Rhondda Cynon Taf Council

Annual Equality Report

1 April 2019 to 31 March 2020

This report is available in Welsh and can be made available in alternative formats and languages.

To make a request please telephone 01443 444529 or email equality@rctcbc.gov.uk

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1. Introduction

It gives me great pleasure to introduce the Council's annual equality monitoring report, which represents the Council's approach to providing information on its work in respect of equality and diversity.

The Council is required, under the Wales Specific Equality Duties to report annually on how it has met the General Equality Duty set out in the Equality Act 2010, and this document contains the information required in order for the Council to meet these duties.

Publishing the information in one report covering all requirements will make it easier for interested parties to identify how the Council is delivering on its commitment to equality, its legal obligations and the action plans contained within its Strategic Equality Plan (SEP).

Each section of the report looks at the Council's progress and the final section contains details of future work the Council needs to do.

Once again Rhondda Cynon Taf County Borough Council has continued to make our County Borough a more equal place for people to live, work and access services, however we recognise that there are and will continue to be areas for improvement. Publishing this Annual Report will not only help the Council to meet its obligations under the Wales Specific Equality Duties, but will assist you, as citizens to identify these areas and monitor progress on them.

Councillor Maureen Webber
Deputy Leader / Cabinet Member for Council Business

2. Who We Are

Rhondda Cynon Taf Council covers a wide geographical area and has a population of over 241,264 people. The Council is the largest employer in the local area and the third largest local authority in Wales, over 80% of employees live within the Council boundaries.

The Council is committed to the principles of equality and diversity and we work to ensure that this is demonstrated in our service delivery and in our employment practices.

The Council reviewed it's Corporate Plan in 2020. The Council's proposed priorities set out in the Corporate Plan 2020-2024 'Making a Difference' are:

- Ensuring **People:** are independent, healthy and successful*;
- Creating **Places:** where people are proud to live, work and play;
- Enabling **Prosperity:** creating the opportunity for people and businesses to be innovative; be entrepreneurial; and fulfil their potential and prosper.

The plan puts residents at the centre of what we do.

The Council is governed by 75 elected Members and operates a Cabinet system. It has a Senior Leadership Team headed by the Chief Executive and attended by Senior Directors, and employs over 10,000 employees in a variety of service areas and roles based within the following groups:

- Chief Executives
- Community & Children's Services
- Education & Inclusion Services
- Prosperity, Development & Frontline Services.

3. Reporting on Equality

The main purpose of this Annual Report is to fulfil the Council's legal duties and obligations to report on its progress in delivering the General and Specific Equality Duties.

The Public Sector Equality Duty requires that all public authorities covered under the specific duties in Wales should produce an Annual Equality Report by 31 March each year. This report covers the period 1 April 2019 to 31 March 2020.

What the regulations require:

The Annual Report for 2019-2020 must set out:

- The steps the authority has taken to identify and collect relevant information;
- How the authority has used this information in meeting the three aims of the general duty;
- Any reasons for not collecting relevant information;
- A statement on the effectiveness of the authority's arrangements for identifying and collecting relevant information;
- Specified employment information, including information on training and pay;
- Progress towards fulfilling each of the authority's equality objectives;
- A statement on the effectiveness of the steps that the authority has taken to fulfil each of its equality objectives.

4. The General Equality Duty

The Equality Act 2010 introduced a general duty on the Council (and other public sector organisations) when making decisions and delivering services to have due regard in how to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it (protected characteristics are explained below);
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Protected Characteristics

This is the term used in the Equality Act to identify the types of people who are more likely to experience detrimental treatment and/or discrimination simply because of who they are. The law is designed to protect them, they are:

- Age;
- Disability;
- Gender Reassignment;
- Marriage and Civil Partnership;
- Pregnancy and Maternity;
- Race;
- Religion or Belief;;
- Sex
- Sexual Orientation.

When thinking about how to advance equality of opportunity between persons who share a relevant protected characteristic and those who do not, the Council also has to think about the need to:

- Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic and are connected to that characteristic;
- Meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
- Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

The Council also has to particularly think about how it will tackle prejudice and promote understanding. This report includes information on what the Council has done in order to meet the General Duty.

5. How We Meet The General Equality Duty

To demonstrate how the Council has met the General and Specific Duties relevant information is considered which may include data from local and/or internal sources such as customer surveys, community forums or Equality Impact Assessments (EIAs), as well as data from national and/or external sources such as census information, research reports and statistics on hate crime.

Identification and Collection of Relevant Information

When considering how to identify what information should be included in this report, the Council first looked at the information it considered when reviewing its SEP. This allowed the Council to reflect and monitor whether the information is still appropriate in assisting the Council to deliver on the General and Specific Duties.

When reviewing the Equality Objectives we looked at monitoring reports and emerging issues and trends from the previous Annual Equality Reports to identify whether the objectives were still relevant.

Full details can be found in the SEP which can be accessed on the Council website at: Strategic Equality Plan | Rhondda Cynon Taf County Borough Council

The information identified is still very relevant to the delivery of the General and Specific Duties; internal documents provide statistical information that can be used for determining action and enable comparison to identify improvements or areas for further improvement. Internal strategies and their action plans provide information on how the Council is delivering its priorities.

External information, including that with a national context, provides the Council with a raft of data that can assist in developing appropriate and relevant policies and approaches.

The Council recognises that the SEP is not the only area that can identify relevant information and that whilst it is very useful, service areas would also hold information that could assist the Council in identifying how it's meeting the General and Specific Duties. To collect this information a survey was undertaken to obtain relevant information from service areas.

The Council has an EIA process in place, the results of which contribute to the information contained within this report.

Employment monitoring data as provided from the Council's HR system - Vision and the e-recruitment system have also been included as part of the relevant information. It should be noted that employment monitoring information also includes teachers and all school based employees.

The Council's Performance

The Council's main strategic plan is the [Corporate Plan 'Making a Difference'](). This Plan was implemented in March 2020. This plan sets out the Council's priorities for the 4 years between 2020-2024. The detailed actions to deliver these priorities are monitored and scrutinised by Councillors every quarter as part of the [Council's Performance Reports]() to Cabinet. At the end of the year, the plans are also subject to more in depth challenge, review and evaluation, the results of which are then included in the Council's annual [Corporate Performance Report]().

Non Collection and Effectiveness of Information

Whilst considerable relevant information has been collected for this report, it is acknowledged that it is sometimes difficult to collect and monitor all information in a Council as large as Rhondda Cynon Taf. A number of cross-Council networks already exist such as the Disability Officers Group to ensure that information and good practice are monitored and shared, however it is recognised that improvements can always be made to encourage a consistent approach in information sharing.

Use of Information

When considering what information should be used it was important that areas of good practice were identified across service areas to demonstrate that a commitment to delivering equality exists throughout the Council.

Information used in this report includes:

- The Council's Corporate Plan (2016-2020);
- Service delivery/projects (2019- 2020);
- Employment practices;
- Consultation and engagement programme;
- EIAs (2019-2020);
- Employment monitoring information (2019-2020);
- Monitoring and delivery of the SEP action plan (2019-2020).

Equality Information from Service Areas

Many service areas have examples of good practice which help the Council meet the Public Sector Equality Duties. The information is normally obtained through our internal performance management systems, however, it has been a challenge to obtain this information over the last year. This is because the Council's normal reporting processes have been reprioritised due to the COVID-19 pandemic. Council service areas had to initiate emergency response measures and all work has been re-prioritised to ensure the safety and welfare of our citizens and communities, particularly to those who are most vulnerable to the pandemic.

This section highlights a brief snap-shot of some of the good practice examples that the Council has in place to demonstrate our compliance and commitment to the Public Sector Equality Duties.

- Our Sport RCT Team successfully gained the Silver Insport Award from Disability Sport Wales demonstrating inclusive sport and physical activity has become commonplace in the Sport RCT Team. This has been achieved by investing significant energy in supporting the personal skill development of those engaged in the delivery and support of inclusive sport from employed staff to voluntary coaches and extended workforce;
- Mobiloos are used at all our large scale events to aid accessibility;
- Our @homelibrary service is available for people who find it difficult to visit a static library or the new Mobile Library Service;
- The Adult Education Service continues to offer learning opportunities to people with learning disabilities;
- Reasonable adjustments are routinely made for the public throughout our front-line services;
- Our One4All Centres are accessible and offer a hearing loop function;
- Our contact centre adopts Barrier Free Call Guidelines as recommended by the Business Disability Forum;
- We offer a sensory line which promotes dedicated 'text phone' for Deaf customers and those hard of hearing;

- We are working with the Welsh Local Government Agency (WLGA) to look at ways to increase the diversity of local councillors in the 2022 Local Government elections;
- Our schools have a number of key strategies to improve inclusion and well-being. These include strategies on Accessibility, Additional Learning Needs and Well-being. These strategies support under-represented groups including LGBTQ+, NEET and ethnic minorities including Gypsy, Roma and Traveller pupils, and pupils who face socio-economic disadvantage;
- We provide 247 designated parking spaces in our paid car parks for disabled users which equates to over 7% of the total spaces, and exceeds the number recommended in guidance. Disabled users are not charged for parking in these designated bays;
- We undertook engagement on the review of polling stations;
- We've made improvements to our crematories including accessible toilet facilities, accessible ramps and doorways and hearing loop availability within the chapels.
- We have committed to the development of a 'Changing Places' facility at Ynysangharad War Memorial Park;
- We provide simultaneous Welsh EIA translation which has allowed residents to access events that they would otherwise have been unable to attend due to a language barrier;
- We are partners in the Wales Interpretation and Translation Service (WITS). During 2019-2020 there were 313 bookings made through the service using 20 languages and BSL interpreters. The five most requested languages during 2019-2020 were Portuguese, Mandarin, BSL, Arabic and Turkish;
- We have continued to develop our RCT wide Youth Forum that links with the Council's District Youth Forums and representatives from school councils.

Delivery of Council Strategies

The Council consults and engages with its residents to collect information that is used to plan and prioritise, identify areas for improvement and service change, set and monitor performance standards and measure satisfaction on the quality of the services we provide.

The Council has developed an ongoing face-to-face approach to engagement with residents which has continued in 2019 and aims to provide a conversation with our residents. It helps the Council and its partners find out what residents think about where they live and the services they receive. This face-to-face approach is complemented by a wide range of other methods including online questionnaires and engagement through social media. The aim is to reach out to all residents and enable everyone to give their views.

During 2019, we supported or managed 69 engagement activities/consultations and supported over 37 face-to-face engagement events. This included a large scale service change proposal for residential care, where we engaged with the residents and relatives of all our in-house care homes, as well as the general public, via meetings, information provision, surveys, online promotion and the use of easy to read materials.

Examples of how residents and communities have been involved in the Council's work in 2019 include;

- Engaging with over 4,000 residents on our budget consultation;
- Engaging with our Youth Forums on a wide range of issues and filming the feedback of the participants answering short questions on what it's like to live in RCT to help develop the Corporate Plan;
- Involving residents in developing a new Corporate Plan to improve the well-being of the people and communities of Rhondda Cynon Taf. We held 15 public face-to-face engagement events in venues and locations across Rhondda Cynon Taf. Members of the public were able to share their views on the priorities and suggest any additions or general comments;
- Continued engagement and involvement with residents and communities in matters that affect them so that their voices are heard in Council decisions.;
- Engagement with empty property owners during a public consultation, to find out their views on the Council proposal to introduce a premium on certain properties to help the Council's long-term goal to bring empty properties back into use;
- Conversations with the Older People's Advisory Group about issues that could support their ability to get out and about;
- Regular discussions with disability groups and also involving the Council's Disability Forum in discussions about how we can improve access to Council services and facilities;
- Expansion of our Citizens' Panel, and reviewing the membership so that it more fully represents the communities of Rhondda Cynon Taf.

We have continued to use online and social media engagement as one of our methods to obtain resident views and promote consultations. We have used Twitter polls to ask questions during the budget consultation and used Twitter and Facebook to promote all consultation events. We have also built upon the success of our support to the 50+ Forums, with increased engagement with the groups and specific events. We have supported the Older Peoples Advisory Groups (OPAG) at an event attended by 150 older people, including the Older Persons Commissioner in 2019, where we trialled a new approach with members of the older person community as part of our Corporate Plan engagement. This involved filming on a one to one basis, asking a short number of questions about where the individual lives, to inform the priorities of the Corporate Plan.

All consultation and engagement documents are available in the Welsh language. We have introduced a new question to be used on all service change consultations to assess the impact that any change will have on the Welsh language or Welsh speakers, which is in line with the requirements of the Welsh Language Act.

At all consultations that we undertake we attempt to engage with the widest range of people that we can. We aim to capture the views of all groups that live within the Borough and aim to represent all their opinions and concerns. We have introduced a new question for service change consultations that allows the Council to assess the impact of any changes on a number of protected characteristics. We have also introduced Easy Read versions of all service change consultations, working with Learning Disability Wales. There is a regular slot on the agenda of the RCT Disability Forum, where we consult and provide information and a link to the Council for group members.

We are working towards the requirements of the Future Generations Commissioner, ensuring our Involvement and Engagement Strategy aligns with the Commissioners "Journey to involvement 2019".

6. Equality Objectives

In 2019 we launched our Strategic Equality Plan (2019-2022). To aid the development of appropriate and relevant equality objectives the Equality and Human Rights Commission report 'How Fair is Wales 2018' was the main reference source. Equality objectives were aligned to well-being goals contained in the Well-being of Future Generations (Wales) Act 2015, specifically a 'More Equal Wales' and a 'Wales of Cohesive Communities'.

A comprehensive engagement process was undertaken with the public and targeted engagement was undertaken with community groups that reflect the 'protected characteristics' contained within the Equality Act 2010. The full engagement report can be found here.

From this engagement and consultation with a number of Council service areas the following equality objectives were identified and published in the Strategic Equality Plan 2019-2022. The equality objectives are:

Objective 1   To better understand the needs of our communities and understand the barriers they face to thrive;
Objective 2   To reduce inequalities that exist within our communities;
Objective 3   To promote safe communities;
Objective 4   To reduce the gender pay gap;
Objective 5   To create an inclusive workforce.

An action plan has been developed outlining specific actions in relation to each equality objective. These actions will be monitored through service area delivery plans.

Outlined below, we show our progress towards the equality objectives. It should be noted that not all actions were due to commence in the financial year 2019-2020 and these will be progressed in following years.

Objective 1 – To better understand the needs of our communities and understand the barriers they face to thrive

Within this equality objective there are a number of areas that require action. The progress towards these actions are outlined below.

Action 1 - Identify community groups that represent the full diversity of the citizens of Rhondda Cynon Taf and develop accessible communication channels with them.

The Council has many well established links with community groups across RCT, for example, youth forums, Older People's Advisory Groups and the Disability Forum. The focus of this action is to engage with under-represented minority groups and individuals that have not had regular communication routes with the Council.

Black History Month Event

In October 2019 we hosted a Black History Month Event at Aberdare Library with the aim to engage with black residents of RCT and raise awareness of black history for the wider public. South Wales Police Hate Crime Officers also supported the event. The coffee morning focussed on celebrating black history through literature, and promoted different books by black authors. During the month of October our libraries displayed books for all ages, written by black authors.

The event provided a valuable space to discuss institutional racism in the UK, and how the Council can educate it's staff and residents on black history. Importantly it opened the eyes of members of staff attending the event to the lived experience of being a black resident in the borough.

Black History Month Display at Aberdare Library.

Cohesion Cricket Match

The Community Cohesion Team supported a cohesion cricket match between South Wales Police and members of the Aberdare Mosque. It was a great opportunity to make links with the Mosque and learn more about Islamic culture.

Images of the cricket match between members of Aberdare Mosque and South Wales Police.

<u>Disability Forum</u>

We continue to facilitate the Disability Forum. Members of the forum include people with disabilities and also parents of disabled children. Some members represent other organisations and networks such as Accessible Wales, Older People Advisory Group, Rhondda Hard of Hearing Group, Citizens Advice and Dewis. Our forum members have been involved in a number of consultations including the annual budget review and dog fouling scheme.

One forum member has actively worked with our Highways Team to highlight inaccessibility issues with pavement and roads in the borough. As a result a programme of works for improvements was made.

Last year members of the forum visited Ynysanghard War Memorial Park to review its overall accessibility for disabled users. This visit helped to inform a programme of work to make it easier for people with sensory and mobility loss to get around the park and enjoy the facilities on offer. Sadly in February 2020, the park was badly flooded in Storm Dennis so progress has understandably been delayed.

Members of the Disability Forum at Ynysangharad War Memorial Park.

Pride Cymru

We attended Pride Cymru along with 8 other Welsh Council's under the banner of 'Proud Councils'. Our purpose is to promote that our Council's are actively trying to be a more inclusive place to work and live. Many of our elected members, staff and network members attended this event. We consulted with the public to gain a better understanding of how they felt about the services the Council provide.

Members of Proud Councils at Pride Cymru.

Project Unity

Funding was secured from the Welsh Government to support [Project Unity](#) to hold an event to celebrate LGBTQ+ History Month. The event was held in Cynon Valley Museum. The Community Cohesion Team continue to attend coffee mornings with Project Unity.

Rhondda Pride

September 2019 saw the first Rhondda Pride which was held in Treorchy. The Leader of the Council, Councillor Andrew Morgan opened the event with a speech highlighting whilst significant and welcome changes had been made towards LGBTQ+ inclusivity, these had been relatively recent, therefore it is important that we continue to address the barriers that still exist for members of the community. Council staff attended the day and heard from many people, including large amounts of local young people about perceptions of LGBTQ+ people in the community and in schools. The Council continues to work with Rhondda Pride.

Community engagement at Rhondda Pride in Treorchy.

Turn Pontypridd Blue

We supported a Turn Pontypridd Blue event, with the aim of increasing awareness of dementia and memory loss. The Dementia Choir performed. During the event Community Cohesion Team engaged with over 100 RCT residents.

Valleys Ethnic Minorities Support

We have worked with the support group - Valleys Ethnic Minorities Support (VEMS). We have referred a number of Syrian refugees in to the support group and understand that support has been provided in relation to accessing employment and access to benefits as well as a 'befriending' service.

Working with VEMS we planned a social event at St David's Church, Pontypridd. The event aimed to bring together members of the BAME community to celebrate diversity and inclusion through the medium of dance and music embracing various cultures.

The event was planned for 21 March 2020, but unfortunately had to be cancelled due to national lockdown restrictions.

Veterans

We have continued to develop our engagement with veterans across the borough. After successfully gaining funding from the Armed Forced Covenant we launched the Veteran Advice Service across Cwm Taf in April 2019. The service covers a range of areas, including benefits, adult social care, finances, employment and housing.

As well as the service attending local veteran groups such as Valleys Veterans in Ton Pentre, it is also being delivered at RCT Leisure Centre's. New relationships have been developed with the Ministry of Defence Transition Service and Citizen Advice to improve outcomes for veterans. The service has been promoted widely throughout the borough, for example in supermarkets and at local events.

During 2019-2020 there were 251 veteran referrals received for the Cwm Taf area. 176 were for RCT and 75 for the Merthyr areas. The majority of veterans (86%), accessing our service are male, 61% had served in the British Army and 57% are aged 51 to 80 years old.

We have provided successful support to veterans on several subjects; blue badge and bus pass applications, benefit and pensions claims, referrals to the Royal British Legion, SSAFA, Veterans NHS Wales, Admiral Nurses and many more. We have provided support with housing applications and as a result successfully housed veterans and family members, in certain cases we provided support to obtain household furnishings.

On 5 November 2019 we held a special event at the Park and Dare Theatre where we screened the film Zulu for Armed Forces families. The film was chosen by the local veterans group 'Valleys Veterans'. This idea was developed following discussions with veterans about how fireworks on Bonfire night can be a trigger of PTSD symptoms. The event attracted over 100 people and was deemed a huge success by all. It also attracted significant media coverage.

Councilllor Maureen Webber, Deputy Leader and Armed Forces Champion with Paul Bromwell the organiser of Valleys Veterans.

More information on the Armed Forces Covenant is available on the following link:

http://www.rctcbc.gov.uk/EN/GetInvolved/ArmedForcesCovenant/CovenantGeneralInformation.aspx

Action 2 - Identify the number of refugees living in Rhondda Cynon Taf that are not already included in settlement programmes.

Work on this area did not commence in financial year 2019-2020.

Action 3 - Undertake an employment needs assessment which will inform specific action points relating to young people, disability and ethnicity.

During 2019-2020 the Welsh Government requested a review on how we collect, record and report Communities for Work Plus (CfW+) client information which included those with a work limiting health condition and disability. We were also required to make changes to the ethnicity information collected specifically for those that enter employment.

At the end of quarter 2 in 2019, 15% of those engaged on the CfW+ programme had a work limiting health condition or disability, and at that time we were unable to show how many of these people had progressed into employment. Following the process review, appropriate changes were implemented and by the end of 2019-2020 the number of people engaged in this category had increased to 20% and we were able to report that 13% of the total number of clients that had entered employment had a work limiting health condition or disability.

Due to the COVID-19 pandemic, delivery of the employment support programmes are currently being provided remotely.

In 2019-2020 there were 61% of adults engaged and 20% of those that entered employment that had a work limiting health condition or disability. There were 21% of young people engaged and 10% of those that entered employment that had a work limiting health condition or disability.

A full assessment of individuals' needs is undertaken at the initial point of engagement and repeated on a regular basis throughout the time they're engaged on the employment support programmes. Please see below further information on the staff review that was undertaken and actions taken to address common issues and barriers.

A scoping exercise was carried out by our central team staff during 2019-2020 of current employment support/provision available to people with a disability or learning difficulty. Links were made with organisations such as Remploy, Elite, Vision Products and the meetings held with Job Centre Plus Disability Officers to encourage cross referral of clients, identify opportunities and improve employment outcomes in the future. A list of Disability Confident employers was also collated and shared with all employment support staff.

Adult Services also carried out a review of provision for people with a learning disability or difficulty which highlighted areas of priority, one being employment. We currently have representation on the 'Transformation' Group and will support the development of the action plan, specifically around providing employment support in the future.

The collection, recording and reporting of ethnicity information to Welsh Government was also included in the process review undertaken in quarter 3 of 2019-2020. Whereas, until this time equality and ethnicity information was collected anonymously, this didn't then allow us to identify the individual's progress and ultimately report ethnicity data for those who had secured employment. As such, our recording and reporting processes were amended so that in 2020-2021 we can report an ethnicity breakdown for clients when they are initially engaged on our mentoring programme, as well as when they enter employment.

Predominantly, most people engaged on our employment support programmes have been 98% white and British/Welsh consistently. Therefore, 2% of programme clients are made up of all other BAME, which is in-line with the population representation. It is hoped that this percentage figure can be increased in the future, however, no further work has been done to specifically target this client group to date.

Action 4 - A community profile to be undertaken for all library areas to better understand the needs of customers.

The Library Service has been using a range of methods to better understand the needs of their customers and to capture information on what they want from our services.

A community profile of each library area was undertaken in 2015-2016 and these have been developed further as an important aspect of branch reviews. Alongside the customer feedback gathered as part of the MALD customer satisfaction survey, as well as informal feedback from customers provided to branch librarians or directly to managers, the following have been implemented:

- New community room installed at Hirwaun library to allow private appointments to take place. This was requested in customer satisfaction surveys and consultation meetings;
- Mountain Ash library relocated to a more central position, closer to a car park, and designed to include a separate training room, meeting rooms and improved children's area. This was identified through formal and informal consultation with library users. A disabled toilet and Adult Changing Place has also been included to make it more accessible for people with a range of disabilities;
- Ferndale library has been re-located to yr Hwb and now has some disabled parking bays, disabled toilet and a range of facilities including a separate IT suite and meeting room and an improved children's area. Lack of parking and no meeting room were identified as areas that required addressing in the feedback received through our customer satisfaction survey;
- Porth library has been moved to the ground floor of Porth Plaza and has enhanced facilities including an Adult Changing Place and disabled toilet facilities.
- A dedicated disabled parking space and disabled toilet has been included at Rhydyfelin library;
- The ramp up to Pontyclun library has been resurfaced and hand rails provided following customer feedback on accessibility;
- Work has been undertaken to improve the disabled access at Tonypandy library and a disabled toilet installed as part of its renovation. Again this has been undertaken in response to customer feedback;
- An online membership form has been developed which allows people to become digital members so that they can access our collection of e-books, e-audio books and e–magazines;
- Our collection of e-materials has been greatly increased to meet demand;
- Self-service kiosks have been made available at 6 libraries and are shortly to be rolled out to all libraries;
- The criteria for the 'At Home' service was relaxed in February 2019 to allow greater access to the service to include:
  - People who suffer from mobility problems;

- People who suffer from long-term illness;
- People who live in excess of 2 miles from a library service point (static or mobile);
- Full-time carers.
- Mobile library vehicles fitted with wi-fi and longer stops introduced so that people who have no access to the internet at home and do not live near a library can access it (currently suspended due to COVID-19).

Action 5 - Undertake research as part of the local housing market needs assessment into the demand for housing needs for disabled people.

The Council applies the data set out in the Local Housing Market Assessment (LHMA) when determining the mix of new schemes/properties that are being built with the use of the social housing grant (SHG). The service continues to apply this method in order to tackle the demand for housing among disabled people, which will allow them a stable home to enable them to thrive regardless of the barriers they may face. The LHMA is due a full review in 2022-2023.

Action 6 - Undertake a review of the Homestep Scheme to ensure equality monitoring questions are appropriate to identify specific needs with an emphasis on the identification of housing needs for young disabled people.

Our Housing Strategy department are in the process of remodelling the Homestep application process, in line with the department's digitisation of services agenda. It is within this process that the service plans will include questions in respect of young disabled people accessing open market housing that is affordable for them in line with the affordability test carried out at the application stage. The service aims to complete a full review by September 2021.

Action 7 - Improve and develop the collection and recording of customer equality monitoring information across Council service areas.

It had been identified in the previous Strategic Equality Plan that equality monitoring was an area where progress had been slow. Therefore, in September 2019 we recruited an officer as part of the Council's Graduate Programme to specifically work on an equality monitoring project.

In September 2019, a timeline for the equality monitoring project was developed. The timeline included actions for each step of the project and included the creation of a managers toolkit for equality monitoring that aimed to increase awareness of the importance and purpose of monitoring, as well as a new monitoring form with best practice questions.

Thorough research on past monitoring systems and past projects about monitoring in the Council was undertaken. As part of this research, the project officer looked at other monitoring forms and collected information from various papers from different organisations and charities, including Stonewall, the Equality and Human Rights Commission (EHRC) and Welsh Government.

A draft new monitoring form was completed after compiling best practice examples. The new form reflects current best practice wording, question ordering and response options and takes into consideration GDPR requirements.

A pilot of the implementation of the new equality monitoring form was agreed with Leisure Services for them to gain a greater understanding of customer needs. The pilot would allow for internal staff data and external customer data to be collected, and allow for changes to be made to the proposed collection method (internal – staff questionnaire after training, external – membership registration and app notification). The pilot allowed the project extra time to work out any issues that arose, and would mean that when a full rollout of monitoring was implemented across the board, data would be more complete and therefore robust. It was decided that the pilot would begin around April 2020 in order to coincide with training due to take place with leisure staff around the same time, and preparations for the trial began. Unfortunately due to COVID-19, restrictions meant that public facing services like leisure services were closed, which meant that the planned pilot was put on hold.

Action 8 - To evaluate the experience of disabled people who are on the Homefinder register to understand any barriers to accessing adapted accommodation and to identify improvements to the process as a result.

Work on this area is due to commence in the 2020-2021 financial year.

Action 9 - Improve and develop monitoring of customer complaints.

Throughout 2019-2020 the Customer Feedback and Engagement Team has been proactively monitoring the number of complaints that are left open or unsolved on the CRM database and this has resulted in the number of complaints showing as outstanding at 6 months reducing from 6.6% in 2018-2019 to 2.4% in 2019-2020. This work will continue with the expectation that the timeliness of complaint handling will improve over the coming years. To assist this, the Customer Feedback and Engagement Team will be liaising with Customer Care in relation to the development of a new customer feedback system which can be tailored to meet the requirements of the Council and improve the flexibility of the system, particularly for frontline services.

Moving forward the Customer Feedback and Engagement Team will continue to support service areas with their management of customer feedback with more focus on using available data to improve performance. Whilst improvements in some areas have been slow I hope this report will evidence the journey that has been made in 2019-20 by the Customer Feedback Team engaging successfully with service areas and improving the quality of data that is available on feedback received from our customers.

Key Themes for Customer Feedback

Customer Feedback Annual Comparison

	2017/18	2018/19	2019/20
Complaints	741	730	778
Comments	124	144	123
Compliments	267	239	254
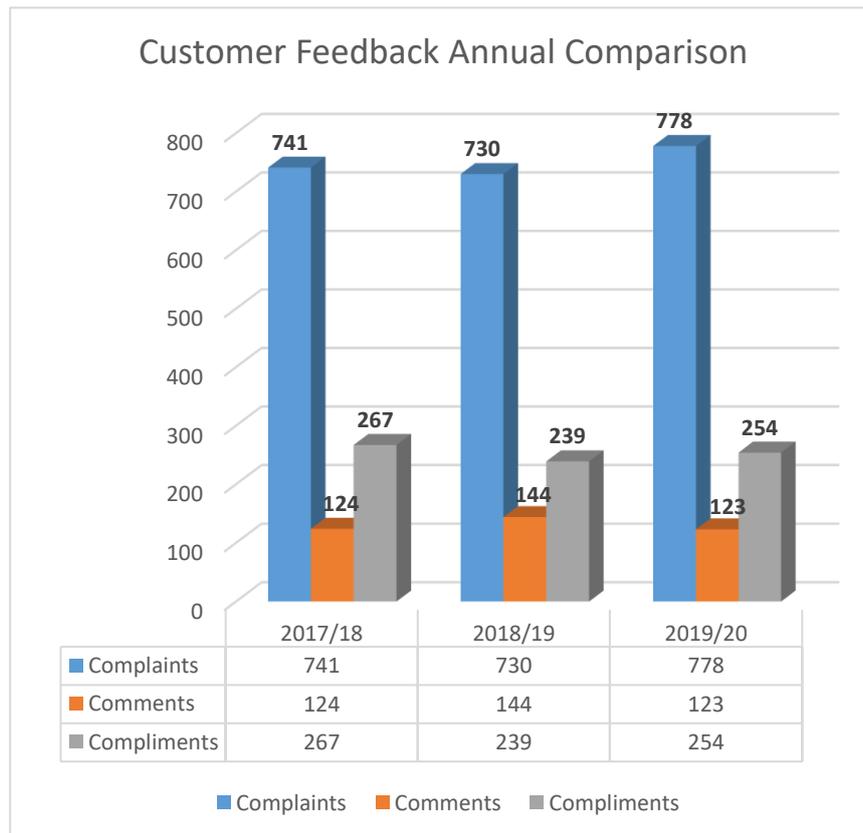
A total of 1,155 feedback items, which include complaints, comments and compliments were logged for 2019-2020. This number is slightly higher, but consistent with the previous two years and is likely to be an underestimate of the actual amount of feedback received with compliments in particular being under reported.

There has been a small increase on the number of complaints received in comparison to previous years and this was anticipated due to the training for staff on accurate identification and recording of complaint issues.

65% of feedback was received via the Council's website with only 0.7% of customers choosing to provide feedback face-to-face. 18.5% of customers provided feedback by telephone and 9.5% by letter. Email correspondence accounted for 8.5% of the feedback received.

22.5% of feedback items logged on the CRM system are not allocated to a service area and this indicates that they have not been allocated or closed properly. Further work is required on developing a more flexible system particularly for frontline services.

EXAMPLES OF COMPLAINTS AND SERVICE IMPROVEMENTS

Complaint Area	Complaint Detail	Service Improvement
Housing Advice	Complaint about delays in customers being dealt with at walk in Housing Advice centre.	Internal review of the service to be undertaken to include the views and suggestions of customers on how the service can be improved and in particular waiting times reduced.
Council Tax	Complaint regarding length of time waiting for a refund, leaving customer short of money.	The frequency of payments increased to ensure refunds provided as quickly as possible.
Heritage Services	Customer of an autistic child complained of poor experience during visit to Santa's Toy Mine in the Heritage Park.	Relevant training on autism to be provide to all relevant staff including seasonal employees irrespective of length of employment contract. Parent to be involved directly in sharing her view on how attraction can be improved for users with autism.
Crosscutting	Complaint regarding lack of knowledge of customer advisor on the purchasing/general advice relating to residential parking permits.	All advisors advised that for any future queries customers should be directed to the policy available on the website thus ensuring correct and consistent information is provided.
Leisure	Complaint from parent regarding incident where daughter was refused access to pool inflatable despite her being a competent swimmer. Refusal was based on existing policy and child's age.	Policy to be reviewed to take account of child's ability and not just age when considering use of pool inflatables.
ESG Rubbish/Litter	Complaint regarding amount of litter in area (Maerdy) and need for more bins.	More litter bins provided in area.
Crosscutting	Complaint regarding misinformation given by customer advisor regarding Discretionary Housing Payments	Customer Advisors to receive training on the DHP policy to ensure accurate advice and information is provided in the future.
Education	Complaint regarding delay in responding to a query regarding college funding.	Improvements made to CRM system in ensuring information is allocated correctly. Feedback team

Complaint Area	Complaint Detail	Service Improvement
		updated, college funding arrangements fall within the remit of Careers Wales and not the Council.
Regeneration and Planning	Complaint regarding involvement of surveyor in Housing Grant application.	All staff reminded of the correct process in offering another surveyor where urgent planning request is received and allocated surveyor unavailable.

The Customer Feedback and Engagement Team will continue to review the effectiveness of the Customer Feedback Scheme ensuring that the Council not only provides customer focused services but also uses feedback received to both understand our customers' needs and to develop and improve services across RCT. Below are some of the priorities for 2020-2021:

- Improved complaints training;
- Improved reporting;
- Public facing information;
- Improved customer feedback.

Action 10 - Improve local access to information advice and assistance provision for children, young people and families to promote their participation and engagement.

This action outlines the progress made by the Resilient Families Service and Youth and Participation Service to meet the objective.

Resilient Families Service

How much did we deliver during 2019-2020?

- No. of community based sessions – 222
- No. of referrals to access youth provision – 42
- No. of referrals to access Care to Play – 3

- No. of individual families supported – 239
- No. of individual contacts – 1257
- No. of community settings engaged with Community Support – 44

What impact did these interventions have?

Quarter 1-3 – from the 112 closed cases:
- 52% closed with improved resilience (58)
- 4% step up to Children's Services (4)
- 3% closed with lower resilience (3)
- 33% disengaged pre action plan (37)
- 6% disengaged post action plan (7)

Quarter 4 – from the 156 closed cases: (data split due to impact of COVID-19 restrictions)

- 38% closed with improved resilience (60)
- 3% step up to Children's Services (4)

- 4% closed with lower resilience (7)
- 26% disengaged pre action plan (41)
- 10% disengaged post action plan (15)
- 19% Placed on hold (COVID-19) (29)

Overview

During 2019-2020 staff established positive working relationships within local communities across RCT, working closely with community groups, local providers and members of the public to better understand the needs of the communities with a focus on improving access to family support services. Members of the Resilient Families Service established working relationships with a number of stakeholders including:

- RCT Schools
- Valleys Kids Community Partnerships
- Interlink
- Sports Development
- Rhondda & Aberdare Colleges
- Rhondda Fach Neighbourhood Network
- Communities for Work
- Anti Social Behaviour Meetings
- Heat and Save
- Rhondda Fach and Fawr Community Practice
- South Wales Fire Service Prevention
- Dan Heman Penrhys Provisions
- Job Centres – Treorchy, Tonypandy, Aberdare, Pontypridd & Porth
- Ferndale Hwb
- Cwm Clydach Community Centre
- Flying Start Centres
- Autism
- Challenging Behaviour
- Men's Sheds
- Gareth Tarrent – South Wales Autism and Behaviour Support
- NAS RCT
- Salvation Army – Pentre
- Llamau
- Cruise
- Wish upon a Star
- SAND – Still Births Support
- Blue bells – Miscarriage Support
- Umbrella Cymru
- Save the Children

- Taff Ely – Community Hub
- Taffs Well Hub – Community Library – links
- Connect Pontypridd – St Catherine's Church
- Glyncoch Community Centre
- Our Place Project
- Newyedd Housing/Inclusion Support Team – Housing – links established
- BAROD/Next steps
- Little Lounge – funding
- Penrhiwceiber Community Partnership
- St Winifreds Church Penrhiwceiber
- Cynon Valley Museum.

The targeting and development of local arrangements was informed by local needs assessments and analysis of Community and Well-being data. The need identified by the service provided the focus of the work undertaken with partner agencies with the joint aim of removing barriers to accessing services.

In addition to the direct work undertaken by the service, staff also contributed towards the development of Community Hubs across the borough, providing further opportunities for families to access the right support at the right time in the right place.

To improve the support we were able to offer within communities, staff attended training which included:

- challenging behaviour,
- restorative approaches and
- Solution Focused Therapy.

This enabled us to offer a strengths based approach to supporting communities. It also provided staff with the confidence and ability to up skill other key personnel within the communities enabling them to consider different models of intervention and subsequently improving their local resilience.

As the information indicates, community engagement was significantly increased over the year. The new developments were positively received and proved successful in removing some barriers to engagement with the service. We plan on building on these successes and arrangements are in place to further extend the areas and partners engaging. With continued focus on this key objective, the medium term aims are:

- Further improve community based access to early intervention and prevention services that seek to increase individual and family resilience in order to prevent children, young people and families requiring statutory intervention;
- Increase the number of families with improved resilience as a result of involvement with RFS to actively engage and participate in community life.

Focusing effort on these aims has already and will continue, to increase the number of service users accessing support, increase the type of support offered, increase partner engagement in delivering early interventions and subsequently improved positive outcomes for families in need.

Where families have been supported, we have improved the overall resilience for the majority that have completed a programme of intervention. We have also improved their participation in local activities and improved their experience of living in their local area.

CASE STUDY Penrhiwceiber – Resilient Community Meetings

In addition to the activities detailed above, our Resilient Communities Partners Officer had undertaken extensive work within Penrhiwceiber, including:

- Development of a needs assessment to inform discussions and identify local priorities
- Community Profile
- Arranged and chaired a local partnership group that included key people (20+ attendees)
- Facilitated discussions to identify local priorities.

The outcome of the above activities was a list of high level priorities that we identified and agreed by the local partners. The priorities are:

- Debt & budgeting.
  Establish a credit union within the local community, access to financial support services locally.

- Consult with young people.
  Create and distribute a young persons survey locally. Establish what engagement opportunities young people would like locally.

- Mental Health and Well-being.
  Improve knowledge and awareness of mental health and well-being locally, increase engagement with early intervention and prevention services, build

upon links with professionals, groups and organisations, establish a local network group, reduce loneliness and social isolation.

- <u>Parity of services across the ward.</u>
  Develop 'talking cafe' model locally, develop 'community connector model, building upon good practice locally and identifying local champions.

Youth Engagement and Participation Service

<u>Your Voice Survey</u>

During 2018-2019, Rhondda Cynon Taf's Youth Engagement and Participation Service (YEPS) launched its first Your Voice / Eich Llais consultation to capture the views of young people aged 11-25 on the matters that impact their lives. Young people were given the opportunity to complete a series of interactive questions based on a range of thematic areas using an online survey platform. Almost 5,000 young people completed the survey in schools, colleges, youth clubs and other community settings across the county borough, representing the diversity of young people living, being educated or working in RCT.

The findings of this comprehensive survey were collated into a report at the beginning of 2019-2020, with the headlines being shared with the Council's Senior Leadership Team and partner organisations, together with the action plan to address the matters that arose from the responses. The aim of this report was to improve the way the Council and partner organisations deliver services for young people in the area.

The report outlines the findings of the consultation across a number of individual thematic areas:

- Education, employment and training;
- Welsh language provision and support;
- Community – opportunities, safety, engagement;
- Well-being;
- Information, advice and guidance;
- Bullying;
- Participation and right;
- Activities available and requested;
- Social media and online presence.

As well as a holistic report representing views from across RCT and of all age ranges, specific reports were also collated for respondents aged 16 years and over, for each secondary school and for those who responded outside of school.

It was clear from the findings that there was a great deal of support and provision that young people were satisfied with, enjoyed taking part in, and were positive about their contribution and involvement. There were however, clear areas where it was evident that young people needed more to be done to ensure they felt part of their community, listened to and made to feel respected and safe. Therefore, multi-agency working groups were established to review and prioritise actions for the key matters that had arisen from the survey. These were combined into four main groups:

Priority 1 – Education, employment and training

A focus on providing more effective guidance to young people making post 16 decisions regarding further education, employment or training, in order to reduce the number of young people unsatisfied with the decisions made and requiring further information.

Priority 2 – Well-being support, information, advice and guidance

To increase the influence of our online information platforms, through social media and the Wicid Website, by increasing the volume of information and advice we provide while effectively signposting to sources of information, advice and assistance on and offline.

To more effectively promote the well-being and advice services offered through the YEPS service, to increase the understanding of young people of the breadth of the roles of the YEPS staff. To ensure young people are more aware and feel more confident of who they can talk to, to access advice services.

Priority 3 – Consultation with young people (young people's voice)

Increase the influence of both the County Youth Forum and the Local Youth Forums, ensuring a clear communication strategy for the promotion of all forums including mechanisms for young people to contact them.

Priority 4 – Raising awareness of community activities and opportunities

Increase the awareness of sporting, leisure and cultural opportunities and increasing availability of 9-11 years' provision through the development of structured transition events across RCT.

Each group, chaired by a senior member of YEPS, developed an action plan to address the findings of the survey. These action plans were ongoing and had started to evidence clear progress in the co-delivery of many of the key areas when the nation entered the Coronavirus pandemic in March 2020. Since then, the rate of development against many of the above priorities has actually accelerated due to the

nature of the service the Council's youth service has needed to provide. Whilst some partners may have been re-directed to provide essential support in other areas, new partners have joined YEPS in its efforts to provide young people with the necessary well-being support, information, advice and guidance. The Service's web and social media presence has increased exponentially, with almost 30,000 hits on the sites in the first 5 months. Full details of the outcomes will be reported in the 2020-2021 Annual Equality Report.

Pontyclun Consultation Project

During a Children and Young People's Scrutiny Committee, the elected Member for the Pontyclun ward raised a query about community groups' involvement in providing youth provision in their ward. Subsequently, the Youth Engagement and Participation Service worked alongside the Pontyclun Community Council to undertake a series of consultation sessions with young people in the local area to determine what they liked about their area, what they participated in, what they'd like to see more of, and how they may want to become involved in shaping a new youth provision in the town and surrounding area. Over the course of 3 weeks, 43 young people responded to the consultation that was undertaken face-to-face in the evenings and on weekends. The findings were fed back to the Community Council and work had begun to utilise the community centre in the centre of the town as a 'safe space' for young people to use on two evenings a week. Unfortunately, these developments had to be placed on hold due to the pandemic, but work will continue once it is safe to do so.

RCT Youth Vote

With the voting age in Wales being dropped from 18 to 16 years, the Council's Youth Engagement and Participation Service (YEPS) identified that many young people were not aware of the electoral process. This follows findings in the previous year that suggested 76% of young people in Rhondda Cynon Taf felt there was not enough education or information on how to vote when they reach voting age. Also, it revealed that 67% of young people in the county borough wished to vote at the age of 16. Therefore, the Service introduced the 'RCT Youth Vote' initiative.

The project aimed to tackle potential barriers for young people wishing to vote. It replicated the full process of an official local or national vote, where young people needed to register to vote in their local area (school or youth club). They were issued with a polling card and were given details of their polling stations to cast their vote.

The RCT Youth Vote 2019 took place from Monday, 8 July, to Friday, 12 July, when polling stations were created in 22 youth clubs located across the County Borough. Every school council in Rhondda Cynon Taf also took the opportunity to run a polling station at their school on Thursday, 11 July.

The young people voted to invest £10,000 into one of the following project areas:

- Tackling youth homelessness in Rhondda Cynon Taf.
- Exploring the fear of knife crimes in Rhondda Cynon Taf.
- Raising awareness and supporting positive mental health in Rhondda Cynon Taf.

The project area with the most votes, mental health of young people, became the subject of a £10,000 project, which was subsequently facilitated by the Council's Youth Service.

Youth Ambassadors

A working group was set up to create a Youth Ambassador programme to be rolled out to secondary schools and further education facilities within RCT. The programme evolved from a youth initiative focussing on under-represented and minority ethnic pupils. It will allow the ambassadors to signpost other students to support services around a wide range of social issues that are either provided by the local authority or by third sector support charities. 33 pupils have completed the training, which includes awareness of subjects including equality and diversity, mental health and LGBTQ+.

OBJECTIVE 2 – To reduce inequalities that exist within our communities

Within this equality objective there are a number of areas that require action. The progress towards these actions are outlined below:

Action 1 - A comprehensive review of the recruitment and selection process to increase the diversity of applicants.

A corporate recruitment improvement action plan has been developed with the aim of making our processes more accessible and attractive to job applicants from all backgrounds. The action plan covers the following areas:

- job analysis and job design
- advertising
- applications and selection
- appointment and induction
- alternative recruitment processes
- communication and training
- monitoring and evaluation.

As part of this project the diversity and inclusion working group has been established to advise on how we can enhance diversity and inclusion throughout the recruitment process.

This is a long-term project, and this year the focus has been on research and identifying best practise examples.

Action 2 - Recommend within the adapted housing review that the Council commits to increasing the number of adapted and accessible homes being built in the area across all tenures.

The draft RCT Adapted Housing Review makes a number of recommendations aimed at increasing the supply of adapted and accessible homes being built across all tenures. This includes exploring opportunities for the provision of adapted accommodation on Council owned land. This involves working closely with private developers to understand the barriers that exist in developing adapted bungalows on private housing developments and the implementation of new Supplementary Planning Guidance which will require that a certain amount of private housing to be adapted or accessible. The review also recommends setting a local target for the number of adapted houses built per annum in the borough, as well requesting Low Cost Home Ownership bungalows as part of the affordable housing contribution.

The draft RCT Adapted Housing Review was due to go to Cabinet in March 2020, however this has been delayed due to the pandemic. Therefore, the review and recommendations have not been approved by Cabinet and are therefore not yet public.

Action 3 - The implementation of the Develop, Invest and Grow project to improve Well-being and equality and diversity outcomes in over 100 small medium Enterprises (SMEs) in Rhondda Cynon Taf.

Our Staying Well at Work (formally Develop Invest & Grow) project is part funded by the European Social Fund and aims to provide support to small businesses and their employees. The support is offered at no cost and focusses on a bespoke range of products to improve employee health and well-being and provide support to businesses to manage employees with disabilities/work limiting health conditions.

Initial delays to the start date of delivery of the project impacted on the ability to deliver the agreed outcomes as well as those detailed in the Strategic Equality Plan. Furthermore, during this period RCT was affected by Storm Dennis in February 2020 and subsequently the worldwide COVID-19 pandemic, which still pervades our businesses and lives. Storm Dennis decimated the high streets and led to many businesses closing operations. Secondly, just as businesses were recovering from Storm Dennis, the COVID-19 pandemic commenced with many staff placed on furlough leave. Naturally, these events have been the main concerns and priorities

for businesses throughout the past year and made engagement by the project more challenging and had a significant impact on the projects ability to engage in the way that it had up to this point.

For RCT the impact of these two events was devastating, firstly in relation to the 70% of SME's based in RCT whose premises and livelihoods were decimated by the storm, and of course the ongoing impact of COVID-19 on the ability of those same businesses to trade.

The project quickly responded to these challenges adapting delivery of the services and building the infrastructure to continue to engage with new and current stakeholders.

Engagement with SME's will continue to be a challenge due to ongoing closures and furlough scheme extension. As the majority of the work the project completes with SME's is policy review and advice/support this can and has been over recent months delivered via email or virtually through Microsoft Teams and similar platforms.

The outcomes delivered

88 SME's received direct support from the project to encourage a cultural change in organisations towards a more diverse and healthy workforce and the adoption of flexible working practices.

Employers were encouraged and supported to adopt flexible work practices, as well as adopting or improving equality and diversity strategies and monitoring systems. Activities with employers included promoting the benefits a healthy workplace can bring to an organisation, addressing health related issues within the workforce and develop or improve appropriate work place or occupational health programmes.

Shown in the chart below (Table 1a) are the activities undertaken with 70 SME's that have been through internal compliance checks and adopted or improved their strategies and/or monitoring systems.

27 have completed the project and recorded outcomes against the project indicators, of which 6 were early leavers, and 43 are still actively engaged in the project.

Table 1a

Outcome	Referrals	Participants
01. Adoption or improvement of HR and Health & Safety Policy that supports and monitors attendance and well-being in the workplace	16	16

02. Adoption or improvement of an Absence Management Policy	18	18
03. Adoption or improvement of Equality and Diversity Policies and/or procedures in place which make reference to the Equality Act 2010	14	14
04. Adoption or improvement of systems and/or procedures that support flexibility in the workplace?	1	1
05. Adoption or improvement of Assessments and/or Monitoring Systems in place to support the Health and Well-being of staff?	1	1
06. Adoption or improvement of policy, procedure or intervention that supports health, work and well-being of employees.	10	10
07. Has the business adopted or improved systems to monitor the impact of work on health, for e.g. ergonomic assessment, health surveillance?	0	0
08. Does the business now have training in place to promote health awareness and well-being	3	3
Early Leaver	6	6
No Outcome Recorded Yet	43	43
Total	**70**	**70**

Workplace Health Programmes

Prior to COVID-19 workplace health programmes were delivered face-to-face from Ty Penygawsi or in the workplace. Service delivery will need to adapt during national lockdown to webinar delivery.

Employee Participant Activity

This part of the project involves directly supporting employees with their well-being, with the aim being they return to work following a period of absence. The support offered has been more holistic, more in-depth and over a longer period of time than was expected. As a consequence the impact on participants has been more far reaching and is likely to have greater longevity as a result.

The project was designed to support individuals with mild/moderate conditions such as anxiety, however during delivery it quickly became apparent that participants have presented with far more complex issues than anticipated. Therefore the interventions provided by the clinical team, which includes nurses and counsellors have needed to

respond appropriately. Consequently, the duration of the client intervention period has been longer due to the need to access multiple interventions to deal with different issues.

Participant feedback highlighted as a strength the high quality and holistic nature of delivery. Over 50% of participants returned to work following a period of absence. A number of participant's feedback to project staff that the support they received from the project was vital in getting them to return work.

Up to 31 December 2020, 335 employee participants have enrolled with the project. 277 employee participants have completed their engagement with the project, 137 of those participants have returned to work. The reasons for referral are detailed above in Table 1a and a breakdown of the outcomes recorded are detailed below in Table 1b.

Table 1b Reason for Referral

Reason	Referrals	%	Participants
In Work Support	58	21%	58
Support Ret. to Work -28 Days	48	17%	48
Support Ret. to Work 28 Days+	171	62%	171
Total	277	100%	277

Table 1c Outcome

Outcome	Referrals	%	Participants
Early Leaver	88	32%	88
NO-RTW 4 wks after completion	18	6%	18
Remained in Work	34	12%	34
RTW - Different	2	1%	2
RTW - Same	132	48%	132
RTW 4 wks after completion	3	1%	3
Total	277	100%	277

Table 1d Participant Breakdown

	2019-2020 Cumulative Total	
Participant Breakdown	Total	%
Disabled/Disability	54	19.5%
Work Limiting Condition (Includes MSD & MH)	223	80.5%

Female	213	76.9%
Male	64	23.1%
Care/Child Responsibilities	76	27.4%
Over 54	103	37.2%
Migrant/Non EU	0	0.0%
BME	0	0.0%
Total Referrals	277	100.0%

Action 4 - To provide accessible information to the public through a variety of formats with a specific focus on improving accessibility of information for the Deaf community.

We offer multi-channel access to information and Council services. This is provided via a range of formats and facilities including:

- Text Phone/Sensory Support Line number promoted via our website
- BSL Interpreters available to attend One4aLL appointments
- Hearing loop systems in place at One4aLL appointment desks
- Enquiries received via the Text Relay Service
- Material available in alternative formats e.g. application forms, consultation documents
- Browsealoud available on our website providing accessibility tools such as:
  - Text to speech (read aloud)
  - Screen mask
  - Text magnifier
  - Web page simplifier
  - MP3 maker (convert online content to audio)
  - Picture dictionary.

During 2019-2020 work has commenced towards meeting WCAG 2.1 web accessibility standards.

Action 5 - Undertake development of the use of assistive technology within the Digital Strategy.

The Lifeline Monitoring Centre provides support to vulnerable customers, responding to telecare alerts and providing proactive contacts. During 2019-2020 there were:

- 3,500 Lifeline clients
- over 22,000 alarm calls received
- approx. 23,000 outbound calls made to clients e.g. welfare checks, prompts to test lifeline units etc.

During the year a responder service was added to enhance the experience of Lifeline users. Responders are tasked as appropriate by the Monitoring Centre following an alarm call to support clients in need of help e.g. following a fall. The emergence of new Assistive Technology solutions continues to be reviewed as part of the council's Digital Strategy.

Action 6 - To strengthen existing Homefinder processes to take into account equality and diversity best practice.

Work on this area is due to commence in 2020-2021.

Action 7 - To further develop an inclusive approach to apprenticeships.

We continue to work closely with Elite Supported Employment Agency, further education colleges and other support agencies to promote apprenticeship and graduate opportunities to people from diverse backgrounds and to those with additional needs. We developed an information video to promote opportunities and inform individuals about the support we offer.

We are already a Disability Confident employer and as such we routinely offer reasonable adjustments throughout the recruitment process and in the workplace. Though we recognise that for our apprenticeships and graduate programme to be fully accessible additional measures were required. Therefore we have adjusted various stages with the recruitment process to support individuals and as a result we have recruited a number of apprentices with additional needs.

We have delivered a number of workshops to the Department for Work and Pensions, external training providers and further education colleges to explain our recruitment process to enable them to support candidates who wish to apply for jobs in the Council.

Working in partnership with Coleg Y Cymoedd and Elite we are delivering the [Gateway to Employment programme](). This programme provides work experience placements to individuals with learning and physical disabilities.

We have also offered a new programme - Access to Employment. This is a 1 year employed programme for individuals who need additional support, nurturing and development to progress onto an apprenticeship programme. We currently have 3 individuals on this programme, one progressed from the Gateway to Employment programme. The outcomes have been positive and Tomos' success is outlined below:

Case Study – Tomos Churchill

We are delighted to offer Tomos full time paid employment with RCT Council based at Ynysangharad Park as a Horticultural Trainee.

During his placement with us on the Engage to Change Gateway to Employment programme, Tomos showed great enthusiasm and commitment, quickly established a great rapport with his team mates and placement managers. Tomos was always keen to learn and go over and above what was asked of him.

Tomos started work with us on 7th September and it meant he had to get to the park by 7.30am every day, this didn't faze Tomos even though his public transport options have been restricted during COVID-19. He continues to arrive promptly each day.

The Employment, Education and Training Team (EET) at the Council will continue to support Tomos, conducting regular reviews and implementing a training plan to further develop his skills and experience. Tomos would like to improve his literacy skills and we have encouraged and supported this by linking him with our community literacy programme and authorising him to be released from work one afternoon a week.

We wish Tomos every success on his employment journey with us at RCT Council.

Below is a quote from Tomos:

'This is my first ever job as I felt employers wouldn't employ me because of my disability. I'm very grateful for the opportunity and the best thing I've ever done is enrolled on the Engage to Change Gateway to Employment Programme. I know, without this opportunity I wouldn't be doing anything right now. Now, I've got lots to look forward to. I want to learn to drive and I recently got engaged so now I can start saving for our wedding'.

Tomos with Emma Brabon, Senior EET Co-ordinator.

You can watch Tomos share his story on this [You Tube link](#).

Action 8 - Strengthen the scrutiny process for the Equality Impact Assessment process.

This action was due to commence in financial year 2019-2020 to support the Council's compliance and commitment to the Welsh Government's implementation of the Socio economic duty. Due to the pandemic the implementation date has been delayed to 31 March 2021. Therefore work in this area will be undertaken in the next financial year.

Action 9 - Encourage the uptake of Free School Meal (FSM) entitlement through reviewing service delivery models and an effective marketing strategy.

The 21st Century school modernisation programme has included the redesign of secondary school kitchens and dining halls to improve the dining experience and promote learner engagement and attendance. Evidence suggests the investment in school facilities is having a significant impact on the take up of school meals with an increase of 13,136 meals at primary level and 90,110 meals at secondary level during 2019-20. Free school meal take up has remained at the same level in primary schools but has increased by 5.3% in secondary schools.

Breakfast service has been extended to the majority of secondary schools in order to encourage all pupils to eat a healthy breakfast and help promote early arrival in schools. Pupils FSM allowance is updated at the start of each school day to enable them to access this service.

An extensive choice of menus has been developed to assist in the take up of FSM. Secondary menus have been created with a wide range of products with flexible pricing options which allows pupils to purchase food items during breakfast, morning break and lunchtime. In addition RCT provide bespoke menus for pupils with allergen requirements, during 19-20 we created menus for 218 learners with more complex requirements. A vegan menu has also been created for primary and secondary schools and is accessible to all pupils.

Online payments have been implemented in all secondary schools to reduce the requirement of pupils bringing cash to schools. This reduces bullying and ensures that money provided to pupils is actually spent on breakfast or lunch, the use of cashless systems also ensures pupil FSM anonymity.

Links to the online FSM application form have been included on the catering services website to encourage parents to apply.

Action 10 - Take a strategic approach to our town centres which will benefit from investment to ensure an attractive and accessible environment for local businesses, shoppers, residents and visitors.

The Prosperity and Development's Service Delivery Plan set out a number of key service priorities for 2019-2020. One included modernising our town centres and building on their role as centres for social inclusion, local economic opportunity and the provision of services. By recognising their changing role from retail centres to social destinations and we were able to support retailers to adapt to changes in economic and customers' expectations.

In supporting the delivery of local economic activities whilst promoting social inclusivity, the Council has engaged with a variety of groups and stakeholders in delivering new projects and initiatives across our town centres and to seek their views on implementing temporary measures, such as those implemented by way of responding to the COVID-19 pandemic.

Early response to COVID-19

In response to new government guidance brought about by the COVID-19 pandemic, the Council implemented a series of temporary measures across our town centres by way of ensuring public safety through social distancing. Through a "Signs and Lines" approach, the measures included:

•where necessary, directional arrows placed on the footways to direct pedestrian movement throughout the town centres;
• where necessary directional arrows to ensure social distancing is maintained on pedestrian routes in and out of Council car parks, to and from the town centres;
• removal of some street furniture from town centres where possible, or where not, the construction of barriers to prevent larger gatherings of people in close proximity;
• signage placed at bus stops/shelters throughout the town centres re-enforcing social distancing measures;
• signage located on litter bins throughout the town centres re-enforcing social distancing measures.

In implementing the above measures a number of stakeholders were consulted with including the RCT 50+ Forum, Older Persons Advisory Group (OPAG), RCT Disability Forum and the Royal National Institute of Blind People (RNIB). This considered the impact of the measures on accessibility and pedestrian movement and enabled the Council to implement a range of considerate and appropriate measures. It also enabled the Council to provide appropriate advice and guidance to businesses, to safeguard customers.

We have also promoted a number of initiatives:

Hop, Shop and Save Scheme

In 2019 the Council worked in partnership with Stagecoach South Wales to develop and implement the **Hop, Shop and Save Scheme.** The scheme, which is the first of its kind in Wales, enables Stagecoach passengers to receive a discount on a range of products and services across RCT town centres, upon the production of a valid bus ticket. Whilst the scheme is available for all residents of RCT, those with a "bus pass" may not ordinarily be included. Many older people and disabled people rely on a bus pass to travel to town centres, whether to shop or access services. The Council therefore worked with Stagecoach and the business community to ensure those in receipt of a bus pass would also be able to fully access the scheme.

50+ Discount Scheme

The Council have worked with the 50+ Forum in RCT to promote the previously developed **50+ Discount Scheme**. The scheme enables those over the age of 50 to access a range of discounts at participating businesses across RCT town centres, usually on specific days of the week. The Council have worked in partnership with individual businesses and business organisations, such as Business Improvement Districts (BIDs), Chambers of Trade and Business Forums to increase membership of the scheme. This has resulted in an increase in the number of businesses and particularly cafes participating in the scheme, and has enabled additional options to

encourage more people to leave their homes to visit town centres, whether to shop and/or socialise with other people.

OBJECTIVE 3 – TO PROMOTE SAFE COMMUNITIES

Within this equality objective there are a number of areas that require action. The progress towards these actions are outlined below.

Action 1 - Review, develop and re-implement the Hate Crime Strategy.

The Crown Prosecution Service defines a Hate Crime as:

> "*'hate crime' can be used to describe a range of criminal behavior where the perpetrator is motivated by hostility or demonstrates hostility towards the victim's disability, race, religion, sexual orientation or transgender identity.*
>
> *These aspects of a person's identity are known as 'protected characteristics'. A hate crime can include verbal abuse, intimidation, threats, harassment, assault and bullying, as well as damage to property. The perpetrator can also be a friend, carer or acquaintance who exploits their relationship with the victim for financial gain or some other criminal purpose.*"

During 2019, 405 hate crimes were recorded in the Cwm Taf area (Rhondda Cynon Taf and Merthyr Tydfil).

The tables below show the breakdown across the 5 characteristics, area and month:

Table 1a. Hate Crimes by characteristic

Disability	72
Race	238
Religion	17
Sexual Orientation	89
Transgender	13

Table 1b. Hate Crimes by area

Rhondda	106
Cynon	89
Taf	134
Merthyr	76

Table 1c. Hate Crime by month (2019)

January	19
February	36
March	37
April	40
May	29
June	38
July	31
August	37
September	33
October	27
November	46
December	32

Tackling Hate Crime in Rhondda Cynon Taf

We have continued to work closely with partner agencies including South Wales Police (SWP). Increased partnership working has enabled us to ensure that residents get a positive and consistent response.

Education and Early Intervention

During 2019-2020 emphasis has been placed on education and early intervention. We have worked with schools across the borough to deliver training sessions to pupils. Training sessions aim to raise awareness of hate crime and how to report it. The sessions aim to increase inclusion and reduce discrimination and inequality within schools. Within the session there is discussion around the protected characteristics as follows:

1. Disability – pupils discuss all aspects of disability including physical disability, mental health awareness, learning difficulties, dementia and autistic spectrum disorder;
2. Race – pupils are encouraged to engage in discussions about race and the issue of racism. Pupils are reminded that race related Hate is an offence, and that the age of criminal responsibility in the UK is ten years old;
3. Religion – pupils are encouraged to engage in discussions about different forms of religion as well as other cultures;

4. Sexuality – pupils are encouraged to talk about sexuality and discuss celebrities or those in the public eye, who are openly lesbian, gay or bisexual;
5. Gender identity – pupils are encouraged to think about and discuss different gender identities including those who identify as non-binary and gender fluid. The pupils are given guidance on the use of pronouns.

Between April 2019 and March 2020, 1,600 school pupils received this training.

Further Education

A number of 'drop in' clinics have been held in local colleges with the aim of increasing awareness of hate crime and how to report it. A total of 114 students were engaged with, over the 3 campuses across RCT.

SWP Police Volunteers

A session was provided to SWP Police volunteers. 29 volunteers attended.

Adults with Learning Disabilities

We have worked closely with Adult Day Services to compile a training package which was then delivered to adults with learning disabilities. The focus was around potentially becoming a victim of hate crime, how to recognise hate crime and how to report it. The sessions were held in 2 day centres across RCT. This was then used to create a 'music video' with the support of Mosaic Minds. The film was launched in December 2019 in Hawthorn Leisure Centre and is available on this YouTube link.

Awareness Raising Events for Residents

Events have been held in local libraries and leisure centres to raise awareness for the general public. The events have been supported by SWP and again look at increasing awareness of what hate crime is and how to report it. At least 1,429 residents were engaged with during 2019-2020.

Staff Training

Hate crime awareness training sessions have been delivered to the Multi Agency Safeguarding Hub (MASH) team.13 staff members attended. 74 Council staff received training between 31 March 2019 and 1 April 2020. Training was also delivered to 50 Trivalis staff and to 16 Communities For Work Plus staff members.

South Wales Police (SWP)

Awareness training sessions have been held at SWP stations to ensure officers are compliant with the hate crime process. This ensures that referrals are dealt with appropriately and that we get an accurate picture of the figures around hate crime.

E-Learning

We have developed an e-learning module on Hate Crime Awareness and how to report any concerns around incidents or tensions.

National Hate Crime Awareness Week 2019

- 29 events were held across the Cwm Taf region, with 20 held in RCT.
- 451 residents took part in our survey, a much greater (unrecorded) number were engaged with on a more informal basis.
- RCT's Community Cohesion Officer and a SWP Hate Crime Officer appeared on GTFM radio on prime time/drive time to discuss hate crime and how to report it. In addition to this, daily events were published during breakfast radio. The drive time slot has an average of 40,000 listeners and GTFM have 250,000 followers on Social Media.
- Photos of the majority of events appeared on RCT Council and SWP Northern Twitter pages.
- SWP officers attended Aberdare Mosque and engaged with members of the Mosque, providing advice in relation to crime reduction and the importance of reporting hate crime.
- The week culminated with televised events being held at both Pontypridd RFC and Merthyr RFC. Both rugby clubs printed information in their programmes. Photos were taken with the players, mascots, SWP and Council Community Safety Officers, with the 'be heard' banner. Photos were shared on Instagram.
- Pontypridd RFC released an article entitled **'The House of Pain – No Place for Hate'** – outlining national statistics and the worrying rise of hate crime in sport. Although it is impossible to quantify the number of people who read the article, 100's of people attended both games and each person was provided with a programme.
- SWP had use of the 'Pride car' for the duration of Friday the 18th October; the car was taken to 2 events across Cwm Taf, and received great interest from members of the public. It was reassuring to hear so many positive comments in relation to the LGBTQ+ community.
- RCT Community Cohesion Officer attended 2 schools in the Cynon Valley to deliver hate crime awareness sessions to school pupils.

- RCT Community Cohesion Officer attended Coleg Y Cymoedd, Aberdare campus to deliver hate crime awareness sessions to 5 classes, a total of 41 students.
- As a result of close partnership working with Cwm Taf Morgannwg University Health Board, events held at Prince Charles Hospital, Royal Glamorgan Hospital, Ysbyty Cwm Cynon and Ysbyty Cwm Rhondda were all well attended and supported by staff and patients alike.
- Council Community Cohesion Officer's attended Mountain Ash Comprehensive School and Merthyr Tydfil College to deliver hate crime awareness sessions to SWP youth volunteers.
- An event was held at St Catherine's Church Pontypridd with an emphasis on acceptance and increase of awareness of religious based hate crime.
- An event was held at Ferndale Hub, which was supported by 2 members of RCT People First. RCT People First are a charity for people with learning disabilities who live in the borough. The main aim of RCT People First is to empower people with learning difficulties to challenge prejudice and discrimination through training education and support, so this was a fantastic opportunity to include people who belong to one of the protected groups in the events held.

Hate Crime awareness raising at Pontypridd Rugby Club.

Action 2 - Review the existing approach to tackling modern slavery.

Funding from Welsh Government has been obtained to outsource Modern Day Slavery training from BAWSO. The training was due to be delivered to Council staff at the end of March 2020. This was subsequently cancelled due to national COVID-19 restrictions.

Action 3 - As part of Education's Well-being Strategy we will develop a programme for schools about raising awareness of emotional abuse in relationships.

The Senior Educational Psychologist for Well-being is working with Barnardos, the Police and Education representatives to develop a programme of support for schools. Project development will continue next year with the aim of releasing information to schools in the Summer Term.

The Senior Educational Psychologist a member of the Cwm Taf Multi-Agency Child Sexual Exploitation safeguarding group.

Action 4 - Pilot the PERMA model in secondary schools.

Embedded in Positive Psychology, Seligman's PERMA model is suggested as an effective framework for understanding and promoting well-being. Furthermore, PERMA tools are suggested as an easily understood measure which can assess various dimensions of pupil well-being and can account for fluctuations in well-being over time.

According to Seligman's PERMA model:

- **Positive emotions** refer to hedonic feelings of happiness (e.g. feeling joyful, content, and cheerful).
- **Engagement** refers to psychological connection to activities or organisations (e.g. feeling absorbed, interested, and engaged in life).
- **Relationships** include feeling socially integrated, cared about and supported by others, and satisfied with one's social connections.
- **Meaning** refers to believing that one's life is valuable and feeling connected to something greater than oneself.
- **Accomplishment** involves making progress toward goals, feeling capable to do daily activities, and having a sense of achievement.

Seligman proposes that these five pillars contribute to individual well-being.

PERMA tools (Well-being Tool and MiSpace App) have now been set up in 11 secondary schools in RCT. Baseline data has been collected on 2,359 pupils and has provided useful information for targeted work in schools.

Data shows that pupils in Year 9 and 11 report the lowest sense of well-being across the 6 areas monitored. Particular trends include:

- Boys relationships are reportedly lower than girls;
- Pupils with attendance above 85% report higher sense of well-being in all 6 areas as compared to pupils with lower attendance;
- Children looked after (CLA) pupils report lower scores for both relationships and accomplishment than non CLA pupils;
- Free School Meal (FSM) pupils report increased negative emotions than non FSM. Pupils who have special education needs reported lower well-being in all 6 areas monitored.

Additional support for schools from the Educational Psychology Service has been put in place through a Welsh Government Grant to develop whole school approaches to supporting the well-being of learners. This means that two Assistant Educational Psychologists will be supporting schools to respond appropriately to the data they collect and to monitor pupils that may be deemed at risk.

Further development work is underway to improve the PERMA tools based on feedback from schools.

Action 5 - Strengthen collection and analysis of data for bullying incidents in schools.

Bullying data is discussed as part of termly Behaviour Data meetings held by Education's Access and Inclusion department. Very few bullying incidents are reported which makes meaningful data analysis difficult. Individual incidents are followed up with schools. The low reporting indicates the need for further training and advice to be delivered to schools. Updated training for schools on bullying has been delayed due to COVID-19 but will be incorporated into the education well-being forums for schools.

In the next 12 months the use of Microsoft Forms will be introduced to improve the ease of reporting and analysis.

A training programme for Governors focusing on the new Welsh Government Anti Bullying guidance 'Rights, Respect, Equality' has been developed and is ready to incorporate into the Governor Training Programme.

Action 6 - Further develop the freedom programme with Women's Aid to better understand specific needs for victims of domestic violence from underrepresented groups.

Referrals from the Black, Asian and minority ethnic communities remains consistently low, however course materials, such as handouts can be provided in a number of languages to support those where English is not their first language.

To be able to provide courses to male victims of abuse, the team are due to undertake training and a male domestic abuse programme will begin next financial year.

OBJECTIVE 4 – TO REDUCE THE GENDER PAY GAP

Within this equality objective there are a number of areas that require action. The progress towards these actions are outlined below.

The Gender Pay Gap

An organisation's gender pay gap is the difference between the average male and female pay rates. It is calculated by dividing the average female hourly pay rate by the average male hourly pay rate.

The Council is required to publish the gender pay gap between male and female employees. It is also required to publish this data separately on employees in Education (teaching employees).

The Equality and Human Rights Commission strongly advise publishing separate full-time and part-time gender pay gaps. It is considered that any pay gap of 5% or more is considered significant and in need of further analysis.

The Equal Pay Audit identified the following Equal Pay gaps:

2020	Combined Gap	Full-Time Gap	Part-Time Gap
All Employees	10.41%	-12.19%	4.09%
Non-Teaching	11.38%	-10.65%	3.53%
Teaching	5.06%	4.59%	5.68%

The mean gender pay gap is the difference between the mean hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant employees. A positive figure denotes a gap to the advantage of male employees. A negative figure denotes a gap to the advantage of female employees.

The pay award on April 1st 2019 for employees on NJC terms and conditions saw a significant increase in the rates of pay at the lower grades. As around 88% of employees in these lower grades are female, this had an impact on the gender pay gap calculations for 2019-2020 as the average pay for females increased by 3.66% whereas the average pay for males increased by 2.18%. This had an impact of reducing the gender pay gap from 11.66% in 2018-2019 to 10.41% in 2019-2020.

Action 1 - Deliver the roll out of the performance review process for staff at all grades.

The Council's new performance review process for staff is being incrementally rolled-out to ensure effective implementation and understanding. Roll-out has been undertaken for Chief Officer post holders and for staff on Grades 11 to 15. Embedding the new performance review process and focusing on compliance has been the focus this year and has unfortunately delayed further roll-out to all staff. However service areas are continuing to use the previous performance review processes with their staff not on the grades mentioned above, although central monitoring for this is not undertaken.

We will continue to roll-out the revised performance reviews Council wide, with particular attention to ensuring that staff without access to work IT and no Council email address have a performance review.

Action 2 - Improve the monitoring of the performance review process.

As part of the new performance review process we monitor compliance, the training needs analysis and we review the process which includes obtaining feedback from managers and staff. We will continue to develop the monitoring process during further roll-out of the process.

Action 3 - Better understand whether barriers exist regarding the progression of women into senior positions.

Following feedback from our female staff we are exploring how we can encourage more women to apply for senior roles. We are developing a Women in Leadership Programme which will aim to remove barriers to progression.

Action 4 - Understand more about what prevents women returning to the workplace following maternity leave.

A qualitative research study has commenced to understand the barriers to retention following maternity leave. The study explores social and organisational barriers that contribute to the issue, which may detrimentally impact on long-term career prospects for women. The research also aims to examine whether target setting is

an aid to retention and explores other retention strategies. The research is due for completion in May 2020.

Action 5 - Support the EHRC pledge 'Working Forward' and implement its recommendations.

Work will commence in this area during 2020-2021 following receipt of recommendations from the report outlined in the previous section.

OBJECTIVE 5 – TO CREATE AN INCLUSIVE WORKFORCE

Within this equality objective there are a number of areas that require action. The progress towards these actions are outlined below:

Action 1 - Develop a programme of sexual harassment training and awareness.

Work in this area is due to commence in the financial year 2020-2021 in response to new guidance from the Equality and Human Rights Commission on Sexual Harassment in the Workplace, published at the end of January 2020.

In 2019-2020 there were 2 complaints of sexual harassment in the workplace. These complaints were initially dealt with under the Council's Dignity at Work Policy but quickly escalated to the Disciplinary Policy due to the allegations concerned. Human Resources Officers dealing with the cases were made of aware of emerging best practice in relation to sexual harassment cases and as such offered enhanced support to the complainant. Following disciplinary action, one-to-one training was held with the perpetrators in each case and one was permanently relocated to an alternative work place.

Action 2 - Undertake a review of all our mental health activities and develop annual plans which provide education, training and interventions.

Following a successful staff well-being event in January 2019 we have continued to highlight the importance of staff well-being and mental health.

At each of our staff induction sessions there has been a Mental Health Champion or representative from Time to Talk Wales, giving the message to new staff that the Council values their well-being and that this is an organisational wide approach.

Throughout the year we have written internal articles to promote and raise awareness of well-being days and events related to mental health. We have published staff bio's and lived experiences including staff network members experiences of living with mental health.

Over the year we have delivered face-to-face sessions at various Council sites as part of our Time to Change Wales pledge. At these sessions which attracted around 80 staff, we provided internal and external resources to support staff and promoted and encouraged staff to speak about mental health and their well-being and seek support if needed.

We have continued to work with Trade Unions to raise awareness of mental health issues and help them to recognise symptoms in Council staff. As a result of this work, we secured a further £16k from the Welsh Union Learning Fund which the Council match funded. Using this funding, 249 managers and supervisors received Mental Health Awareness Training between November 2019 and February 2020. Plans to train more of our staff were affected by COVID-19 and will be arranged as soon as it is safe to do so.

Action 3 - Source and develop a suite of training for managers on equality and diversity topics.

Work is due to commence on this area in financial year 2020-2021.

Action 4 - Become more disability confident as an organisation.

The Council is already a Disability Confident employer. As such we have good practice recruitment and selection processes, we support employees with disabilities by providing reasonable adjustments, and we challenge negative stereotypes associated with disability. However, we recognise that there are areas we can improve upon. In Jan 2020, we welcomed a University of South Wales internship to undertake a project to look at how we can become more Disability Confident. This internship is due to finish in April 2020. An action plan will be developed to report the findings.

We are Business Disability Forum (BDF) members. As a result of this membership we are able to access a range of disability guidance and best practice, which we have made available to our managers. We have promoted the BDF Advice Service to enable our Human Resource Team and managers to gain timely advice on a range of disability issues, for example accessibility issues and reasonable adjustments.

As previously mentioned in this report, this year we have purchased and rolled-out software called Read&Write. Read&Write improves reading and writing confidence. It makes documents, files and web pages more accessible. This software, whilst beneficial to everyone is particularly beneficial to those with neurodiverse conditions. Our IT department is developing user guidance to support the roll-out of the software.

Action 5 - Undertake workplace equality monitoring.

As previously outlined in this report, an equality monitoring toolkit has been developed which highlights the best practice equality monitoring questions that should be completed by staff. Internally, equality monitoring data is vital to examine the Council's progress concerning its legal duties and equality objectives. It helps us to identity gaps and trends and consequently we can develop action plans to address those gaps.

The Council is implementing a new HR and Payroll system in April 2020. This is a significant project covering all workforce data. The best practice equality monitoring fields outlined in the toolkit will be added onto this system. This provides us with an opportunity to collect data on characteristics such as non-binary identities. This is something which we have not been in a position to do previously due to development limitations in the current system. Following implementation of the new system there will be a push to obtain up-to-date staff information.

Action 6 - Replicate existing good practice to reflect all protected characteristics.

In 2019-2020 the Council marked a number of awareness days either by raising awareness through articles and blogs on its internal intranet and with staff networks or by holding awareness raising events. Articles were written about the following, they appear in date order:

- Autism Awareness Week
- Lesbian Visibility Day
- Deaf Awareness Week
- Mental Health Awareness Week
- International Day Against Homophobia, Biphobia and Transphobia
- Pride Cymru
- Dyslexia Awareness Day
- International Day of Older Persons
- Bi Visibility Day
- Rhondda Pride
- World Menopause Day
- Black History Month
- Baby Loss Awareness
- World Mental Health Day
- Men's Mental Health Month
- Carer's Rights Day
- Trans Day of Remembrance
- Trans Awareness Week
- Human Rights Day

- Welsh Language Rights Day
- International Day of Persons with Disabilities
- Time to Talk Day
- Interfaith Harmony Week
- Holocaust Memorial Day
- LGBTQ+ History Month
- International Women's Day.

In addition to the above, a number of events were held across the Council to raise awareness and promote diversity and inclusion.

Black History Month

The Council celebrated Black History Month by sharing articles on iconic black role models including:

- Betty Campbell
- Clive A. Sullivan
- Marsha P. Johnson.

We also signposted readers to websites promoting Black Welsh History including the 1919 South Wales Race riots.

A public event was also held which has already been outlined earlier in this report.

Holocaust Memorial Day (HMD)

Each year the Council marks HMD. In January 2020 the Council commemorated the day by lowering the flag and holding a minute silence at the Headquarters in Clydach. The Library Service supported HMD by arranging book displays on the Holocaust which included books such as the Diary of Ann Frank. Workshops were held with 3 primary schools across the borough, Cwmaman Primary School, Maesybryn Primary School and Maerdy Primary School, where classes of year 5 and 6 pupils learned about the purpose of HMD and how they can commemorate this day in future. All pupils were taught about the Nazi's, the Holocaust and discrimination. The pupils then took part in an activity by reading a survivors' story and writing a message to the Holocaust survivor Renee Bornstein.

International Women's Day

For International Women's Day 2019, we hosted an afternoon tea for Council staff. The event was themed around the Women's Equality Network's Wales (WEN) '100 Welsh Women', and encouraged those in attendance to learn about Welsh women's history. We focussed on 20 women from the list and gave information on each of

these women to those who attended. The library service brought books about Welsh women's history to the event. The event attracted many staff who engaged in discussion about gender equality and women's achievements. Staff were encouraged to pledge support to promote gender equality in the workplace.

Council staff at the International Women's Day Event.

Menopause Awareness

Working with our recognised Trade Unions we have held a number of menopause awareness events. The sessions have highlighted the taboo around the menopause and have not only raised awareness but also offered individuals support though peer discussion and support from an Occupational Health nurse. As a result of previous feedback we trialled a menopause emergency pack which contained information from menopause support groups, a notebook, a fan and refreshing wipes. The feedback from recipients of these packs was overwhelmingly positive. One member of staff commented:

> "Thank you very much for hosting this event. I am pleased that RCT are attempting to prioritise staff well-being regarding such important health issues.

The menopause packs are a fantastic resource for all staff to educate themselves on an issue that affects so many within the workforce. Thanks again".

Councillor Maureen Webber, Deputy Leader with Trade Union Officers and Council staff at a menopause event in the Valley's Innovation Centre.

Following the launch of the Menopause Guide, our library service recognised they may have a large number of staff who may be experiencing the menopause. As a result, they established their own menopause network for library staff. This network provides support and information as well as providing a route to the Corporate menopause working group A menopause café with guest speakers was scheduled to be held at Rhydyfelin Library in April 2020. This was also going to be open to the public. Unfortunately this was cancelled due to COVID-19 restrictions.

Library staff at their first menopause network meeting.

Staff Networks

Stonewall's Workplace Equality Index

We have continued our commitment to creating an inclusive place to work for LGBTQ+ staff by submitting our work annually to Stonewall's Workplace Equality Index. We are extremely proud to have placed 88th in the top 100 LGBTQ+ inclusive employers in the UK. Rhondda Cynon Taf are the only Welsh local authority to secure a spot in Stonewall's Top 100 in 2019-2020, making it one of the most inclusive workplaces for LGBTQ+ staff in the UK. We secured our top ranking in the Stonewall Top 100 thanks to evidence submitted to showcase our approach to equality and inclusivity, which includes staff awareness, training, peer support and mentoring, senior management buy-in and more. Staff were also invited to provide feedback, in the strictest confidence, to Stonewall on what it is like to work for the Council and how well they feel LGBTQ+ services and support are delivered. The overall feedback was extremely positive with staff knowing that we have a strong commitment to equality as an organisation and recognise the work we have undertaken to implement this. Many of the LGBTQ+ staff, who answered the survey,

shared that they felt confident to be who they are at work and felt well supported and had no fear of discrimination on the basis of their sexual orientation or gender identity.

Flag Raising

For important dates and events in the LGBTQ+ calendar we continue to raise and fly the Rainbow and trans flags at our Head offices. This sends a positive message of inclusion to our staff and the wider community.

Cabinet members, members of the Senior Leadership Team, Trade Union Officers and Council staff raising the Rainbow flag.

Council Staff Network members raising the Rainbow flag.

LGBT History Month

We worked in collaboration with Coleg y Cymoedd and Caerphilly Council to deliver an event where all staff were invited. A lecture was delivered on Global LGBTQ+ history and current issues, we had information stalls from external and internal partners such as Pride Cymru, Community Cohesion and our Staff Networks and we engaged with college students about the prospect of working at the Council.

We held an internal campaign called 'In their shoes'. This was an idea from a member of our Allies Network to encourage people to have a conversation and raise awareness that some LGBTQ+ staff members may not feel comfortable being their authentic self in work.

Organisational Policy

Through our work with Stonewall we have recognised the need to amend and update some of our policies to ensure the language is inclusive and representative of all people in society. Our policies are now accessible and inclusive of all; some of the policies that we have updated include Transitioning at Work Policy, Shared Parental Leave and Maternity Leave Policy.

Overall Progress

The Council has made significant progress in many of the equality objectives. It is noted that some have not yet commenced and progress in these will be monitored in future annual reports. Whilst this report reflects the period prior to the COVID-19 pandemic it is important to note that the Council's response to the pandemic will significantly impact upon day to day activities and progress in all equality objectives in the next financial year 2020-2021.

Our work to deliver equality objectives contained in our Strategic Equality Plan helps us to show how we are contributing to a more equal Wales - 'a society that enables people to fulfil their potential no matter what their background or circumstances'. But it also seeks to support all the well-being goals including a Wales of Cohesive Communities and a Prosperous Wales.

7. Equality Impact Assessments (EIA's)

The Council has had an Equality Impact Assessment (EIA) process in place for a number of years which is carried out under the following circumstances:
- Where new policies or practices are developed (including corporate plans, annual business plans and the annual budget);

- Where changes to existing policies or practices are proposed, and when conducting expenditure reviews and programme evaluations;
- Where there are proposals to withdraw from or discontinue an existing policy or practice;
- Where the Business Planning process has identified relevance to or implications for equality.

The process is regularly reviewed and takes into account the protected characteristics identified in the Equality Act 2010.

The Council introduced a screening process in January 2012 which is designed to make the process as effective as possible and to ensure that any information gathered at the screening stage can be used if a full EIA is required. However, the Council automatically carries out a full EIA on its Change proposals process.

The table below includes a snapshot of EIA's carried out in 2019-2020.

Equality Impact Assessments

Policy/Procedure	Date
The future of Community Day Centres – consultation report	May 2019
Proposals for a strategic development plan for the Cardiff capital region	May 2019
Proposals to undertake a formal review of the Council's Local Development Plan	May 2019
Creating vibrant town centres in Rhondda Cynon Taf – growing businesses with a targeted package of support in our town centres	Jun 2019
Cwm Taf Morgannwg safeguarding board annual Plan 2019-20	Jun 2019
Transformation of the early years system in Rhondda Cynon Taf	Jun 2019
A4119 Dualling	Jul 2019
21st Century Schools	Jul 2019
Energy Company Obligations (ECO) 3 – Local Authority Flexibility Eligibility Criteria 'ECO Flex'	Jun 2019
Modernisation of Residential and Day Care Services	Sep 2019
New policy guidance on relevance of convictions in determining the suitability of applicants and licensees in the hackney and private hire trades	Sep 2019
Direct cremations	Nov 2019
The impact of the public service vehicle accessibility regulations 2000 on charging for spare seats on mainstream school/college transport	Nov 2019

Review of Learning Support Classes Provision for Pupils with Social, Emotional and Behavioural Difficulties and Significant Additional Learning Needs	Dec 2019
The Council's 2020-2021 revenue budget	Jan 2020
Council fees and charges policy 2020-2021	Feb 2020

Full details of decisions are included in Cabinet reports which are available on the following link:

http://www.rctcbc.gov.uk/EN/Council/CouncillorsCommitteesandMeetings/Committees/Committees.aspx

8. Employment Monitoring Data

The Council must collect and publish on an annual basis the number of:

- people employed by the authority on 31 March each year by protected characteristic;
- men and women employed, broken down by:
  - ➢ job;
  - ➢ grade (where grading system in place);
  - ➢ pay;
  - ➢ contract type (including permanent and fixed term contracts);
  - ➢ working pattern (including full-time, part-time and other flexible working patterns).
- people who have applied for jobs with the authority over the last year;
- employees who have applied to change position within the authority; identifying how many were successful in their application and how many were not;
- employees who have applied for training and how many succeeded in their application;
- employees who completed training;
- employees involved in grievance procedures either as a complainant or as a person against whom a complaint was made;
- employees subject to disciplinary procedures;
- employees who have left an authority's employment.

All of the information above must be presented for each of the separate protected groups. The exception to this requirement is the data on job, grade, pay, contract type and working pattern, which must be broken down only in relation to women and men.

This information is attached at Appendix 1 - Employment Monitoring Data.

9. Procurement

The Council operates the SQuID which is part of the National Procurement Website, www.Sell2Wales.co.uk.

It contains a set of core questions commonly asked at the selection stage, and has a database of suppliers' answers stored for re-use, and a tool for buyers to generate a selection questionnaire using a risk-based wizard for each procurement project. The idea is that working together these three things deliver a number of benefits:

- Increased efficiency for both suppliers and buyers, by allowing standard questions and answers to be stored for future use, by keeping the number of questions to a minimum, and also by encouraging buyers to only seek information from suppliers if they can be clear about exactly how the information will be used;
- Greater standardisation of the selection stage, whilst also allowing for tailoring of questions to meet the specific requirements of the procurement;
- Increased transparency of the selection process and how responses will be evaluated – so that suppliers are able to work out easily whether or not they wish to bid for a particular opportunity, how to optimise their proposal and how to present it in an effective way;
- Improved opportunities for small-to-medium enterprises (SMEs) and local businesses to compete on a more equal footing as a result of a carefully considered question set that removes some of the barriers to entry for them.

It includes a section on equal opportunities and is in line with the guidance on procurement published by the Equality and Human Rights Commission at http:www.equalityhumanrights.com/wales/

10. Accessible Information

The Council produces information in a wide variety of formats according to need. Service areas record requests for alternative formats from service users to ensure that these are provided.

Accessibility Guidelines are available to employees on the Council's Intranet, these provide information on the types of accessible information available, what it is and does and includes a list of suppliers so that employees can source requested formats.

The Council has adopted the RNIB Clear Print Guidelines to increase readability of its documents.

11. Future Work

We will work towards further embedding and achieving the actions as outlined in the [Strategic Equality Plan Action Plan 2019-2022](#). Next year it will be important that we respond to emerging issues as a result of the COVID-19 pandemic and the Black Lives Matter movement

12. Contact Details

Rhondda Cynon Taf welcomes comments on all aspects of this report, both in what it contains and what it may not make clear enough about the work and progress in delivering equality and removing discrimination.

If you have any comments or want to know more about the work the Council is doing please contact:

Melanie Warburton
Diversity and Inclusion Manager
Rhondda Cynon Taf Council
Ty Elai
Dinas Isaf East Industrial Estate
Williamstown
Tonypandy
CF40 1NY

Telephone: 01443 444531

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Employment Monitoring Data

Equality monitoring information is stored against all employees' records in the Council's payroll and human resources information system (Vision). The information is requested at the recruitment stage and entered on to their record at that point.

The Council encourages all employees to provide this information and an equality monitoring survey is carried out on all employees every two years in an attempt to increase the information held.

In preparation for the extended employee monitoring requirements being introduced as part of the Equality Act 2010, the Council carried out an equality monitoring survey of all employees in 2011. This survey included questions that covered all protected characteristics except pregnancy. This question was not asked as it was felt that information on pregnancy and maternity would already be held on employee records and the time period allowed for return could mean that the information provided would be out of date.

The Equality and Diversity Team worked with other service areas to identify other useful information which resulted in the questionnaire including sections on the use of British Sign Language, Welsh language ability and whether or not an employee had caring responsibilities. This information was provided statistically to the service areas to inform their work and strategies.

Statistical analysis of the information is contained in the following tables and covers all Council employees including teachers and school based employees.

People Employed by Protected Characteristic

The following information has been provided using employees' national insurance numbers; this ensures that where an employee may work in more than one job their details will be included only once to avoid duplication of information. It includes teachers and school based employees. Some comparisons will be made to the local demographic of the borough of Rhondda Cynon Taf as over 80% of employees live in the Council area.

The table below shows the gender breakdown of employees:

Gender	Total	% of Workforce
Male	2698	25.1%

	8036	74.9%
Female		
Total	**10734**	**100%**

This table clearly indicates that women make up the majority of the Council workforce, this has been consistent for a number of years. This is also comparative with other local authorities in Wales.

Age
The table below shows the breakdown of employees by age group:

Age Group	Total	% of Workforce
16-24	632	5.9%
25-34	1913	17.8%
35-44	2525	23.5%
45-54	3155	29.4%
55-64	2153	20.1%
65+	356	3.3%
Total	**10734**	**100.0%**

This table indicates, as the figures did last year, that over half of Council employees are within the age range of 35-54.

Disability
The table below shows the breakdown of employees by disabled and non disabled:

Identification	Total	% of Workforce
Disabled	189	1.8%
Non Disabled	8627	80.4%
Prefer not to say	22	0.2%
Information not held	1896	17.7%
Total	**10734**	**100.0%**

Information is held on 82% of employees. A small percentage of employees have indicated that they are disabled but this is unlikely to give the true picture of disability in the workplace. Although the staff equality profile questionnaire gives the definition of disability, some employees with a 'defined' disability may not identify as having a disability.

National Identify and Ethnicity
The table below shows the breakdown of employees by ethnicity:

Ethnicity	Number
Asian	8
Asian British	2

Asian Chinese	4
Asian Cornish	1
Asian Indian	3
Asian Other	2
Black	5
Black African	4
Black British	3
Black Other	1
Chinese	4
Mixed Other	12
Mixed White & Asian	3
Mixed White & Black African	1
Mixed White & Black Caribbean	4
Other	25
Prefer not to say	12
White	5070
White British	1773
White Cornish	1
White English	32
White Irish	11
White Other	14
White Scottish	7
White Welsh	1658
Not Known	2074
Total	**10734**

The demographic of Rhondda Cynon Taf is 2%* of people identify themselves with an ethnicity other that White British, Welsh, English or Scottish.

*statswales.gov.wales at 30 June 2019

The table below shows the breakdown of employees by national identity:

National Identity	**Number of Employees**
African	4
Any Other Asian Background	2
Any Other Mixed Background	2
Any Other White Background	10
Bangladeshi	1
British	1422
Caribbean	1

Chinese	4
English	198
European	15
Indian	4
Irish	18
Other	7
Scottish	25
Welsh	4440
White and Asian	4
White and Black Caribbean	1
Not Known	4576
Total	**10734**

Information is held on 57% of employees with the majority of employees identifying themselves as Welsh followed by British.

Religion or Belief
The table below shows the breakdown of employees by religion or belief:

Religion	**Total**
Christian	2623
Muslim	10
Hindu	5
Buddhist	11
Sikh	1
Other	104
% of workforce identifying with a religion	**25.7%**
None	2705
Prefer not to say	285
Information not held	4990
Total	**10734**

Information is held on 54% of employees with the predominant faith being Christian. 50% of the local population identify themselves as Christian, with 40% regarding themselves as having no religion.

Sexual Orientation
The table below shows the breakdown of employees by sexual orientation:

Sexual Orientation	**Total**
Heterosexual	3715
Gay Man	34
Gay Woman/Lesbian	37

Bisexual	17
% of workforce identifying a sexual orientation	**35.4%**
Prefer not to say	206
Information not held	6725
Total	**10734**

Information is held on 37% of employees. This is the same as reported last year. As part of the Stonewall Diversity Champion's Programme, work has and will continue to encourage more employees to complete this category on equality monitoring forms.

Pregnancy and Maternity
As at 31 March 2020 there were 172 employees on maternity leave none of which were involved in disciplinary or grievance cases. During the year 2019-2020, 314 employees had been on maternity leave during this period of time.

Gender Reassignment
Specific information has not been published due to the possibility of identification. The Council has a Gender Reassignment Policy in place which was developed some years ago as a result of an employee asking for support. Since that time the policy has been accessed and support provided as and when required by employees.

Gender Reassignment
Specific information has not been published due to the possibility of identification. The Council has a Transitioning at Work Policy in place which was developed some years ago as a result of an employee asking for support. Since that time the policy has been accessed and support provided as and when required by employees.

Regulation Nine – Gender Specific Information

Regulation Nine of the Specific Equality Duties in Wales requires the following specific information to be provided in respect of gender breakdown.

The number of employees employed at 31 March 2019 broken down by:
- Job
- Grade
- Pay
- Contract type
- Working pattern.

This information has been provided on the basis of actual job numbers so that those employees who work in more than one job are included in all the jobs they are

employed in so the numbers may be different to those in the previous section. Once again the information includes teachers and school based employees.

The following table/s provides the specific information required:

Breakdown of Employees by Gender and Job
There are over a thousand job titles within the Council so for ease of demonstration they have been broken down into job families within the competency framework.

Job Family	Female	Male	Grand Total
Administrator	923	250	1173
Ancillary	1567	542	2109
Assistant Headteacher	42	28	70
Community and Social Care	1333	254	1587
Deputy Headteacher	68	45	113
Frontline and Customer Care	383	297	680
Headteacher	76	44	120
Middle Manager	163	79	242
School Support	1494	82	1576
Skilled Manual Worker	32	121	153
Strategic Manager	35	40	75
Supervisor	183	201	384
Teacher	1337	384	1721
Technical, Specialist & Professional	375	317	692
Unqualified Teacher	25	14	39
Total	**8036**	**2698**	**10734**

As last year, the data provides very little surprises with the majority of women working in 'traditional' female areas, particularly in the Community & Social Care, Ancillary and School Support settings; this will be more closely examined as part of the Gender Pay Objective within the Strategic Equality Plan.

Breakdown of Employees by Gender & Grade

The Council operated the following grading systems as at 31 March 2019:
- Chief Officers (Head of Service and above)
- National Joint Council
- Teachers/Education

The tables below sets out the breakdown of employees by gender and grade:

Employees by Gender & Grade – Chief Officers

Grade	Female	Male	Total
Chief Executive	0	1	1
Group Director	0	2	2
Director Level 1	0	2	2
Director Level 2	3	5	8
Service Director Level 1	1	2	3
Service Director Level 2	3	7	10
Head of Service Level 1	12	8	20
Head of Service Level 2	4	6	10
Total	**23**	**33**	**56**

There has been little change since the previous year, whereby more Chief Officer posts are held by males. Those held by females are largely on the lower Chief Officer grades**.**

Employees by Gender and Grade – National Joint Council

Grade	Female	Male	Total
GR1	257	73	330
GR2	877	50	927
GR3	539	151	690
GR4	906	269	1175
GR5	780	415	1195
GR6	1109	307	1416
GR7	550	157	707
GR8	262	114	376
GR9	194	105	299
GR10	236	161	397
GR11	309	123	432
GR12	137	63	200
GR13	109	53	162
GR14	17	9	26
GR15	42	30	72
Total	**6324**	**2080**	**8404**

This information indicates that while 74.9% of the total Council workforce is female, it is females that dominate the lower pay grades. This will be an area that is considered with the Gender Pay objective in the Strategic Equality Plan.

Employees by Gender and Grade – Teachers/Education

Grade	Female	Male	Total
Education Psychologists and Advisers	74	24	98
Leadership Group/Headteachers	70	47	117
Deputy & Assistant Headteachers	139	75	214
Teachers	1316	416	1732
Total	**1599**	**562**	**2161**

The figures above indicate that females make up 74% of the education profession.

Individual salary grades of Education staff is complex to summarise but on analysis there is a fairly even split of male/female across all salary points with no obvious discrepancies in respect of ability to move through the grades. The grades and salary points are based on nationally agreed pay scales and there are specific requirements for each grade and how employees move through them.

Employees by Contract Type/Working Pattern

Contract Type	Female	Male	Total
Permanent Full Time	2475	1851	4326
Permanent Part Time	1624	232	1856
Permanent Part Time Term Time	2063	80	2143
Permanent Term Time	132	27	159
Temporary Full Time	300	154	454
Temporary Part Time	115	31	146
Temporary Part Time Term Time	636	48	684
Temporary Term Time	15	1	16
Casuals	676	274	950
Total	**8036**	**2698**	**10734**

For permanent members of staff the breakdown of female/male is comparable to the overall workforce. Although 74.9% of the overall workforce is female, a much higher percentage of those females compared to males are working on part-time or term-time only basis.

Applicants for Employment and Promotion

There were a total of 446 vacancies advertised during the year 2019-2020. The following table indicates the results of the recruitment monitoring for the same

period. Please note that more people are appointed to posts than the number of posts advertised. This is due to multiple post holders in the same job e.g. social workers.

Applicants for Employment and Promotion by Protected Characteristic

	Applicants	Shortlisted	Appointed
Female	4347	2026	496
Male	2068	905	200
Minority Ethnic	232	94	25
Disabled	308	121	16
LGB	291	109	33

The numbers of people appointed in each category reflect the general makeup of the Council as a whole.

Training

Equality monitoring is carried out in respect of attendance at internal training courses only and has been undertaken by the use of equality monitoring forms that now monitor all protected characteristics. Sexual orientation and pregnancy and maternity were added during 2014-15.

Identification of the need for training, learning and development is carried out through the Council's workforce planning and performance review systems. During personal development interviews managers will discuss with employees their training, learning and development needs which are aligned to the performance review and job competencies. The results of these feed in to a departmental or divisional training plan.

The Council does not currently monitor whether training requests are refused as the process used to identify training, does not lend itself to this type of monitoring. This however will be considered.

There were a total of 218 equality monitoring forms returned in 2019-20.

Training by Gender

Group	Male	Female	Transgender	Prefer not to say	Not Known	Total
Chief Executives	12	23	0	0	0	35
Community & Children's Services	34	70	0	0	0	104

Group						
Corporate & Frontline Services	16	22	0	0	0	38
Education & Inclusion	3	20	0	0	0	23
Not Specified	8	8	0	0	2	18
Total	**73**	**143**	**0**	**0**	**2**	**218**

Training by Age

Group	16-24	25-34	35-44	45-54	55-64	65+	Prefer not to say	Not Known	Total
Chief Executives	7	7	8	13	0	0	0	0	35
Community & Children's Services	8	29	23	26	18	0	0	0	104
Corporate & Frontline Services	6	11	6	12	2	1	0	0	38
Education & Inclusion	1	3	9	9	1	0	0	0	23
Not specified	3	0	7	4	2	0	0	2	18
Total	**25**	**50**	**53**	**64**	**23**	**1**	**0**	**2**	**218**

Training by Ethnicity

Group	British	Chinese	Cornish	English	Irish	Scottish	Welsh	White and Black Caribbean	Other	Prefer not to say	Total
Chief Executives	16	0	1	1	0	0	15	0	1	1 not known	35
Community & Children's Services	43	0	0	1	1	1	56	0	1	1 not known	104
Corporate & Frontline Services	13	0	0	2	0	0	22	0	1 White & Asian	0	38
Education & Inclusion	7	0	0	2	1	0	13	0	0	0	23
Not specified	6	0	0	1	0	0	8	0	2	1 not known	18
Total	**85**	**0**	**1**	**7**	**2**	**1**	**114**	**0**	**5**	**3**	**218**

Training by Religion or Belief

Group	Christian	Buddhist	No religion	Other	Prefer not to say	Not Known	Total
Chief Executives	11	0	19	1 Muslim	1	3	35

Community & Children's Services	41	1	49	1	0	12	104
Corporate & Frontline Services	12	0	25	0	1	0	38
Education & Inclusion	10	0	7	1	3	2	23
Not specified	4	0	8	1 Muslim	0	5	18
Total	**78**	**1**	**108**	**4**	**5**	**22**	**218**

Training by Pregnancy and Maternity

Group	Are currently pregnant or have been pregnant during last 12 months	Not currently pregnant, nor have been during last 12 months	Prefer not to say	Not known	Total
Chief Executives	0	30	1	4	35
Community & Children's Services	4	90	1	9	104
Corporate & Frontline Services	0	37	1	0	38
Education & Inclusion	0	21	0	2	23
Not specified	0	13	0	5	18
Total	**4**	**191**	**3**	**20**	**218**

Training by Sexual Orientation

Group	Heterosexual	Gay/Lesbian	Bisexual	Prefer not to say	Not Known	Total
Chief Executives	28	1	0	1	5	35
Community & Children's Services	85	3	2	3	11	104
Corporate & Frontline Services	36	1	0	1	0	38
Education & Inclusion	18	1	0	2	2	23
Not specified	11	1	0	1	5	18
Total	**178**	**7**	**2**	**8**	**23**	**218**

Disciplinary & Grievance

Disciplinary and Grievance cases are recorded and monitored through the Vision System. There were a total of 227 cases covering disciplinary, grievance and dignity at work and disciplinary action resulting from sickness absence in 2019-2020. The tables below provide equality monitoring information for these cases:

Gender

	Total	Discipline	Sickness Absence	Grievance	Dignity at Work
Male	**87**	57	30	0	0
Female	**140**	41	98	0	1
Total	**227**	**98**	**128**	**0**	**1**

Age

	Total	Discipline	Sickness Absence	Grievance	Dignity at Work
16 – 24	**14**	5	9	0	0
25 – 34	**35**	14	21	0	0
35 – 44	**44**	23	20	0	1
45 – 54	**70**	32	38	0	0
55 – 64	**57**	21	36	0	0
65+	**7**	3	4	0	0
Total	**227**	**98**	**128**	**0**	**1**

Disability

	Total	Discipline	Sickness Absence	Grievance	Dignity at Work
Disabled	**9**	5	4	0	0
Non Disabled	**181**	75	105	0	1
Information not held	**37**	18	19	0	0
Total	**227**	**98**	**128**	**0**	**1**

Ethnicity

	Total	Discipline	Sickness Absence	Grievance	Dignity at Work
Asian	**0**	0	0	0	0
Black	**0**	0	0	0	0
Chinese	**0**	0	0	0	0
Mixed	**0**	0	0	0	0
White	**187**	82	104	0	1
Other	**1**	0	1	0	0

Information not held	**39**	16	23	0	0
Total	**227**	**98**	**128**	**0**	**1**

Religion or Belief

	Total	Discipline	Sickness Absence	Grievance	Dignity at Work
No Religion	**67**	22	45	0	0
Christian	**48**	25	23	0	0
Other	**2**	0	2	0	0
Prefer not to say	**6**	4	2	0	0
Information not held	**104**	47	56	0	1
Total	**227**	**98**	**128**	**0**	**1**

Sexual Orientation

	Total	Discipline	Sickness Absence	Grievance	Dignity at Work
Heterosexual	**89**	36	53	0	0
Gay/Lesbian	**0**	0	0	0	0
Bisexual	**0**	0	0	0	0
Prefer not to say	**11**	2	9	0	0
Information not held	**127**	60	66	0	1
Total	**227**	**98**	**128**	**0**	**1**

Gender Reassignment & Pregnancy and Maternity
There was 1 employee in these categories involved in disciplinary, sickness absence or grievance cases.

Leaving Employment

Information gained from the Vision System shows that a total of 1,029 employees left the employment of the Council in 2019-2020, which included 21 employees who were made redundant. It should be noted that these employees were school based, where the decision on redundancy rests with the relevant school in accordance with School Governance Regulations. The tables below indicate the number of leavers and reasons for leaving during 2019-20

Reasons for Leaving by Gender

Reason for Leaving	Female	Male	Total
Age Retirement	46	16	62

Death in Service	10	6	16
Dismissed	4	10	14
Early Retirement (Teachers)	3	2	5
End of Contract	109	27	136
Failed Probationary Period	2	2	4
Ill Health	11	3	14
Inability to Attend Work	2	1	3
Mutual Agreement	63	35	98
Redundant	14	7	21
Transfer to another Council	22	11	33
Tupe Transfer to Outside Organisation	39	23	62
Voluntary	319	132	451
Voluntary early retirement and redundancy	38	21	59
Voluntary redundancy	42	9	51
Total	**724**	**305**	**1029**

The gender breakdown of those leaving reflects the gender breakdown of the
Council as a whole.

Reason for Leaving by Age

Reason for leaving	18-24	25-34	35-44	45-54	55-64	65+	Total
Age Retirement	0	0	0	0	24	38	**62**
Death in Service	1	0	1	7	7	0	**16**
Dismissed	1	4	2	4	3	0	**14**
Early retirement (Teachers)	0	0	0	0	5	0	**5**
End of Contract	20	46	24	20	17	9	**136**
Failed probationary period	2	0	1	0	1	0	**4**
Ill health	0	0	1	5	4	4	**14**
Inability to Attend Work	0	0	2	1	0	0	**3**
Mutual agreement	1	8	14	33	26	16	**98**
Redundant	0	0	4	2	15	0	**21**
Transfer to another Council	1	8	14	8	2	0	**33**
Tupe Transfer	0	9	21	24	7	1	**62**
Voluntary	33	152	97	94	54	21	**451**
VER and redundancy	0	0	0	0	49	10	**59**
Voluntary redundancy	0	6	16	20	6	3	**51**
Total	**59**	**233**	**197**	**218**	**220**	**102**	**1029**

The majority of employees left due to the end of their contract or voluntarily

Reason for Leaving by Disability

Reason for Leaving	Total
Death in Service	1
Ill Health	1
Mutual agreement	3
Tupe Transfer	4
Voluntary	9
VER with redundancy	2
Voluntary redundancy	1
Total	**21**

Reason for Leaving by Ethnicity

Reason	White	Ethnic Minority	Not Known	Total
Age retirement	58	0	4	62
Death in service	15	0	1	16
Dismissed	12	0	2	14
Early retirement (Teachers)	5	0	0	5
End of contract	87	2	47	136
Failed probationary period	3	0	1	4
Ill health	13	0	1	14
Inability to Attend Work	3	0	0	3
Mutual agreement	81	0	17	98
Redundant	19	0	2	21
Transfer to another Council	20	1	12	33
Tupe Transfer	57	0	5	62
Voluntary	319	12	120	451
VER with redundancy	55	0	4	59
Voluntary redundancy	41	0	10	51
Total	**788**	**15**	**226**	**1029**

Reason for Leaving by Religion or Belief

Reason	Buddhist	Christian	Hindu	No Religion	Other	Prefer not to say	Not Known	Total
Age Retirement	0	13	0	9	0	2	38	62
Death in Service	0	3	0	4	1	0	8	16

Dismissed	0	3	0	1	0	0	10	14
Early retirement (teachers)	0	2	0	0	0	0	3	5
End of contract	0	27	0	37	1	7	64	136
Failed probationary period	0	2	0	1	0	1	0	4
Ill health	0	7	0	1	0	0	6	14
Inability to Attend Work	0	2	0	0	0	0	1	3
Mutual agreement	0	23	0	17	2	2	54	98
Redundant	0	3	0	2	0	0	16	21
Transfer to another Council	0	3	0	7	0	3	20	33
Tupe Transfer	0	22	0	22	0	1	17	62
Voluntary	1	89	2	136	4	15	204	451
VER with redundancy	0	24	0	11	2	2	20	59
Voluntary redundancy	0	13	0	6	0	2	30	51
Total	**1**	**236**	**2**	**254**	**10**	**35**	**491**	**1029**

Reason for Leaving by Sexual Orientation

Reason	Hetero-sexual	Gay/ Lesbian	Bi-sexual	Prefer not to say	Not Known	Total
Age retirement	18	0	0	1	43	62
Death in service	5	0	0	0	11	16
Dismissed	3	0	0	0	11	14
Early retirement (Teachers)	2	0	0	0	3	5
End of contract	16	0	0	2	118	136
Failed probationary period	2	0	0	1	1	4
Ill health	6	0	0	0	8	14
Inability to Attend Work	2	0	0	0	1	3

Mutual agreement	31	0	0	0	67	98
Redundant	3	0	0	0	18	21
Transfer to another Council	7	0	0	2	24	33
Tupe Transfer	37	0	0	1	24	62
Voluntary	150	7	2	15	277	451
VER with redundancy	33	0	0	1	25	59
Voluntary redundancy	15	0	0	1	35	51
Total	**330**	**7**	**2**	**24**	**666**	**1029**