

## Public Sector Equality Duty in Wales.

# **What difference is the Duty making?**

A list of public authority examples and a glossary of search terms to promote the sharing of effective practice.

Examples are taken from EHRC Research and Monitoring of public authorities in Wales.

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## Glossary of search terms

This document contains examples of work undertaken by public sector organisations in Wales as a result of the Public Sector Equality Duty. All examples relate to work during 2012-2013, 2013-2014 or were collected by NatCen on behalf of the Commission in Wales.

The NatCen research in particular highlighted how beneficial equality exchange members would find it to be able to learn about the work being done by other organisations to address equality and human rights.

Below is a glossary of terms to assist you when looking for specific examples. This is not an exhaustive list, so if you cannot find what you are looking for in this table, please still search the document.

Some examples have been allocated search tags, whereas others already include the search terms in the main body of text. The search function will therefore search the whole document, not just the search tags. Each example identifies whether it was from our NatCen research, 2013 or 2014 monitoring.

To search the document for a specific search term, use the find icon on your tool bar, and then type in a search term.

<b>Topic</b>	<b>Specific search Term</b>
Age	Age Children and young people Older people
Disability	Disability Mental health Hearing impairment Visual impairment Learning difficulties Dementia
Gender	Equal pay Occupational segregation Glass ceiling Domestic Violence Violence against women
Pregnancy	Pregnancy Maternity
Sexual orientation	Sexual orientation LGBT Homophobic bullying
Transgender	Transgender

Religion or belief	Religion or belief
Race / Ethnic Minority	Race
Human rights	Human rights
Work to address more than one protected characteristic	cross
Equality Impact Assessment	EIA mitigation
Domestic violence / domestic abuse	Violence Against women MARAC Domestic violence coordinator Domestic abuse coordinator One stop shop Domestic abuse policy MAC (multi agency centre) IDVA (Independent Domestic Violence Adviser / Advocate)
First language other than English	English additional Language
Socially excluded communities	Disadvantaged communities Socioeconomic
Raising awareness initiatives	Awareness raising
Initiatives to address workforce issues	Workforce Recruitment Staff networks training
Initiatives to prevent problems from happening	prevention
Women working at lower levels within a profession	Occupational segregation
Education	Education Schools University
Sport	Sport Leisure centre Sports centre
Library	Library
Consultation	Consultation
Engagement	Engagement
Hate crime	Hate crime
Transport	Transport Roads
Improving access to health services	Improving access
Widening access to universities	Widening access
Equality data / monitoring	Data

Welsh Language	Welsh Language
Asylum Seekers	Asylum seekers
Refugees	Refugees

**Blaenau Gwent Council** reviewed its EIA process to make it easier to use and is now training 250+ managers in why EIA is important and how to use the EIA framework.

**Example:** The Council undertook an EIA to establish priorities for improvement of its Sport Centres. This helped Sport Centres to tailor services to suit the needs of people attending. It helped the Centres in becoming more financially effective through having accurate information about users on their IT system. It enabled the Council to address inappropriate use of accessible parking, lack of family changing rooms, transport, childcare and access for older people.

sport, leisure centre, transport, 2013

**Blaenau Gwent Council** told us that its work on hate crime centred on its annual Holocaust Memorial Day. The Council says this is a beacon for its work to promote tolerance and understanding of the lessons from the past and how they can impact on lives in 21st century. Rabbi Barry Marcus, who is the pioneer of the Holocaust Educational Trust's Auschwitz visits, spoke at the event to an audience of 120 people including over 60 children from local comprehensive schools. This event engages school children, intervening earlier to tackle prejudiced ideas and prevent escalation to hate crime. Feedback from schools about the messages of tolerance children took from the event, has been positive, as was media coverage. The high level of media interest ensured the event messages reached a far larger audience.

prevention, awareness raising, human rights, 2014

**Blaenau Gwent Council** told us that its work on domestic abuse includes implementation of a domestic abuse policy. A particular challenge has been to ensure front line staff have access to this and other Council policies. Line manager briefings are used to reach non office based staff. Since the domestic abuse policy was introduced, one employee has come forward as experiencing domestic abuse. The policy has provided the Council with a framework to put specific steps in place to support this employee. The Council told us they are confident that as more employees become aware of the policy, more will come forward to report domestic abuse.

violence against women, workforce, human rights, 2014

**Bridgend Council's** EIA toolkit is now being piloted across all service areas. It covers all protected characteristics and requires input about consultation, mitigating steps and an action plan. Managers are being trained and a suite of best practice examples has been established.

**Example:** The Council told us about how EIA had influenced the plans to relocate Bridgend Library. The EIA led to amended plans for the new library resulting in more parking, consideration of a shuttle bus, and a drop-off arrangement for books in the town centre.

cross, consultation, mitigation, 2013

**Bridgend Council** told us that its work on hate crime has been supported by the Hate Crime Review Group and the Bridgend Equality Forum. The Forum developed a myth busting leaflet to tackle traditional misconceptions about people claiming disability benefits, by using real examples of disabled peoples lives, from within Bridgend. This intervention was designed to dispel negative attitudes about benefit scroungers, which can often develop into disability hate crime.

disability, human rights, 2014

**Bridgend Council** told us that its work on domestic abuse has seen the introduction of a domestic abuse workplace policy, domestic abuse champions in each service area and a suite of employee information packs. The information packs are available on the Council website, as well as the intranet, to enable front line employees to be able to access this information. The number of staff accessing the domestic abuse protocol and managers guidance increased by 460% last year.

As a service provider, since a domestic violence coordinator was appointed the number of domestic abuse incidents reported within Bridgend from the first quarter of 2012 to the same period in 2013, increased by 65%. Bridgend Council is confident that the messages are getting through.

domestic violence coordinator, workforce, champion , human rights, violence against women, 2014

**Caerphilly Council** reported it is finding the PSED much more helpful than the previous three duties. The Council says the Specific Duties have given equality issues increased importance and have introduced a much more effective approach to assessing impact. EIA awareness has risen significantly in the Council and the leadership team has played an important role in this.

The Council's report template now includes EIA and these have been carried out on, for example, the youth unemployment report, the private sector housing renewal strategy and the education and leisure grants scrutiny reports. A challenge is to increase the skills and confidence of Council staff so that they can undertake EIAs.

children and young people, 2013

**Caerphilly Council** told us that its work on hate crime has been driven by its desire to get upstream of the problem, mapping hate crime and tackling discriminatory attitudes of children and young people. This should lead to lower rates of hate crime as young people become adults.

The Council's Hate Crime and Incident Mapping Report provides evidence that, from January 2012 -January 2013, 144 people experienced hate crime or incidents. The report identifies the general area of the crime or incident, and the category of discrimination, with race incidents accounting for 70%. The report is clear recorded numbers are likely to be lower than the actual incidences occurring.

The Council says that this report provides an evidence base to inform targeted interventions to address hate crime. The report includes recommendations which the Council has begun to implement, such as raising awareness of hate crime, and steps to effectively tackle the problem.

awareness raising , human rights, 2014

**Caerphilly Council** told us that its work on domestic abuse includes activities to increase awareness. Training has been delivered to front line professionals such as tenancy support officers. Drug and domestic abuse training has been delivered, safer relationships training for secondary school pupils and staff, and awareness raising sessions were held at local libraries.

The Council identified community events to raise awareness, such as White Ribbon day. Other work includes a domestic abuse service providers directory to enable effective coordination and referral systems across Caerphilly, a MARAC and a first Multi Agency Centre (MAC) referral form to be used as part of the MAC monitoring process.

human rights, violence against women, 2014

**Caerphilly Council** explained that before the PSED the Council was not aware of all of the local groups that might represent protected characteristics that they could approach for consultation. Since the introduction of the PSED they had identified more groups and individuals. Now they consult with these groups as part of their proposal process. For example, their environmental services consulted on changes to disabled parking with local disability groups. To support staff conducting engagement exercises, the Council has produced consultation guidance that contains information on the importance of engagement with protected groups and provides lists of local groups and voluntary organisations.

engagement, cross, workforce, human rights, NatCen

**Caerphilly Council** had struggled to ensure paperwork provided with tenders explained the Council's requirement on equalities prior to conducting appropriate training. Following tailored team training on equalities using procurement case studies from the Institute of Leadership & Management, reluctance to engage with these activities had been removed. The team now understood why they have to take these steps.

workforce, NatCen

**Cardiff Council** told us that the main focus of its work on hate crime has been awareness raising. Over 340 front line staff have received training on identifying and distinguishing between hate crime and hate incidents, as well as referring to appropriate agencies.

The Gay Straight Alliance has been launched in three Cardiff schools in partnership with the Council, to tackle homophobic bullying and help schools understand how they can be proactive in tackling this problem. The Council in partnership with Full Circle Education Solutions and the Welsh Government have launched Cardiff's *Gay/Straight Alliance (GSA) Good Practice Guide*. The partnership has shared the GSA model of good practice to tackle homophobia/transphobia and promote inclusion in schools and other youth settings.

sexual orientation , transgender , schools , human rights, 2014

**Cardiff Council** told us that its work on domestic abuse has found data collection and the funding of these services to be a challenge. The lack of a joined up funding approach to delivering domestic abuse services has been particularly difficult. To address this Cardiff Council is working in partnership with agencies to share information and develop a collaborative approach. This is aimed at delivering better outcomes for people experiencing domestic abuse.

The Council has expanded its domestic abuse work to include human trafficking and the exploitation agenda. Through partnership working, as part of a multiagency group, the Council is working to develop effective pathways which should make accessing services easier.

human rights, violence against women, 2014

**Cardiff Council** has carried out EIAs as part of the budget setting process and in relation to access issues to various buildings. Staff in Adult Services are acting as Impact Assessment Champions and the Council is providing training to help develop confidence and skills.

**Examples:** The decision to close some day centres was changed as a result of evidence about the disproportionate negative impact on protected groups.

The Council carried out an EIA of procurement provision for the Families First Programme, identified a potential lack of play provision for disabled children and responded to meet the shortfall.

disability, workforce, 2013

**Carmarthenshire Council** used EIA during the budget setting process and provided EIA training to all Heads of Service. This has resulted in some significant changes to service delivery.

**Examples:** Leisure Services now link up with Social Care to ensure assistance is available for disabled people at leisure centres for some part of the day.

The Council reported that EIAs have supported its Modernising Education proposals, leading to increased disabled access and establishing faith rooms and other measures. The Council undertook EIAs in relation to learning disability and mental health and improvements were made to increase the flexibility of service provision.

disability, religion or belief, 2013

**Carmarthenshire Council** told us that its work on hate crime has involved working closely with Dyfed Powys Police, Fire & Rescue, Probation Service, Local Health Board and the Youth Offending Team through the Carmarthen Community Safety Partnership. The Regional Community Cohesion Coordinator attended Dyfed Powys Police Hate Crime Conference. Information from this Conference, such as improvements to the call centre system in identifying hate crime and hate incidents, was disseminated to community groups, partners and local authority officers. This ensured agencies were able to provide up to date information to hate crime service users enabling better quality service.

To build on this information sharing, e-learning modules on raising awareness and reporting of hate crime were developed for Carmarthenshire and Pembrokeshire Councils. The training is available to all Carmarthen Council staff and Councillors, but is specifically targeted at front line staff such as housing officers, youth workers and call centre staff.

workforce, awareness raising, human rights, 2014

**Carmarthenshire Council** told us that its work on domestic abuse involves working with Women's Aid and the Domestic Abuse Forum. This partnership, combined with extra funding from the Welsh Government, has enabled retention of the dedicated post to support high risk cases. This supported 315 people, including 116 at court. This ongoing source of support and advice is vital in helping people escape abuse and access justice. Seventy six monitoring alarms have been fitted and 164 people have had safety improvements to their homes, to help them feel safer.

human rights, violence against women, 2014

**Ceredigion Council** told us that its work on hate crime addresses an action from the Annual Well-being Survey of School Pupils 2011, relating to racially aggravated bullying. Following a proactive intervention from schools, based on this information, the number of children reporting such bullying reduced considerably. Workshops were run with Show Racism the Red Card for year nine pupils, and a twilight teacher session took place to train teachers to effectively challenge racist language.

Results of the Wellbeing Survey showed significant progress in Year 10 pupils a year later. Following these interventions, incidents of racist bullying reduced in Lampeter by 30% between 2011-2012 and 2012-2013, Penglais by 29.3% and Aberaeron by 16%. The success of this project has led to initiatives in primary schools.

race, schools, training, human rights, 2013

**Ceredigion Council** told us that its work on domestic abuse includes the appointment of a new Domestic Abuse Coordinator to enable more effective coordination and management of the Councils work.

Awareness raising projects are underway across Ceredigion, with a particular focus on young people. Every secondary school during 2013/2014 participated in awareness raising sessions, leading to increased understanding of healthy relationships. This preventative intervention is designed to reduce incidents of domestic abuse in later generations.

Further work with schools and colleges by West Wales Women's Aid involves the STAR Programme ('Safety, Trust and Respect'). This allows those who have witnessed or experienced abuse to come to terms with their experiences. Longitudinal research suggests this approach reduces incidents of domestic abuse in the following generation, although it is too early to assess in Ceredigion.

schools, human rights, violence against women, 2014

**Conwy and Denbighshire** Councils told us their work on hate crime has been undertaken through the Conwy and Denbighshire Community Safety Partnership which also includes North Wales Police, North Wales Fire & Rescue Service, North Wales Probation, Conwy Local Health Board and Denbighshire Youth Offending Teams. The partnership has been working to improve reporting amongst disabled and LGBT communities and it has invested in Outreach Work via NWREN (North Wales Regional Equality Network) to tackle hate crime. Conwy Council has links to Safer Wales on its website to provide information on services to help improve reporting. The Conwy and Denbighshire Community Safety Partnership has also been working to reduce the incidence of repeat victims of hate crimes (that is people who experienced hate crime more than once) In 2012-2013 24% of hate crimes reported in North Wales were repeat victims. Denbighshire Council's Adult and Social Services Department has produced 'Dignity and Respect Training' for its staff and approved service providers. While not addressing hate crime directly it is part of a bigger picture of reducing abuse.

human rights, workforce, reporting, disability, sexual orientation, 2014

**Conwy and Denbighshire** Councils told us about their work on domestic abuse to raise awareness for young people. A local theatre group, CatsPaw, has been funded to educate school children about domestic abuse and to raise awareness amongst young people more widely. Through the Children and Young People Partnership Subgroup these two councils are working together on a domestic abuse strategy for educating young people on safe relationships. Conwy Council has introduced a Domestic Abuse policy for staff and details of Help Line contacts have been placed in all staff and public conveniences in all Council locations including Leisure Centres, Theatres and Libraries. A network of Domestic Abuse Link officers have been identified and trained to help deal with issues around Domestic Abuse.

schools, library, workforce, human rights, violence against women, 2014

**Conwy Council** reports that EIAs are embedded at each stage of the decision-making process - Senior Management Team, Report and Review Group, Scrutiny, Cabinet and Council. The Council has an EIA Policy outlining the EIA process, including the duty to publish on its website. A list of previously completed EIAs accompanies past annual reports.

**Example:** Conwy undertook an EIA on its Modernising Libraries strategy and this highlighted the varying impacts on different groups which were taken into account in service delivery redesign. One outcome was to review the mobile library service to make it more accessible by introducing additional routes.

library, mitigation, 2013

**Conwy County Borough Council** had used local socio-demographic information and consultation to avoid cuts in its library services that might have impacted adversely on older people and disabled people. 'As a result of the consultation, the library service has been engaged in working with local communities to set up Community Libraries to suit community demands. This has included the use of volunteers to extend a core number of hours funded by the Local Authority' (W.S.).

socioeconomic, age, disability, human rights, NatCen

**Denbighshire Council** reported that it has focused resource on ensuring staff leading service delivery areas understand and undertake EIAs. The Corporate Equality Group comprises senior staff and elected members and is leading work to improve the quality of EIAs.

The Council says that an EIA of its Corporate Plan 2012-17 resulted in some corporate priorities taking account of differential outcomes for people with protected characteristics. For example, with regard to improving performance in education, the Council is monitoring the performance of different groups of learners (gender groups, free school meals, English as an additional language, etc.) as well as overall attainment levels.

workforce, socioeconomic, English additional language, 2013

**Flintshire Council** is considering how best to support Service Heads in carrying out EIAs. It is collating good practice examples.

**Examples:** Flintshire reported that it had undertaken an EIA on the Carers Commissioning Strategy leading to significant changes such as direct payments for carers, strengthening support to young adult carers and addressing the needs of protected groups that were not accessing support. Commissioned services are now required to provide equality monitoring information.

Flintshire said that as a result of EIA it ended charges for carers and personal assistants supporting disabled people to use leisure centres. Following this there was an increase in the numbers of disabled people using the services.

young people, disability, 2013

**Flintshire Council** told us that its work on hate crime includes the creation of a multi agency response team to deal with incidents of hate crime and, in particular, repeat incidents. One example of an effective response involves the case of a Muslim family experiencing repeat incidents of hate crime. This was taken to a multi agency response team who shared information with other agencies, set up visible CCTV cameras, and advised council tenants action would be taken against them unless the incidents stopped. This swift response led to a reduction in the number of incidents against the family.

A further example relates to a group of men from a particular ethnic minority group drinking on the street. This led to resentment by residents, who were complaining about antisocial behaviour. The Council responded by designating areas as alcohol free, as well as undertaking a multilingual promotional campaign about not drinking in public places. This situation could have escalated into incidents of hate crime against this community, but the intervention from the Council prevented this.

religion or belief, MARAC, race, human rights, 2014

**Flintshire Council** told us that its work on domestic abuse has seen the launch of its domestic abuse workplace policy. Positive feedback on the policy has been received from managers following training. Since details of the policy have been available on the intranet, four employees have come forward and report being subject to domestic abuse. This has enabled measures to be put in place to assist staff members to continue to work and to be confident of their safety at work.

workforce, human rights, violence against women, 2013

**Gwynedd Council** says EIA has strengthened the scrutiny process in relation to reports presented to Cabinet. In addition it has led to more accessible and transparent engagement with protected groups.

**Example:** The Council reported that the EIA of Post-16 Transport Policy (Education) resulted in a policy change so that disabled students could access support to use public transport to get to school or college. The previous policy was based on using taxis but disabled students wanted the opportunity to travel with other students and have greater independence.

disability, 2013

**Gwynedd Council** said its work on hate crime has been focused at a local level, working in partnership with North Wales Police to challenge and tackle this issue. Quarterly meetings are held between Equality Officers and the Police Diversity Team to review and analyse hate crime data and cases. A framework to enable effective collaborative working and the sharing of information between various partners has been established.

human rights, 2014

**Gwynedd Council** said its work on domestic abuse has included the appointment of an Independent Domestic Violence Adviser (IDVA) and the creation of a MARAC. The IDVA ensures that people who have experienced domestic abuse receive suitable and timely support, regardless of their gender, through the justice process. The MARAC brings several statutory and voluntary services together to plan protection and support. Jointly with Anglesey Council the MARAC responded to the recommendations of the Community Action Against Domestic Abuse Review and implemented an improvement plan.

domestic abuse, human rights, violence against women, 2014

**Merthyr Tydfil Council** told is that its work on hate crime involves a reorganisation of services to achieve a one-stop shop approach to delivering high quality customer service.

Corporate Equalities Training has been rolled out to front line staff in preparation for the changes, of which, hate crime was a large part. The training focused on how staff could identify hate crime and incidents, and how they could be instrumental in increasing levels of reporting. Staff awareness of some of the key barriers that prevent people who experience hate crime from reporting and how staff could assist the more vulnerable communities they serve, was raised. Alongside this, a hate crime reporting system has been uploaded to the new Community Cohesion website and staff have been made aware of this as an alternative means to reporting. Staff are better informed to assist the public in identifying themselves as experiencing hate crime and to report accordingly.

workforce, human rights, 2014

**Merthyr Tydfil Council** told us that its work on Domestic Abuse is critical because of the high numbers of incidents within the borough. Between April 2013 and March 2014, 1,452 referrals were made to the Teulu Multi Agency Centre. In 2013 Merthyr Tydfil had the highest rate of high risk referrals via the MARAC than any other MARAC in Wales. Merthyr Tydfil has focused its work on appointing an Independent Domestic Violence Advisor (IDVA) and setting up a Domestic Abuse Resources Team.

Beneficiaries of these services over the last year include 196 females and 12 males, who have accepted support. Of those classed as being in a high risk situation, 236 were referred to IDVA and to date 86 have accepted support.

human rights, violence against women, 2014

**Merthyr Tydfil Council** has used EIA to inform decisions in service areas. Each department at the Council carries out EIAs on its budget proposals. Merthyr said EIAs have highlighted the need for engagement and consultation with service users and the need for transparency in decision-making.

**Example:** The Council reported that the Highways Department had carried out an EIA relating to traffic calming measures in the County Borough and as a result decisions were informed by the views of different protected groups.

roads, 2013

**Cyngor Sir Fynwy (Monmouthshire County Council)** is reviewing its EIA process to ensure that an *'equality challenge'* document is completed at the very earliest stage in developing a policy or service reconfiguration. Guidance is being prepared to improve the quality of EIAs.

**Example:** The Council reported that its domestic abuse support provision had until recently only been available to female service users. Whilst recognising that the numbers involved are much smaller, following an EIA, the Council is now offering a similar type of service to men who have experienced domestic abuse.

human rights, 2013

Another example where EIAs were being used to mitigate cuts was given by **Cyngor Sir Fynwy (Monmouthshire County Council)**. Here the participant felt that an impact assessment had prevented indirect discrimination by stopping cuts in funding for transport for pupils attending Welsh language and religious schools. It was thought that this would be discriminatory in that some cases the nearest religious school was over an hour away and pupils wouldn't be able to attend a religious school of their choice.

EIA, schools, religion or belief, human rights, 2013

**Cyngor Sir Fynwy (Monmouthshire County Council)** has improved its EIA process, now requiring all proposals to council to come with a completed EIA that is considered early on in the decision making process. This new approach resulted in various outcomes for the community. For example, a proposal to turn off street lights at night was found to be potentially distressing for elderly people. The proposal is following an appeals process to ensure it does not discriminate against old age. The Council's Equality Officer noted that: *'In the past it would have been 'tough luck' and the street lights would have been switched off. But as it has such a negative impact on elderly people, officers now tend to give it more consideration'*.

older people, age, 2013

**Neath Port Talbot Council** carry out EIAs on proposed budgets and proposed changes to front-line services. As a result the Council is becoming increasingly aware of the cumulative impact of the proposals across Directorates on the most disadvantaged people. The Council reports that it is extremely difficult to mitigate the cumulative impact of proposals. Careful monitoring will be required in future years.

**Examples:** The Waste Services Department of the Council has worked with the local Disability Network Action Group to understand the problems caused by the way waste services are delivered. This has resulted in changes to improve accessibility.

As a result of an EIA of the school transport policy the Council was able demonstrate transparency in its decision making and put in place mitigating actions.

disadvantaged communities, disability, mitigation, schools, human rights, 2013

**Newport Council** told us that its work on hate crime and community cohesion remain a priority, despite the reported hate crime/incident figures for Newport decreasing over the last two years by 11%.

Multiagency hate crime awareness videos with examples of disability, race, faith and sexual orientation hate crime were commissioned. The purpose of which is to raise awareness of hate crime for particular groups within the community.

A day of action for Newport mosques in partnership with Tell MAMA was held. Tell MAMA is an England project to measure anti Muslim attacks by providing a means for such incidents to be reported, recorded and analysed, to ensure data is accurate and reliable. The action was designed to increase reporting of anti-Muslim hate crime in Newport, to support the UK wide mapping work being undertaken by Faith Matters.

religion or belief, human rights, 2014

**Newport Council** conducts EIAs on budget decisions and these include analysis of the projected impact of decisions and mitigation actions.

**Example:** The Council proposed to reduce funding to Gwent Music Support Services. The EIA process considered the impact on different groups. It did not change the decision but it did lead to the establishment of a hardship fund.

EIA, 2013

**Newport Council** told us that its work on domestic abuse has seen a significant investment in a multi disciplinary team led by the Domestic Abuse Coordinator.

The Newport Domestic Abuse Strategy has been implemented with many of the Council's action plan tasks completed. The Council has appointed an Independent Domestic Violence Adviser (IDVA) to support people who have experienced domestic abuse, with 145 MARAC referrals being taken by the Newport IDVA service. The vast majority (96.5%) of those referred to the service accepted support. The Council has reviewed and published the directory of Newport domestic abuse services. This ensures information on the support available to those who experience domestic abuse, is widely available.

human rights , violence against women, 2014

**Pembrokeshire Council** has reviewed its equality impact assessment toolkit and is promoting it to key managers within the authority.

**Examples:** The Council reported that it had undertaken an EIA when restructuring the Youth Offending Team as the result of a budget reduction. Following the EIA the Council strengthened the support to the volunteers liaising directly with children and young people.

Pembrokeshire carried out an EIA on its range of employability skills programmes - Futureworks. As a result services were relocated to be more convenient for public transport users and increase physical access. In addition information was made accessible for learning disabled people.

disability, learning difficulties, 2013

**Pembrokeshire Council** told us that its work on hate crime is taking place against a backdrop of hate crime/incident figures being relatively low compared with other local authorities. Over the two reporting years since the Public Sector Equality Duty came into effect the number of reported incidents has reduced by around 30%. Despite this the Council has explored ways to deal effectively with reports of hate crime by setting up a MARAC. The Council was awaiting publication of the Welsh Government Hate Crime Framework to inform its future work programme.

human rights, 2014

**Pembrokeshire Council** told us that work on domestic abuse has resulted in the issue being embedded in the Council's thinking. The domestic abuse coordinator role has been upgraded to a full time post, which reflects how important the Council considers this work to be.

The Council runs '*Pembrokeshire Respect - Domestic Abuse Programme for Men*'. This project tackles domestic abuse by working with perpetrators and supporting those experiencing abuse. Similar programmes have been run previously. The latest programme started last year. It aims to help men stop being violent and abusive, learn how to relate to partners in a respectful and equal way, demonstrate non-abusive ways of dealing with difficulties in family relationships and cope with anger. Although it is too early to evaluate the latest project, evidence from a similar programme showed almost all of the partners of 17 women who had attended had not been violent. Almost all the abuse had stopped and they hadn't been physically abused in the past 3 month period.

human rights, violence against women, 2014

**Pembrokeshire County Council** was trying to reduce discrimination and hate crime encountered by people in relation to a number of protected characteristics: race, disability, religion or belief, sexual orientation and gender reassignment. To do this they were developing A Multi Agency Risk Assessment Conference approach, to reinforce consistency in the way the concerns of people experiencing hate crime were assessed. In addition it will enable partner organisations to share information. The Council had also maintained engagement with community groups for whom hate crime is a particular concern. E-learning material was also launched in September 2013 to raise awareness amongst the workforce about hate crime within the community.

transgender, MARAC, NatCen

**Powys Council** told us that its work on domestic abuse has been taken forward with in partnership with other members of the Powys Domestic Abuse Forum. The Council has worked in partnership with many local agencies including the Local Health Board, Police, Womens Aid and the Probation Service, to tackle domestic abuse. The forum ran a poster campaign 'Home Sweet Home - or is it?' to raise awareness of domestic abuse and promote the services available within Powys. No specific target audience was identified for the campaign, as it was agreed that awareness of domestic abuse generally was low. The campaign is currently being evaluated, although initial results show an increase in reporting of domestic abuse the month following the start of the campaign, and an average monthly increase thereafter. Work has begun to develop more targeted campaigns, focusing on specific groups.

human rights, violence against women, 2014

**Powys Council** has built EIA into its business planning process.

**Examples:** Powys carried out an EIA when reviewing its Supporting People services - these assist people to sustain independent living. The EIA highlighted the needs of people with mental health conditions, learning disabled and older people. As a result the Council improved domiciliary care, reduced the need for people to enter residential care, and reduced attendance at GP surgeries.

Powys reported that an EIA of youth services identified that young disabled people did not have adequate access to holiday activity schemes and this has been addressed with additional youth worker support.

disability, learning difficulties, age, young people, 2013

**Rhondda Cynon Taf Council** has an EIA screening process and undertakes full EIAs on the annual budget and major decisions.

**Examples:** One outcome from EIAs has been an improvement in the provision of information in languages other than English and in alternative formats such as Braille and Easy Read. RCT reported that as a result of EIAs it has established a staff policy on surrogacy and a policy on supporting staff around gender reassignment.

English Additional Language , disability, workforce, transgender, 2013

**Rhondda Cynon Taff Council** told us that its work on hate crime has, as a result of the Public Sector Equality Duty, been focused on exactly what needed to be done.

Awareness raising has been a key element of the work undertaken to tackle hate crime across the borough. Specific hate crime materials have been developed and used at various engagement events. Public open days have been held at which hate crime materials were disseminated. Thousands of people are now better informed of hate crime as a result of this work, with at least three people who attended events being referred to appropriate agencies. The Council told us that without a specific hate crime equality objective, this work would simply not have happened.

awareness raising, human rights, 2014

**Rhondda Cynon Taff Council** told us that its work on domestic abuse as an employer has seen its domestic abuse workplace policy being reviewed, revised and relaunched. This resulted in domestic abuse training being delivered to occupational health staff, to help them understand, identify and effectively refer possible cases of domestic abuse.

workforce, human rights, violence against women, 2014

**Rhondda Cynon Taff Council**, implemented training on using the DASH (Domestic Abuse, Stalking and Harassment) system for social workers to help them better identify people at risk of domestic violence. This would enable social workers to refer vulnerable people to the incident and domestic violence coordinator.

violence against women, workforce, human rights, NatCen

**Rhondda Cynon Taff Council** developed an objective around 'Addressing Negative Behaviour' that arose from their consultation with the local community about their Strategic Equality Plan. The Council developed training to make employees more aware of how negative attitudes and behaviours could affect service users adversely.

workforce, NatCen

**Swansea Council** has streamlined the EIA process with input from service areas. The process includes screening and service areas undertaking EIAs with support, guidance and quality assurance from the Access to Services Team. EIA reports include information on the extent to which initiatives foster good relations including consideration of poverty and social exclusion. They also cover consultation and engagement.

**Example:** Swansea reviewed a range of human resources policies including adoption, paternity and maternity leave. As a result of the EIA process the policies were updated to ensure same sex relationships were recognised on a basis of equality with heterosexual relationships.

sexual orientation, engagement, consultation, workforce, 2013

**Swansea Council** told us that its work on hate crime has been taken forward in close partnership with South Wales Police. The Council has focused specifically on addressing disability hate crime. Engagement with local disabled people led to the publication of the “Disability Related Harassment - A Swansea Perspective” report. The report contains real life experiences of disability related harassment and outlines the various reporting mechanisms.

The Council will develop a strategy for tackling hate crime, in line with the Welsh Government Hate Crime Framework, which will aim to bring together all the current work being done by the Council and partners.

human rights, 2014

**Swansea Council** told us that its work on domestic abuse includes the development of a Domestic Abuse Delivery Plan, which takes into account the Welsh Government’s Right To Be Safe Strategy and 10,000 Safer Lives Report. An elected member Domestic Abuse Champion has been appointed whose role includes raising awareness of domestic abuse within the business of the Council. The Champion chairs the Domestic Abuse Forum. Work within the Delivery Plan includes the development of a One Stop Shop information and advice service in the city centre. This work is on schedule and the service is due to open by the end of the year.

awareness raising, human rights, violence against women, 2014

**Swansea Council** had an Ethnic Minority Learners Achievement Service that provided support in education for children, young people and their families when newly arrived in the country and county. Their Stakeholder and Communications Manager reported that this had helped the children to ‘flourish’ at school and in some cases to out perform some of their indigenous counterparts by up to 10%.

race, children and young people, schools, NatCen

**Swansea Council** are working with Stonewall to deliver training for school teachers in dealing with cases of homophobic bullying. This was in addition to its general training to all head teachers around the protected characteristics and the PSED. There were a number of other examples of the way in which new and better training was likely to have an impact on the knowledge of employees and service delivery.

sexual orientation, school, NatCen

**Swansea Council** had developed an objective to 'improve access to Social Services provision, ensuring that the service user's needs are at the centre of all planning and commissioning activities'. As part of this they had encouraged the take-up of Direct Payments which had resulted in a 7% net increase in people taking up the payment. There has been an increase in those from a BME community being supported in this way.

disability, race, human rights, NatCen

**Torfaen Council** said that a Policy Impact Assessment Form is required for all Council papers and that EIA had led to increased engagement with protected groups. Torfaen reported that the budget process took account of the impact on different groups. It had highlighted gaps in the authority's knowledge and led to better monitoring of service provision.

**Example:** The Council carried out an EIA when reviewing the provision of social care. This enabled steps to be put in place to reduce negative impact. As a result where the Council reduces its own direct service provision it can be mitigated by bolstering related community development.

mitigation, 2013

**Torfaen Council** told us that its work on hate crime has focused on working with young people, to address bullying which could escalate to hate crime in later life.

The Hate Crime Working Group focuses on the Anti Bullying Strategy and recording methodology. The strategy has been revised, now incorporating a model policy for schools, and guidance on recording and reporting of all incidents of bullying. Discussions are ongoing around the electronic reporting of bullying incidents, with a new system due to be implemented shortly.

Hate Crime awareness raising sessions with front line staff have been held. The sessions highlight how vulnerable people can experience hate crime and reflects specific problems including older adult victimisation, 'Mate Crime' and identity based crimes. Hate crime is now embedded in the protection of vulnerable adults training.

There are seven Third Party Reporting Centres in the borough. These are designed to make reporting easier by being located in safe, neutral places where there is an option of reporting onsite, or completing the paperwork at home.

older people, workforce, human rights, 2014

**Torfaen Council** told us its most significant work on domestic abuse is its Pan Gwent Domestic Abuse Pathfinder Project. This enables holistic services that meet need, reduce risk and harm and enables effective case management of perpetrators and those experiencing abuse.

An engagement survey with people who have experienced domestic abuse, perpetrators, citizens and professionals was held. The survey includes 20 in-depth case studies from across Gwent. It outlines the stories, experiences, and barriers people faced and their advice to others in the same situation.

human rights, violence against women, 2014

**Vale of Glamorgan Council** has offered EIA training to senior officers and Councillors. It is reviewing its EIA form and guidance to staff.

**Example:** The Council reported it had used EIA to identify and raise awareness of the needs of all protected groups in relation to its objective of encouraging the reporting of hate crime. The Council said a common emerging issue from EIAs is the need to produce Council information in plain language. It is preparing guidance on this issue.

workforce, 2013

**Vale of Glamorgan Council** told us that for its work on hate crime, the Community Cohesion role has been helpful in working with the Equality Team and Safer Vale to achieve improvements. The process for the management of the reporting of hate crimes and incidents has been reviewed, highlighting a need for simplification. A new protocol is currently being developed to address these findings. Partnership working with Safer Wales has enabled council staff to be able to access free hate crime training.

workforce, human rights, 2014

**Vale of Glamorgan Council** told us that its work on domestic abuse involves promoting the domestic abuse service provider in the Vale of Glamorgan, Atal-y-Fro. The Council provides a drop in centre in the form of the Safer Vale Bus, which enables constituents in Western Vale improved access to the services of the provider.

one stop shop, human rights, violence against women, 2014

**Wrexham Council** told us that its work on domestic abuse is based on strong partnership working.

The Council have run campaigns and initiatives to raise awareness of domestic abuse and deliver basic awareness training to multi-agency groups. Regular consultation with service users ensures delivery of services that meet the needs of people experiencing domestic abuse. A reported lack of knowledge and services of child violence towards to parents led to the training of 14 practitioners.

Wrexham MARAC underwent the CAADA Quality Assurance/Self-Assessment process in November 2013 and an Action Plan is currently being developed. Work continues to ensure that the 11 minimum standards from the WG 10K Safer Lives Project are met or exceeded.

awareness raising, children and young people, human rights, violence against women, 2014

**Wrexham Council** told us that its work on hate crime has focused on developing 41 community based Third Party Reporting Centres. (TPRCs) These are housed by services accessed by people more likely to experience hate crime, such as Council area housing offices, and A&E departments. Where appropriate the Council co-ordinates multi agency meetings and MARACs .

Engagement with communities more at risk of hate crime is ongoing and informs the development of the project. Training is being delivered to staff in TPRCs to improve understanding and give confidence to staff supporting people wanting to report. An e-learning module for Council staff is promoting greater awareness of hate crime.

During 2013 an online reporting system was piloted in the Council's area housing offices. Improved data recording enables identification of trends and repeat victims. Analysis of the data by ethnicity, age and geographic location enables more effective targeting of resources.

MARAC, engagement, workforce, human rights, 2014

**Wrexham Council** conducted an equal pay audit; developed an action plan to address employee data gaps; completed an employee opinion and satisfaction survey; and published employment monitoring information. They will use this information to explore what more they can do to reduce unfair pay differences.

workforce , human rights, 2013

**Wrexham Council** said they had specifically tried to 'eliminate unlawful discrimination, harassment and victimisation' related to racially motivated hate crime. They noted that there were 42 reports of hate crime during 2011-12, the majority of which were racially motivated. The Council provided training for Youth Workers, school Social Workers and Glyndwr University student support team. By increasing the number of hate crime reporting routes to 41 across the county it was hoped that racially motivated crimes could be identified and addressed more quickly. They noted that 'Street Scene', another initiative that was part of the same objective of reducing hate crime, had removed 13 instances of racially motivated graffiti on the same day they were reported.

race, children and young people, human rights, NatCen

**Cyngor Sir Ynys Môn (Anglesey County Council)** reported that the Project Steering Board for the review of Adult Social Care provision has EIAs as a standing agenda item. The Council is engaging with caseworkers and has employed an independent advocacy service to assist with effective engagement. Input from this will inform the consideration of protected groups in Project Board decisions.

**Example:** Ynys Môn investigated options for the future provision of public toilets. The Council said the EIA highlighted the importance of engagement and involvement of protected groups. One outcome was a Community Toilet Grant Scheme that is currently supported by over 35 businesses.

2013

**Cyngor Sir Ynys Môn (Anglesey County Council)** said its work on hate crime reflects its commitment to reducing inequalities in personal safety, with reporting of hate crime and harassment increasing. The Council told us that the demography of the area means that hate crime incidents generally relate to older people.

The Regional Community Cohesion Officer working across Conwy, Gwynedd and Anglesey has been developing a hate crime action plan for the locality. Anglesey Council works in partnership with North Wales Police, with the Police leading this work.

As part of the North Wales Equality Network, Anglesey has looked at best practice examples of third party reporting centres as a way of tackling the perceived under reporting of hate crime on the island.

age, human rights, 2014

**Cyngor Sir Ynys Môn (Anglesey County Council)** said its work on domestic abuse has focused on increasing reporting of domestic abuse incidents so that action can be taken to support families and prevent recurrence. Between March 2012 and March 2013 951 domestic abuse crimes and incidents were reported. The same period the following year saw an increase in these figures to a total of 1090, which represents a 13% increase in reporting.

This increase correlates with the local Multi-Agency Risk Assessment Conference data which saw 108 cases discussed between February 2012 and March 2013. This compares with a total of 140 cases discussed for the same period the following year, demonstrating an increase of 23%.

MARAC, human rights, violence against women, 2014

**Cyngor Sir Ynys Môn (Anglesey County Council)** had tried to address decreasing uptake of free school meals by introducing a 'no money' approach to payment of school dinners to reduce the stigma for disadvantaged children of not paying in front other children

socioeconomic, children and young people, schools, NatCen

**Cyngor Sir Yns Môn (Anglesey County Council)** developed an objective to reduce inequalities relating to 'Representation and the Voice of the People'. As part of the Council's democratic rejuvenation programme, various methods were used to raise the profile of Anglesey's local election in 2013, including: A series of adverts and press releases that appeared in the local press and published on the Council's website, as well as Facebook; A 'Twitter' campaign targeting groups of girls and young people asking them to spread the word; An Electoral Services Team that was available to provide information to potential candidates - at Anglesey Show and in a road show in five different places across the island; An article promoting democratic rejuvenation in "Dan Do Môn" - a newsletter for the voluntary sector. Through this work it was hoped that under-represented groups would become more involved in electoral processes.

cross, NatCen

**Abertawe Bro Morgannwg University Health Board (ABM)** has initiated a stakeholder group with representatives from every protected group, except transgender. ABM are positive about the benefits of the Engagement Duty. Engagement has enabled it to bring together service users and senior medical staff. ABM held a wide variety of engagement events ranging from hundreds of people to individual interviews, for example, with Deaf people. It made extensive use of social media to reach new mums and young people. The Community Health Council (CHC) attended every engagement event.

Young people expressed frustration about only being consulted about youth issues and welcomed the opportunity to influence health provision. Pregnant women wanted all their medical needs dealt with in one hospital instead of different appointments in different locations.

Challenges identified by ABM include the scale of the proposed changes, ensuring service users have the opportunity to engage with medical staff, and the belief of service users that the reconfiguration process is solely about money.

ABM reported that the Board paper on reconfiguration will demonstrate how ABM met its legal obligations under the engagement Duty. ABM noted that the Duty resulted in a much richer connection with its community than might otherwise have occurred.

cross, disability, children and young people, pregnancy, workforce, human rights, 2013

**Abertawe Bro Morgannwg University Health Board** told us that its work to improve access to health care services includes an initiative by the Health Board's Community Dental Service to make dental treatment more accessible for vulnerable patients.

The Community Dental Service has established a conscious sedation service that not only works with the Hospital Dental Service but also extends the range of dental treatments available for vulnerable people including people with learning disability. A specialist is now able to provide conscious sedation for vulnerable people which in a significant number of cases has avoided the need to refer for treatment using general anaesthesia.

This service was previously only available in hospital. It enables patients to relax and co-operate for treatment, even though they remain awake. Patients can access clinics close to home which meet their needs, without requiring hospital admission. This is critical to improve access to specialist dental services and the dental health of the community. This project reduces the likelihood of these groups needing to access unscheduled, emergency dental services. The Community Dental Service is currently working to develop and extend this service.

socioeconomic, 2014

**Aneurin Bevan Health Board** co-ordinated engagement with other Health Boards in South Wales. The South Wales Engagement Programme included protected characteristics such as age, gender, health and well-being and the output will feed in to an equality impact assessment. In addition the Health Board undertook community-based engagement to reach wider audiences than might attend public meetings. This was facilitated by its Stakeholder Reference Group, Gwent Association of Voluntary Organisations and Torfaen Voluntary Alliance. The Health Board said it did not detect significant differences between groups. It reported that, on the whole, people accept the case for change.

Aneurin Bevan HB identified service users core issues as the capacity of Primary Care and community services to deliver more care outside of hospitals, patient safety, sustainability of services and good transport links so that patients can reach services easily.

The Health Board says it will include reports on equality impact assessment and the views of protected groups with the Board papers on reconfiguration.

EIA, improving access, 2013

**Aneurin Bevan University Health Board** told us its work to improve access to health care services has involved an initiative to remove barriers for patients with learning difficulties by appointing Liaison Nurses. These nurses provide specific assistance to improve patient experience and outcomes.

A further project aims to improve the accessibility of appointments at GP surgeries. The Health Board launched the first 'A is for Access' Scheme of its kind in Wales. This involves a set of 5 locally agreed standards enabling access to appointments at services provided by surgeries in the Aneurin Bevan Health Board area. The scheme relates to early opening hours, access to the service during lunchtime, appointments available up to 5.50pm or later, telephone access directly to a member of staff between 8.00am and 6.30pm and patients being able to book an appointment at the same time as they call the surgery rather than having to call back or book online. These measures mean that more patients have increased opportunities to access non urgent medical advice and treatment. This will prevent health conditions from deteriorating and should reduce the likelihood of the need to access emergency health care services.

When the scheme was launched in January 2012 there were 25 practices that achieved the 5 possible standards. Further work over the last 12 months has resulted in 49 practices achieving the 5 standards. This is a 49% increase.

disability, improving access, human rights, 2014

**Aneurin Bevan Health Board** established an operational group around domestic abuse. The group introduced initiatives to improve outcomes for people possibly experiencing domestic abuse, regardless of gender. These include ensuring midwives are trained in routine enquiry about whether someone is experiencing domestic abuse, and extending routine enquiry to all people, regardless of gender.

improving access , human rights, NatCen

**Betsi Cadwaldr University Health Board** told us that its work to improve access to health care services has involved driving forward a range of initiatives to ensure the communication and information needs of people with a sensory loss are met when accessing services.

One example is the Multi Disciplinary Steering Group established to oversee this work. Priority areas are informed by a Sensory Loss Advisory Group. A baseline assessment of compliance with meeting the All Wales Standards for Accessible Communication and Information for People with Sensory Loss has been undertaken. The Health Board told us that examples of good practice have been recognised including the North Wales Deafness and Mental Health Network.

This is the first development in Wales to address access to mental health care for D/deaf people. The Networks principal aim is to improve access to mental health care by providing an accessible single point of contact for users and providing culturally sensitive mental health services for the D/deaf community.

The Network works with individuals who experience various degrees of hearing loss but recognises that D/deaf people and BSL users encounter the greatest difficulty accessing services. Close working with the D/deaf community, Primary care, Specialist Deaf Mental Health Services in England, Local Authority Social Services Teams, Community Mental Health Teams and the Voluntary Sector is underway.

Since June 2011 there have been 20 cases where interventions have led to assessment and advice, counselling from the Network, signposting to other agencies (alcohol services, Sensory Impairment Teams) and referrals with funding to Sign Health.

improving access, disability, mental health, hearing impairment, human rights, 2014

**Betsi Cadwaladr University Health Board** has completed analysis of differences in average pay between male and female members of staff. They have since formed a Task and Finish Group to better understand the reasons for gender pay gaps in the organisation and to develop actions to start to tackle the issue. For example, they are shadowing the work being undertaken within the WAVE project at Cardiff University aimed at identifying the factors that give rise to gender pay differences in public sector organisations.

equal pay, human rights, NatCen

**Betsi Cadwaladr University Health Board** undertook targeted engagement with all protected groups. Betsi has an Equality Stakeholder Reference Group and this Group scrutinised the engagement process. Advocates were used to engage with some protected groups and the CHC was a key engagement partner.

Betsi said engagement has underpinned the reconfiguration programme. Service users expressed positive views on the proposals to focus on health outcomes and improved quality of service. Access to services including location and travel are seen as significant challenges.

Several protected groups make greater use of health services than the population average, for example older people, women, people with learning difficulties or mental health conditions. These groups may have less access to private transport and money, which exacerbates the barriers arising from any reduction in the number of locations for service provision.

Betsi say the Specific Duty on Engagement has delivered benefits to the Board, to employees and to the public. Betsi report engagement had highlighted gaps in the reconfiguration plans and that proposals to the Board have changed as a result. Betsi told us that Board papers identify how adverse impacts of reconfiguration on particular groups may be mitigated and this has informed Board decisions.

cross, disability, human rights, 2013

**Betsi Cadwaladr Health Board** had developed a 'human rights-based approach in clinical areas including the development of a Human Rights Toolkit for use on all wards called "Putting Human Rights at the Heart of Nutrition and Hydration"; this is designed to help clinical staff better meet the needs of older people on hospital wards ensuring they are treated with dignity and respect'.

age, 2013

**Cardiff and Vale University Health Board** engaged with people with all protected characteristics and with a wide range of equality organisations. The partnership with Vale of Glamorgan Council played a key role in achieving this level of engagement. The CHC is a member of the Equality Stakeholder Steering Group.

Cardiff and Vale said the engagement with lesbian, gay bisexual and transgender people was particularly successful because of their work with Stonewall and Transgender Wales. There were differences between groups but treating people with dignity and respect was a priority across protected groups. Accessibility of the physical environment and availability of information in different formats emerged as key issues.

It was reported that the Board papers on reconfiguration will reflect the views of protected groups.

cross, human rights, improving access, 2013

**Cardiff and the Vale University Health Board** told us that its work to improve access to health care services for people with mental health conditions has included a project based on a model from an English Health Board. The basis of the initiative was the recruitment of peer support workers. The Schizophrenia Commission recommends the employment of people with 'lived experience' of mental health conditions. The primary purpose of the role was to help others with mental health conditions to recover using their own experiences.

The Health Board used occupational requirements to specifically recruit the peer support workers. The Health Board told us that project feedback has been positive. Patients received tailored support which led to them being more at ease and more open with staff about their condition. They felt supported by the Health Board and had better treatment outcomes as a result.

Newly recruited peer support workers reported economic benefits around finding employment and improved self confidence, with more positive experiences at work. The project itself was relatively small with only 5 or 6 mentors but its success has led the Health Board to consider rolling it out to other service areas.

improving access, disability, human rights, 2014

**Cwm Taf University Health Board** had set a long-term goal of improving health outcomes for all by identifying, collating and making 'universally available the national evidence of the unique health care needs and other considerations in relation to the protected characteristic(s) for each newly assessed service user, who may have a recognised mental health condition'. They were in the process of putting this facility in place.

cross , human rights, NatCen

**Cwm Taf Health Board** undertook an extensive engagement on mental health services last year involving significant engagement with service users. It held a range of engagement events on reconfiguration with invitations to the protected groups but said it found it difficult to identify whether it had successfully involved all groups. The CHC was involved in the engagement activity. Cwm Taf noted that there could be a lack of consensus amongst organisations and individuals with the same protected characteristic.

The engagement process identified some key issues. There were concerns that centres of excellence would mean people had to travel further for treatment. Stakeholders raised concerns about access to services, particularly proposals for telephone based services. Cwm Taf said the engagement had built trust with service users. It is too early to say whether these and other issues emerging from engagement will be reflected in Board papers on reconfiguration.

disability, human rights, 2013

**Cwm Taf Health Board** told us that its work to improve access to health care services includes a research project to increase the number of pregnant smokers who access and use cessation services to stop smoking. This is particularly important in the area covered by the Health Board because deprivation and poverty are widespread.

The Models for Access to Maternal Smoking Cessation Services study (MAMSS) uses the skills of a maternity support worker who is trained in smoking cessation, and supervised by a midwife. The maternity support worker is integrated into the Rhondda locality team, to take referrals from midwives who register pregnant women with the midwifery services and to offer tailored support to these women. The outcomes of this project have been compared with the usual care group in the Merthyr Tydfil locality, who are referred to the Stop Smoking Wales Service.

Cwm Taf reported that the initial results from the Rhondda project are positive, with higher rates of referrals from midwives, uptake of the service from pregnant smokers and pregnant smokers who stop smoking, compared with the alternative intervention group. Discussions are underway to roll out this programme more widely across Rhondda Cynon Taff and Merthyr Tydfil. By reducing the numbers of pregnant smokers the Health Board are potentially lowering the likelihood of this group accessing emergency care.

socioeconomic, pregnancy, improving access, human rights, 2014

**Hywel Dda Health Board** said that the Specific Duty on Engagement had helped in relation to the reconfiguration process. It spoke about the Duty having strong support from the leadership of the Health Board. A range of events were held with people across all protected characteristics, including one to one meetings with Board members.

Disabled people in particular were concerned about the proposed distances that would need to be travelled to access services. Different areas within Hywel Dda had specific concerns for example special care baby provision in Haverfordwest. Some people viewed the reconfiguration as only about saving money and downgrading services.

Overall Hywel Dda said it had learnt a lot from the engagement especially from activities targeted at specific groups such as young people and carers. The one-to-one meetings were seen as particularly effective in building trust with service users.

disability, improving access, transport, 2013

**Hywel Dda University Health Board's** work to improve access to health care services includes; the introduction of an appointment reminder text service aimed at reducing missed out-patient appointments and wasted resources. Feedback from the UHB's Sensory Loss Standards Implementation Group indicates this will particularly benefit people who use texting as a communication aid. A texting facility has also been introduced to assist service users to raise concerns, helping to improve patient experience and services.

Winner of the Citizens at the Centre of Service Re-Design and Delivery Award, a pioneering project at Withybush General Hospital, has improved signage, assisting service users and members of the public with low literacy skills and/or a range of disabilities to find their way around the hospital site. Working closely with service users (particularly adults with learning disabilities), staff and the local community health council, the UHB developed more accessible signage using easily recognised symbols and colour ranges. Positive feedback from patients and visitors has encouraged roll out of this initiative across main Health Board sites.

Several wards have undergone simple, cost-effective enhancements, improving orientation and visual cues for dementia patients, particularly, the new Renal Unit in Withybush and Mynydd Mawr Rehabilitation Unit in Prince Phillip Hospital. In line with research indicating the positive impact of good visual cues and colours on people with dementia, patient toilet doors were painted yellow and a symbol sign used to denote the room.

The UHB valued the experience of working with key stakeholders to initiate improvements.

improving access, disability, human rights, 2014

**Powys Teaching Local Health Board** partnered with Powys Council to implement the Specific Duty on Engagement. It carried out a joint campaign to reach all of the protected groups and it said this was successful. The CHC and Powys Association of Voluntary Organisations were involved in the campaign.

Powys found there were differences in requirements from different groups.

For example, Deaf people were primarily concerned about reasonable adjustments to enable access to services whereas those experiencing domestic abuse were concerned about safety. However, some common themes emerged from the engagement including access to services and physical access, transport, and isolation.

Powys reported that these common themes were also emerging during engagement on service reconfiguration and would therefore be reflected in papers to the Board on service configuration.

The Powys position regarding reconfiguration is different from other Health Boards in that secondary care is provided by other Health Boards and NHS Trusts. This means that as well as engaging on any local proposal to reconfigure services, Powys is also involved with the reconfiguration engagement proposals of these organisations.

cross, disability, 2013

**Powys Teaching Local Health Board** told us that its work to improve access to health care services has focused on engaging with the local community to understand the barriers faced by different protected groups in accessing its services.

The engagement process highlighted barriers to certain groups when trying to access the services of the Health Board. As a result the Board worked to develop the accessibility of its website and publications, to consider the needs of a bilingual community as well as ensuring easy read versions of documents are made available.

The Health Board has rolled out training to staff to help them understand the specific needs of different groups, with a particular emphasis on protected groups. Staff have had attitudes and awareness training as well as access to the NHS CEHR e-learning training package 'Treat me Fairly'. To ensure the importance of understanding difference is mainstreamed into the culture of the organisation, this staff training is being integrated into the essential staff training programme.

improving access, cross, Welsh language, 2014

**Public Health Wales** has an engagement panel that organises events for individuals, representative groups and voluntary groups. The CHC is involved in the engagement panel.

Public Health Wales said it found it difficult to reach Transgender and Gypsy Traveller communities and get these groups engaged with service provision. As a result of engagement Public Health Wales say it has a better understanding of the views of different faith groups on screening and vaccination services, for example, HPV vaccinations to prevent cervical cancer.

human rights, 2013

**Public Health Wales** told us that its work to improve access to health care services has focused on the trans community. Anecdotal evidence suggested that transgender people were not accessing screening services, which could have a detrimental effect on their health and well being.

To address this the screening engagement team discussed concerns and health care needs with this community. This led to a number of initiatives to encourage trans people to take up screening services. This work highlighted gaps in service provision. Despite the recommendation that female to trans men aged between 25-64 who still have a cervix have regular smear tests, these patients are registered as male and so are not automatically called for the test. If they do not personally request an appointment they will not be routinely called, which could have life threatening repercussions.

A further gap identified was the lack of appropriate information to address the specific needs of the trans community. Some people expressed being afraid or embarrassed about having a smear test whilst others had been put off by the attitude and behaviour of some healthcare staff.

This work has resulted in Public Health Wales and the trans community collaborating to produce a YouTube clip to increase awareness and confidence as well as the development by trans people of patient information leaflets on the range of screening services available, and a series of FAQ which have been developed for staff.

improving access, human rights, 2014

**Velindre NHS Trust** found engagement across the protected groups a challenge. This was because of the Wales-wide nature of the Trust and what it described as a poor response from equality stakeholder groups. Engagement took place mainly with service users and their families. The Patient Liaison Group of the Velindre Cancer Centre actively provided advice and engagement support.

Velindre reported that the key issue from the engagement process was the need to be treated with dignity and respect. This led to initiatives such as the redesign of hospital gowns.

In relation to the Blood Service, Velindre told us an important issue is that actively gay or bisexual men are barred from donating blood. This is UK Policy. The Welsh Blood Service work with the LGB community to raise awareness of the issue and staff are trained to ensure dignity through the donation process so no potential donor is either publicly identified or discriminated against.

human rights, sexual orientation, 2013

**Velindre NHS Trust** told us that its work to improve access to healthcare services has included the development of information in an audio format. Initially the Trust considered the provision of information about its services in Braille, to be critical to enable blind service users to access information. However, further consultation and engagement led the Trust to realise that by providing information in an audio format, it would not only benefit blind service users. It would also help service users with learning difficulties and those people whose first language is not English.

The Trust has focused a lot of resources on improving patient experiences across the board. Monthly Patient Experience reports and equality objective updates are submitted to the Board on a quarterly basis. Within the Trust, the Patient and Carers Dignity Group responds to concerns raised by staff, patients, carers and visitors, regarding dignity. As a multidisciplinary team, it works together to identify solutions. This team was awarded the Nursing Times Award for Enhancing Patient Dignity in 2013. By acting upon concerns raised through this forum the Trust is working to improve the accessibility of its services.

improving access, disability, hearing impairment, visual impairment, English Additional Language, human rights, 2014

**Velindre NHS Trust**, for example, offers equality and diversity training over two days and focuses on linking the principles of equality and the legislation to the individual job roles of those in attendance. The Trust reports the impact is subtle but recognisable as the instructor has staff coming up to her afterwards saying, '*I thought [the training] was going to be really boring, but actually it's really interesting; I've learnt something I didn't know about*'. There was therefore evidence that there were not only greater opportunities for training but also that its quality and applicability was being improved.

disability, workforce, NatCen

**The Welsh Ambulance Services Trust** told us that its work to improve access to health care services has been assisted by the data gathered from engagement exercises with service users. These have identified barriers for vulnerable and hard to reach groups in accessing its services. These groups included people who are D/deaf or have a hearing impairment, people with learning disabilities, communities where English is not the first language, older people and those with sensory loss.

Medical Information Cards were developed to improve the experience of patients who are faced with barriers to effective communication. The card holds personal information about the individual, including preferred method of communication and medical history. Around 1500 of these have been distributed across Wales to the D/deaf community. The success of this card has led the Trust to begin work on developing apps such as a pre hospital communication guide and a digital version of the medical information card.

A pictorial pre hospital communication guide developed by the London Ambulance Trust for the London Olympics, has been adapted by the Trust. With interpreters impossible to access during an emergency, the guide helps patients to communicate. This enables more effective treatment to be delivered. The London Ambulance Trust pictorial guide was amended following consultation, to make it more relevant to Wales. Every paramedic now has a copy of the guide. It has been very well received, with requests for copies from Health Boards and GP surgeries.

improving access, disability, English Additional Language, human rights, 2014

**Welsh Ambulance Services NHS Trust** engaged with groups of people across every protected characteristic. Different requirements emerged from this engagement. For example a key issue for Lesbian, Gay, Bisexual and Transgender people is recognition of partners and being treated with dignity. For ethnic minority groups, asylum seekers and refugees the issues are language and lack of awareness of services.

The Trust worked with a range of partner organisations, including CHCs, to increase levels of engagement. The outcomes from the engagement include a pictorial pre-hospital guide and an emergency text service for Deaf, hard of hearing and speech impaired people. The Trust has responded to the concerns of learning disabled people by producing a guide to calling 999 and guidance on how to hold a conversation with the operator.

sexual orientation, human rights, race, asylum seekers, refugees, 2013

**Aberystwyth University** has academic promotions panels which review applications for promotion to senior positions. There are indications this has led to greater fairness and transparency, and has resulted in more women taking up senior roles. A mentor process is built in to support staff. The university will be carrying out its third pay audit in 2013. It will be holding a roundtable event this year to explore ways to get more women into senior management roles. The University has made an application for an Athena Swan bronze award. Bringing these initiatives together in an action plan, in response to the Specific Duty, has raised their individual profile and priority.

occupational segregation, workforce, equal pay, human rights, 2013

**Aberystwyth University** told us that to widen access and increase student diversity one initiative has resulted in the appointment of two Student Support Accessibility Advisors. They work with Departmental Disability Coordinators and provide advice and information about services to support specific needs to applicants and students. This includes care leavers, disabled students and people with learning difficulties. The advisors are proactive in identifying student needs as part of the admissions process.

Currently Aberystwyth University is reviewing and consulting on the potential for a multi faith reflection space within the university to support religious and international students and foster good relations between different faiths.

religion or belief, human rights, 2014

**Aberystwyth University** told us that to address its equal pay objective it has built upon its work from last year. In 2012 as part of the equal pay action plan academic promotions were reviewed. Previously they were based solely on research credentials, which acted as a barrier to women whose careers had often centred on teaching and/or leadership, and as a result were unable to devote additional time to research. The university changed its promotion criteria to include and recognise research, teaching and leadership, which the university is confident will enable fairer access to promotion opportunities.

Aberystwyth University is the first university in Wales to implement a professorial salary band which they say will ensure transparency and equity in the pay system. The University's Equal Pay Audit is scheduled to take place later this year.

human rights, 2014

**Bangor University** has a working group to build on its Athena Swan award. This has looked at maternity leave arrangements and organised staff development days. The Specific Duty has resulted in the Council and its Remuneration Committee being more engaged with equality and gender pay. The university is looking to extend job evaluation and is monitoring and reviewing pay in terms of starting salaries, market supplements and the discretionary elements of senior staff pay. Domestic staff now have more flexible working options.

equal pay, pregnancy, workforce, 2013

**Bangor University** told us that to widen access it has a joint Widening Access Strategy with Aberystwyth University and a Widening Access Centre that coordinates activities. It said the Public Sector Equality Duty and the University's Strategic Plan are drivers in promoting widening access and increasing student diversity. The university proactively supports students with access needs. The Disability Service provides guidance on disability related matters to ensure the full inclusion of disabled students within the academic and social community.

The Bangor Access Centre provides study needs assessment for students by identifying disability-related barriers and recommending support strategies and equipment. The Miles Dyslexia Centre provides all-round support for students with dyslexia, and other specific learning differences.

The university's disability services ensure that the needs of current and future disabled students are met. The aim is to identify and remove barriers, embedding effective practice and inclusive practice. The university says this creates a flexible and accessible environment, enhancing student learning opportunities. The disability disclosure rate of students at Bangor remains consistently higher than the Wales average.

human rights, 2014

**Bangor University** told us that to address its equal pay objective over the last year it has built on previous years work. The university undertakes annual equal pay audits, which are reported to an Equal Pay Working Group and the Human Resources and Equality and Diversity Task Groups. The Senior Remuneration Committee also receives gender related data and there is a commitment to implementing a new starting salary policy. An action plan has been developed and work is ongoing around expanding the single spine to include Professorial roles and to develop policies on allowances.

human rights, 2014

**Cardiff University** has a range of training programmes aimed at increasing the number of women reaching senior positions. The university established a 'Women Professors Forum' to support women to break into under-represented areas, such as engineering. As a result of the Specific Duty the Forum has extended its remit to include women aspiring to become professors across all academic fields. A working group with trade unions is reviewing current practices on pay related to work patterns such as overtime and out of hours work.

occupational segregation, 2013

**Cardiff University** told us that its work to widen access and increase student diversity included a review of student monitoring data arrangements. Previously religion or belief and sexual orientation were not monitored. The university decided this data would be helpful to enable effective support to these groups. Identifying the number and study subject of students that may be effected when Ramadan falls during the university examination period, enables support to be provided.

The last monitoring data report identified there may be lower progression rates for disabled students so the university is identifying actions to support them. Cardiff University's commitment to increasing disability disclosure has resulted in disclosure rates increasing annually.

widening access, 2014

**Cardiff University** had used equality monitoring data to discover that disabled students were not progressing as well non-disabled students. They had put in place a programme of work to find out why this was the case and to try to improve the experience of disabled students on campus.

disability, NatCen

**Cardiff University** told us that to address its equal pay objective it built on work from the previous year aimed at addressing the differences in gender representation in senior grades and non-traditional subjects. The university received Athena Swan awards for promoting gender equality in STEM subjects. (e.g. Maths and Science) The university monitored the impact of targeted training and mentoring for female staff via promotions data. This indicates there has been an increase in applications and successful applications from women in the last 3 years.

The university implemented a pilot scheme within the Business School to support academic staff on a relevant career pathway, returning to work following a period of maternity, additional paternity or adoption leave. Staff applying for this leave could request a period of 'protected research time' without any teaching or administrative duties, or a reduction in one or both of these elements of their job. This scheme supports the career progression of female academics within the Business School. One female academic has taken (and completed) her leave, with an additional three applications received since the scheme began.

occupational segregation, pregnancy, workforce, human rights, 2014

**Cardiff University** was also taking part in Stonewall's Workplace Equality Index<sup>14</sup>, which it felt had assisted the University to 'mainstream equality into our practices resulting in improvements for staff and students'. It did this by helping them 'to review our policies, procedures and practices to ensure LGB equality is embedded in them'.

workforce, sexual orientation, NatCen

**Cardiff Metropolitan University** conducted equal pay audits in 2010 and 2011. These indicated a pay gap at senior and professorial levels. As a result of the Specific Duty the university is extending job evaluation into these areas. The university is looking to increase the number of women in senior roles by introducing greater consistency and transparency into the appointments and career development systems. The university is seeking Athena Swan accreditation.

workforce, human rights, 2013

**Cardiff Metropolitan University** told us that to address its equal pay objective it has built on initiatives from previous years. A job evaluation exercise has taken place for Level 3 management and Professors and as a result a new pay structure has been agreed, contracts for professors reviewed and are currently being reissued.

workforce, human rights, 2014

**Glyndwr University** is reviewing its promotion policy. As a result of the Specific Duty the university has an equality objective in its Action Plan to undertake a formal equal pay review during 2014. The 'Equality and Diversity Action Group' includes representatives from a wide range of staff groups and student body to ensure embedding of equality and it is reviewing seeking Athena Swan accreditation.

workforce, human rights, 2013

**Glyndwr University** told us that to widen access and increase student diversity it has started a Learning for Employability Module as part of the FdA Professional Education and Training course. The course is delivered within the community, and is predominantly aimed at disabled people, young people who have been in care, and ethnic minority groups in Communities First areas. The module provides 20 university credits, which can count towards further and higher learning opportunities.

Delivered in Communities First buildings, the course is mainly made up of people who are NEET or unemployed. The courses are designed to increase aspirations and encourage higher education participation. The aim is to improve skills including presentation skills, team work and CV writing. Courses also include visits to the university to meet students, look around, discuss fees and financial options. There are visits to local industry to speak to current employees, discuss working conditions, how to apply and what employers are looking for in potential employees. A key part of the course is a mock interview to develop essential skills to provide the students with a better chance of finding employment.

Twelve local residents enrolled for the first course with eight completing. Four went on to immediately access further courses and two applied to enter the university in September. The widening access courses are being rolled out across North Wales.

disability, race, children and young people, disadvantaged communities, 2014

**Swansea University** told us that to widen access and improve student diversity it has undertaken a range of projects. The Gay by Degree Stonewall University Guide for prospective students, is a 10 point checklist that provides a rating for how supportive the university is to LGBT students. Over the last 12 months the university has made progress increasing its score from 6 out of 10 to 8 out of 10. This puts the university in the top three gay friendly universities in Wales.

In terms of employment the university engaged with the Stonewall Workplace Equality index. This is a benchmarking tool for employers to measure their efforts to create inclusive workplaces for lesbian, gay and bisexual employees.

As an employer the university moved 78 places up the Stonewall index last year. The university told us that this is reflective of the amount of work done on the LGBT agenda. 94% of people who applied to work at the university in 2013 disclosed their sexual orientation, demonstrating that potential employees see the university as a LGBT friendly employer.

The university has told us it has made progress in relation to the LGBT agenda across students and staff in the university as a result.

workforce, sexual orientation, transgender, human rights, 2014

**Swansea University** conducted an equal pay audit in 2010 and identified a significant gender pay gap. Engaging with the Specific Duty increased awareness of equality issues at the university. The university is looking at bringing forward the next equal pay audit. It is introducing a new Academic Career Pathway to ensure roles are assessed fairly. It is reviewing starting salary guidance.

workforce, human rights, 2013

**University of Glamorgan** carried out an equal pay audit in 2011 and is working on a number of actions which arose from the report. The university is currently establishing a number of Research Institutes. As part of this process the numbers of males and females will be carefully monitored and recognition of the additional challenges faced by women will be considered. The Specific Duty enabled a number of issues to be brought together in an action plan giving them a higher profile.

The university is planning a more detailed equal pay review audit for both academic and support staff and seeking Athena Swan accreditation.

gender, workforce, human rights, 2013

**The University of South Wales** told us that to widen access and increase student diversity one project it is leading is the University Heads of the Valleys Institute (UHOVI) project. This aims to increase participation in higher and further education of underrepresented groups, particularly those from disadvantaged communities. It was set up to tackle the low participation in higher education by heads of the valleys communities. In 2012/13 there were 1663 new learners as a result of this project, jumping to 3305 in the current academic year. The project is backed by Welsh Government, and the University works with further education colleges, training providers, local authorities, businesses, schools and voluntary organisations to enable it to succeed. Its success should contribute to the regeneration of the South Wales Valleys, promoting social inclusion and increasing self worth, helping to improve job prospects and quality of life for those living and working there. The project won the commitment to widening participation' category at the Guardian University Awards in 2013.

widening access, socioeconomic, 2014

**The University of South Wales** told us that to address its equal pay objective it has largely built upon previous work to develop training and awareness. The Equal Pay Audit found that the university does not have a significant pay gap, but it recognised there are issues within the workforce around occupational segregation and overtime. The university has taken steps to ensure overtime opportunities are offered fairly to all staff.

New work to address the university's pay objective relates to the route for staff to achieve Readership and Professorships. This has been revised to provide clear career pathways in research and development, teaching and learning and innovation and engagement. The aim is to assist more women to reach the highest level. Since the changes were introduced last year, 4 female professors and 8 female Readers have been awarded titles.

workforce, glass ceiling, human rights, 2014

**University of Wales Newport** recently completed its second pay audit. The Specific Duty has resulted in regular reports on gender pay to the Board with recommendations for action. The university is looking at its policies regarding flexible working, carers leave, and promotion to improve gender balance. It is reviewing overtime pay.

equal pay, workforce, human rights, 2013

**University of Wales Trinity St David** told us that to address its equal pay objective it has worked closely with trade unions, and a major Higher Education Role Analysis (HERA) has been undertaken across the various job families. This has been part of a wider harmonization exercise of all aspects of the employment contract. The university was able to report that the mergers have not adversely impacted the gender balance of the management structure.

workforce, human rights, 2014

**Mid and West Wales Fire and Rescue Service** told us that targeting fire prevention activities, including Home Fire Safety Checks, for people with mental health conditions was an increasingly expanding area of work. These initiatives have been informed by UK wide community safety data. The Service is working in partnership with Hywel Dda and Abertawe Bro Morgannwg Health Boards to share data. This ensures that Mental Health nurses are able to risk assess houses and identify individuals. Sharing this data with the Fire Service ensures targeted support and education on fire prevention. Other partnership work reported included working with Dyfed Powys Police on tackling Hate Crime and Mate Crime.

Mid and West Wales Fire and Rescue Service reported being increasingly engaged with equality and community groups across its service area. Specific activities noted in their Annual Equality Report include working with the Chinese Community Centre and Ethnic Youth Support Team in Swansea to deliver Home Fire Safety Talks and working with Total Communications to ensure that Home Fire Safety advice was tailored to meet the needs of those with learning disabilities.

Mid and West Wales Fire Service reported that the PSED had helped move equality up the agenda of the organisation and that equality was now seen as a core part of how it delivers its services.

disability, engagement, human rights, 2014

**North Wales Fire and Rescue Service** is working with Scope to offer work experience placements. The Service has signed the Mindful Employer Charter to demonstrate it takes a positive approach to the mental health of staff.

mental health, disability, workforce, human rights, 2013

**North Wales Fire and Rescue Service** employs home safety support workers who are BSL trained and it provides smoke alarms for people with hearing impairments and people with visual impairments and portable sprinkler systems to those with limited mobility.

disability, workforce, visual impairment, hearing impairment, human rights, 2013

**North Wales Fire and Rescue Service** is positive about the difference the Specific Duties have made saying they “will have a positive impact on communities in Wales”. Equality impact assessments have moved up the agenda. As a result of the Duties there is an equality objective to analyse the data relating to fire deaths and disabled people. North Wales Fire and Rescue Service undertook 26,000 home fire safety checks in 2012 and 8,000 of these had disabled occupants. A Task Group is considering the action that needs to be taken.

EIA, workforce, disability, human rights, 2013

**North Wales Fire and Rescue Service** told us of data identifying the higher risk for young people (16-25 years) being involved in a Killed or Serious Injury Road Traffic Collision. In responding to this data they have secured funding for a joint project with North Wales Police to try and reduce the number of these incidents. The project aims to deliver direct interactive interventions to over 700 of the highest risk individuals in this age group in the next year. This project will build on the success and approach of the Phoenix Programme by involving young people to provide solutions, support and guidance to peers focussed on the impact of these serious or fatal RTC.

North Wales Fire and Rescue Service told us that over 12,000 premises in North Wales have a remote care monitoring system to improve the safety and wellbeing of occupiers. These are mostly older and disabled people. Through reviewing data of fire incidents, the Service identified an increase in the number of calls to properties of older and disabled people. By working with Local Authorities it was found that there were over 3300 of these types of properties that did not have a remote care monitoring system in place. The Service has secured grant funding to immediately install remote care monitoring systems in 30% in these types of properties.

North Wales Fire and Rescue Service reported the consultation strategy that had been developed by its Corporate Communications Team which ensured that in each public interaction at external and community events equality monitoring data would be collected.

age, disability, human rights, 2014

**South Wales Fire and Rescue Service** told us about its work to improve the quality of the equality data it collects. This has included developing an After Incident equality monitoring form. The new monitoring form captures all protected characteristics, following non-fatal incidents that the service had been called to attend. The Service has commissioned a private research company to analyse the data this captures to better understand the characteristics of those at risk. It is expected that this data will be analysed and available for the 2013-14 Annual Equality Report.

South Wales Fire and Rescue Service reported to us their work to develop their Biker Down project. Using monitoring data of serious motorcycle accidents the service identified that men in their 40s and 50s were most at risk of being involved in a serious incident. As a result the service has specifically targeted that group for participation on the course. Biker Down is an education and engagement course aimed at the motorcycling community to reduce the number of deaths or serious injuries from traffic accidents. This is achieved by giving participants a better understanding of what to do if they come across a road traffic collision and how to manage it safely.

South Wales Fire and Rescue Service reported that the PSED was the catalyst to improve the quality of the equality data that it collects. Monitoring of their activities by the Commission had been helpful in raising equality and the PSED up the agenda of leaders.

cross, engagement, 2014

**South Wales Fire and Rescue** Community Safety team carries out Home Fire Safety Checks and the criteria for these includes protected characteristics such as age (young and older people), and disabled people. A particular initiative has focussed on effective management of incidents involving Bariatric patients. The team includes BSL users.

disability, human rights, 2013

**South Wales Fire & Rescue Service** is positive about the impact of the Specific Duties. Data from the home fire safety checks is being used to inform campaigns and a targeted community strategy. Engagement with external groups and organisations has increased. 28 third sector organisations have been trained to carry out home safety checks and 26 service level agreements and 9 memos of understanding are in place with community organisations, including disabled people's organisations.

disability, human rights, 2013

**Brecon National Park**, for example, explained how their general awareness training ‘helped people understand why they were being asked to do what they were’.

workforce, NatCen

**Awdurdod Parc Cenedlaethol Eryri** (Snowdonia National Park Authority) combined their contacts and resources with other North Wales organisations and hosted a joint engagement event. By doing so they felt they benefited more from consulting more community members and groups on their needs, to help inform their equality objectives, than they could have as an individual organisation. NatCen

**Awdurdod Parc Cenedlaethol Eryri** (Snowdonia National Park Authority) has been running the Mosaic Project with other National Parks. This involved developing an action plan to improve access and attract more people from black and minority ethnic groups to use the national park. Mosaic Officers were appointed in January 2012. Since then 20 Community Champions have been recruited and annual events have been held at Snowdonia and Brecon Beacons National Parks. The Community Champions have been responsible for organising a number of day and overnight visits to the park for BME people.

race, human rights, NatCen

**Coleg Sir Gar (Carmarthenshire College)** ‘initiated a “respect” campaign as a way of promoting positive attitudes towards equality and a number of activities have been used to promote the message’. In relation to sexual orientation specifically they had supported a campaign raised by LGBT students to tackle homophobic bullying and to reduce the use of inappropriate anti-gay or offensive language.

education, NatCen

The **Coleg Sir Gar (Carmarthenshire College)** had used equality information to identify that issues related to disability presented the biggest challenge in relation to access to buildings and progression in their courses. The college took steps to meet the needs of staff and disabled students such as providing ‘more adaptations... to ensure the estate is fit for purpose’ and ‘more staff training... to ensure staff are aware of and understand the needs of disabled people (WS).

workforce, NatCen

The **DVLA** learned from analysis of staff data that BME individuals were under-represented in the organisation. Consultations with local ethnic minority groups suggested that people may not understand the competencies required of DVLA jobs. In response to this the organisation recently hosted a job fair targeting BME individuals and held workshops to better inform people about the competencies required of the jobs. It is too early to tell whether this has improved recruitment but the organisation anticipates a greater uptake of applications by BME individuals in the community.

race, recruitment , workforce, human rights, NatCen

The **DVLA** hosted a large conference to review the possible impact of changes to their digital infrastructure amongst protected groups. It was attended by DVLA staff and diversity champions, delegates from other public sector organisations, equality groups and community members. Delegates participated in workshops and speaker sessions which included the Civil Service Diversity Champion, Sir Paul Jenkins. Specifically the DVLA looked at how assistive software interacted with some of its systems, including computer screens and the possible impact on accessibility, including that for people with sight impairments. One group involved disabled people discussing accessibility of IT and this consultation helped staff take away actions to think about in how they manage changes in software and access to services so that they meet all of their customer needs

cross, disability, visual impairment, human rights, NatCen

The **General Teaching Council for Wales** created a resource library for use in conducting EIAs and built a small team with experience of EIAs to act as resource for the rest of the organisation. The most prominent example of tools was the development of tailored and brief handouts, often hosted on the intranet for quick access. These handouts summarised facts for employees which they may need to reference in their role.

EIA , workforce, NatCen

**Gower College Swansea** undertook a number of activities to foster good relations and promote awareness of equality issues among their students. They have put in place annual Diversity Fayres that are increasingly successful, including performances, workshops and stalls. Approximately 1,000 students have attended the fayres each year. Around 120 Sports students attended the Show Racism the Red Card workshops at the college as part of a wider national campaign to reduce racism in football.

education, cross, race, human rights, NatCen

**Gower College Swansea** had been gathering data and feedback by protected characteristics, which they said had 'helped the College to identify issues affecting different groups and compare satisfaction 'It has also enabled the College to 'identify under-represented groups and implement positive action strategies such as targeted taster sessions to recruit more women into Engineering and advertising posts through our links with BME community groups and organisations'. Finally, it 'led to a greater focus on engagement of different protected groups, in particular engagement of disabled students and carers and disability organisations to help the College to improve accessibility of facilities, services, transition and support services'.

cross, occupational segregation, disability, human rights, NatCen

The **Higher Education Funding Council for Wales (HEFCW)** had made progress in relation to examining how their sector was responding to issues such as provision for people of different faiths and people with mental health conditions, and had issued guidance on advice to pregnant students.

religion or belief, disability, pregnancy, education, human rights, NatCen

The **National Assembly for Wales** noticed staff members were not fully reporting their staff equality information on the HR IT system. To improve the patchiness in their monitoring information, HR colleagues and the Equality Team reviewed the HR system then developed a notification system to encourage staff to participate via a regular, automated email reminder. The National Assembly for Wales utilised Stonewall guidance to explain why HR was monitoring and collecting the information to better support staff in understanding the importance of disclosing their information. By doing so coverage of data on sexual orientation, for example, increased from 28% to 80% of their workforce.

sexual orientation, workforce, human rights, 2013

The **National Assembly for Wales** analysed staff and recruitment data for the Annual Equality Report 2012-13 and uncovered that 70% of its BME workforce was concentrated at the lowest pay band. After speaking with BME members of staff individually the Equality Team drafted an action plan which included initiatives such as building trust and breaking down barriers for BME staff. In addition, the Management Board approved the action plan and set aside resource to implement the plan.

race, workforce, equal pay, human right, 2013

### **National Assembly for Wales:**

The Assembly pays particular attention to equality during the procurement process. Prior to starting a procurement exercise it undertakes a Sustainability Risk Assessment, which includes looking at equality and diversity issues that need to be considered in delivering the contract. If any areas of concern are identified, it looks to address these in the specification and require the provider to detail exactly how they intend to manage the equality issue. Its pre-qualification questionnaire asks questions on whether a supplier has had a finding of unlawful discrimination by an Employment Tribunal in the last three years. Those suppliers who have discriminated may find that they are eliminated from the tender process, unless they can evidence appropriate action taken to stop it happening again. Ultimately their chances of being invited to tender are reduced. The Assembly pointed out they will share their own equality policies with unsuccessful contractors, in an effort to bring them up to their standard for future contracts. 2013

**North Wales Police** had focused, for example, on addressing hate crime and harassment of disabled people on public transport through partnerships with a local bus company. As their Head of Equality said: 'we launched a campaign just before Christmas was around disability and the abuse people were receiving on public transport. We in partnership with Arriva buses and local community groups ran an operation on the buses to put posters up about the reporting of disability hate crime. This had a clear message to victims to report the incidents to the police and warn potential perpetrators that the police take these issues very seriously and will arrest' (Interview).

Although, it had been difficult for the police force to assess the impact on disability hate crime reporting in terms of whether it would increase or decrease, the participant noted that he had received feedback from disabled people that they felt more comfortable travelling on public transport because the posters reassured them that the public knew that harassment of them would be treated seriously.

disability, human rights, 2013

When **RCT Homes** refurbished a sheltered housing unit for older people they specifically paid attention to the needs of the tenants who had to be temporarily moved. To avoid discriminating against a tenant with dementia, they were able to move her to a flat with the same footprint as her current flat. This ensured the tenant was as familiar and comfortable as possible.

age, disability, human rights, NatCen

The Director of **RCT Homes** observed that men traditionally dominated ‘the trades’ that maintained their homes. In an effort to attract women to apply for these roles they had hosted taster days, talks in schools, workshops and provided work shadowing opportunities to engage with women.

occupational segregation, gender, human rights, NatCen

**RCT Homes** stated that their ‘*SEP was developed by undertaking an analysis of census data for Rhondda Cynon Taff and our profiling data was undertaken to allow us to get an idea of the main issues affecting our communities. Focus groups were externally facilitated with staff and tenants during the development of this strategy in order to determine an understanding of what equality and diversity meant to different groups and to identify the main issues affecting them. The SEP has an associated action plan which details the objectives, how we will achieve them and measure them. This is also reviewed on an at least annual basis (W.S).*

Developments arising from this work had included tailoring services to meet the needs of people with visual impairments, tackling hate crime and anti-social behaviour, supporting tenants experiencing domestic violence and giving all tenants a greater voice in decisions made by the association. One further area of progress identified by the Director of the association was Royal National Institute of the Blind (RNIB) accreditation. She gave an example of the way in which this had reduced the social isolation of an elderly, visually impaired tenant: ‘... *we have been doing an RNIB accreditation, again, in housing for older people both in terms of sheltered housing and needs homes... When we know about people who are blind or visually impaired, when they tell us, we can do the work. So, we used our profile data to look at people who’d self assessed as having visual impairment and it turned out there were over 500 people... We did a sample piece of work, in partnership with RNIB, making proactive contact with people to explore what sort of services they may like to receive or benefit from that they don’t receive now. And ... we employ a Vision Support Officer... [One] older lady who hadn’t been to church for ten years - she [the Officer] contacted the priest, who contacted a parishioner who arranged to pick her up and take her to church... So, just, re-enabling her and reducing her social isolation in the community’ (Interview).*

disability, domestic abuse, age, human rights, NatCen

**Sport Wales** have established internal equality groups which will provide valuable insight for future EIA’s and consultations on proposed changes which relate to protected groups. They have also secured commitment at Board level and introduced action plans and score cards to drive implementation of their objectives.

EIA, cross, workforce, staff networks, NatCen

The **Wales Audit Office** established equality interest groups with staff volunteers in attendance to represent people with protected characteristics. The group will be consulted on new policies, both affecting staff and service users. To show their commitment to engaging with staff at all levels, the groups also include two elected staff board members. By setting up such groups the participant felt that it was less likely policies and practices would be discriminatory towards 'protected groups'.

staff networks, cross, workforce, NatCen

The **Wales Audit Office** conducted a job evaluation exercise and collected detailed information on how people at the same grade are paid. They revealed there were more men in senior roles than women and a structural pay difference with women earning 20% less than men, on average. This greater understanding of the issues relating to pay had encouraged them to review recruitment and promotion processes. They are currently in the process of launching a staff survey to provide staff the opportunity to speak on the issue.

equal pay, occupational segregation, workforce, human rights, NatCen

The **Welsh Local Government Association** had also been supporting local authorities and other services, such as Fire and Rescue, to put in place their equality infrastructures, helping them improve the equality monitoring data and researching how public bodies were using EIAs in the most appropriate ways.

EIA, NatCen

The **Welsh Local Government Association** described the way in which the duties helped co-ordinate work with organisations and facilitate joined up working between partner organisations:

'the specific duty to have a Strategic Equality Plan (SEP) and objectives has been instrumental in moving this forward by bringing previously separate strands together and encouraging discussion across departments and services. In this way, equality is being embedded across organisations, adding value in multiple areas. This simplification also supports a partnership approach, increasing opportunities to join-up activity across sectors and improving links to priority areas such as tackling health inequality'.

NatCen

**Who we are**

The Equality and Human Rights Commission aims to reduce inequality, eliminate discrimination, strengthen good relations between people, and promote and protect human rights.

**Contact us**

Please contact the Commission in Wales for further information about the Public Sector Equality Duty in Wales, or visit our website:

[www.equalityhumanrights.com/wales](http://www.equalityhumanrights.com/wales)

Email: [wales@equalityhumanrights.com](mailto:wales@equalityhumanrights.com)

Telephone: 029 2044 7710