benefits, Council Tax Reduction, Revenues, Benefits

We could not provide information due to the fact that our face to face service was closed for the majority of the 2020/21 financial year. Therefore, we were unable to collate the information we normally do from our customers visiting the Civic Offices.