



Appendix A

**The Vale of Glamorgan Council's
Annual Equality Monitoring Report
2012 - 2013**

This document is available in other formats on request.

Vale of Glamorgan Council's Annual Equality Monitoring Report

1 April 2012 – 31 March 2013

Introduction	1
Background.....	1
Steps taken to identify and collect relevant information	2
How this information has been used to meet the three aims of the general duty	2
Libraries	2
Housing.....	3
Public Protection	3
Housing Benefit.....	3
Social Services.....	3
Youth Service.....	3
Registration Service	4
Summary of Current Position	4
Reasons for not collecting relevant information	6
Statement on effectiveness of steps taken to fulfil each of its equality objectives.....	6
Summary of Progress with Equality Objectives	7
Other Matters Relevant to the General Duty and Specific Duties ..	9
Engagement.....	9
Events	9
Who we involve	9
Other organisations.....	9
Internal groups	9
Principles of engagement activity	9
Recent engagement.....	9
Areas to improve	9
What are we doing to improve.....	9
Equality Impact Assessments.....	10
Training.....	10
'Show Racism the Red Card' Campaign	10
Race Equality First.....	11
Anti-Discrimination Advice Service.....	11
The Rainbow Group	12
Gypsy and Traveller Reporting Forum and Reporting System..	12
The Two Ticks Scheme.....	13
Orange Wallet scheme.....	13
Autism project	13
Autism Training	14
Employment project.....	14
Adult Autism Advice	14
An Accessible Council Chamber	14
Extra Care Housing Project for Older People	15

Vale of Glamorgan Council's Annual Equality Monitoring Report

1 April 2012 – 31 March 2013

Welfare Reform	15
Digital Inclusion	15
Arts Development.....	15
Disability Sport	16
Play	16
Sports.....	16
Job Evaluation.....	17
The Workforce Plan (2013 – 2017).....	18
Specified employment information, including information on training and pay.....	18
How to contact us.....	20
Monitoring of Service Use	21
Library & Information Service Equality Monitoring Data.....	23
Housing Services Equality Monitoring Data.....	28
Public Protection Service Equality Monitoring Data	34
Financial Service Equality Monitoring Data	35
Youth Service Equality Monitoring Data	39
Social Services (Adult) Equality Monitoring Data.....	41
Employment Information	45
Employment Action Plan	57
Equalities Monitoring in Service Delivery	60
Equality Monitoring Form - Employment.....	68

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Introduction

This report tells you about our equality work between April 2012 and March 2013. We do this so that we fulfil our legal duties (under the Equality Act 2010, the Public Sector Equality Duty (general duty) and the specific duties for Wales).

The information below gives you more details about our equality work. In particular, it shows how we have collected and used information to help us meet the three aims of the general duty to:

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

It also tells you about:

- the action we took to implement our equality objectives;
- specified employment information; and
- other matters relevant to meeting the general duty and specific duties.

Background

The equality work of the council is guided by our Strategic Equality Plan.

http://www.valeofglamorgan.gov.uk/en/our_council/equalities_strategic_equality_plan.aspx

The Council approved the Strategic Equality Plan on 14 March 2012. Developing our Strategic Equality Plan involved:

- reviewing how much information there was on which protected groups were using our services;
- meeting with members of local bodies to identify if there were any common areas that we could work on together;
- reviewing other plans, such as the Community Strategy, Corporate Plan and the Equality and Diversity Scheme to identify potential areas for inclusion in the Strategic Equality Plan;
- arranging engagement events for organisations that have an interest in the needs of protected groups;
- attending meetings of organisations that have an interest in the needs of protected groups;
- consultation with the public, staff and trades unions;
- talking to people about what our priorities should be.

This helped us to develop equality objectives. The actions from equality objectives are put into the service plans. These plans guide the work of each service area (such as Housing, Visible and Social Services). Each service has to monitor its progress with the actions in the plan and report on this to senior management and elected members every three months.

The Leader of the Council is our equality champion. Directors of each service also take on a champion role. We are developing guidance on the role so that they know what is expected of them.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

We belong to both the Equality and Human Rights Commission and Welsh Local Government Association networks. This helps to keep us informed of equality issues and guidance.

Steps taken to identify and collect relevant information

We have collected equality information about service users for some time. We have placed employment monitoring information in Appendix 1 of this report.

We have not always collected and analysed information on our customers in the same way across the council. Also, we have not collected data on all protected groups. For this reason, we devised a new form and spoke to managers to explain the importance of using it.

In 2011, we looked at information collected in some key services:

- libraries;
- housing;
- public protection;
- housing benefit;
- social services.

In 2012, we started to monitor information about customers in some new service areas:

- registration;
- council tax;
- youth service.

When we looked at the information gathered, we considered:

- the comparison between 2011 and 2012 data;
- the systems used to gather the data;
- sample reports.

This helped us to identify gaps in the information. In discussing these gaps with managers, it was helpful to understand why they thought it would be difficult to ask extra questions about the protected characteristics of service users.

To help managers understand why the information needs to be collected, we used the guidance from Stonewall, as we did last year. The guidance can be found in Appendix 3.

How this information has been used to meet the three aims of the general duty

Libraries

Library staff record information about new members on a computer system when they join the library. This information is used to choose library books and materials that meet the needs of library users.

The library service promotes books likely to be of interest to protected groups. We discussed the possibility of collecting data on protected characteristics such as sexuality and religion. Library staff felt that this might be difficult to collect in some instances.

Vale of Glamorgan Council's Annual Equality Monitoring Report

1 April 2012 – 31 March 2013

The library service surveys its users every 3 years. In 2014, there will be a children's library survey. It is not appropriate to ask children about all protected characteristics. However, the library service may use data about disability and the Welsh language to develop the service in the future.

Housing

The housing service collects information on all protected characteristics for the following services:

- homelessness;
- 'Homes 4 U' applications;
- 'Supporting People' (people who have applied for or are in receipt of housing support).

We collect this information when people apply for a service. This means that we have this information about all housing service users.

This year, we analysed the data from the 'Supporting People' service. We can now see that the service is not reaching certain groups. We can now think about why this is happening and what we can do about it.

Public Protection

We survey customers to ask if they are satisfied with our service. We do this when they use a service such as the dog warden, licensing, or pest control service. At the moment, we do not ask about all protected characteristics.

We use the information to improve service delivery. Managers discuss it in their meetings.

Housing Benefit

In 2012, we sent people an equality monitoring form. We asked them to return it to us with their housing benefit application. They did not always return it.

In 2013, we decided to ask customers to complete the form when they visit the service desk. The results will be included in next year's report.

We have analysed the data that we had returned to us. It has helped us to work out the number of people likely to be affected by welfare reforms. We have also been able to put in place additional assistance and funds to help those with shortfalls.

Social Services

We must collect certain information in some of our social services. For example, we must ask about the race, religion or language of our service users. We keep this information on an electronic system. It is used in the assessment process.

We use the information to help us work out how much demand there is for these services. We have no plans to collect data on all of the protected characteristics at the moment.

Youth Service

We are including information on this service for the first time.

The service collects data when a new member registers with the service. This means that there is data about all members. The service uses the data to improve its services. We have agreed

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

that it is not appropriate to ask questions on some of the protected characteristics. However, the service will include more questions than it does at the moment.

Registration Service

We are including information on this service for the first time. We have looked at a sample of the data. It has been taken from 143 equality monitoring forms.

We have summarised information on these services in the table below.

Summary of Current Position

Service	Protected characteristics collected		How data is used	Current situation	Comments
	2011-2012	2012-2013			
Libraries	Age, sex, race, disability, Welsh language	Age, sex, race, disability, Welsh language	It is used to manage age-related policies and concessions; to develop services that meet the needs of people already using the library; and to find out whether specific groups of people are using the library.	Library staff use the data to help them understand who is using the service. They then use this information to meet the needs of these people. A major review of the library service took place during 2013.	In 2014, there will be a survey about library services for children.

Vale of Glamorgan Council's Annual Equality Monitoring Report

1 April 2012 – 31 March 2013

Service	Protected characteristics collected		How data is used	Current situation	Comments
	2011-2012	2012-2013			
Housing	All	All	By law, we have to assess the housing waiting list to see who is entitled to and in most need of housing.	We collect data but our systems are not able to easily analyse it.	Housing has a new computer system. We will be better able to analyse the data that we collect in 2013.
Public Protection	Age, sex, race, disability	Age, sex, race, disability, Welsh language	We use the data to find out if customers are happy with the service. We also use it to help us understand if we are providing a fair service.	We have analysed some of this data. In future, the survey will ask about Welsh language.	We are thinking about how we might survey more customers. This would give us a better understanding of how our service is viewed.
Housing Benefit	Age, sex, race, disability, Welsh language.	Age, sex, disability.	We use this information to help develop the service. We also use it in the assessment process.	We do not have a system that can record all protected characteristics at the moment.	We have no plans to change how we collect information as it is not relevant to how we provide the service.
Social Services	Age, sex, race, disability, religion, Welsh language	Age, sex, race, disability, religion, Welsh language.	We use the information to help develop the service. We also use it in the reports we have to produce by law.	We have not always recorded information. We now have procedures in place to make sure that we record this information regularly.	We will have more information for next year's report.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Service	Protected characteristics collected		How data is used	Current situation	Comments
	2011-2012	2012-2013			
Youth service	We did not include this area in last year's report.	Age, sex, race, disability, Welsh language.	By law, we must collect this data. We use the information to help us develop the service.	The form does not have questions on all protected characteristics.	We will update the form. People may not want to give us information on certain characteristics.
Registration Service	We did not include this area in last year's report.	Age, sex, race, religion, disability, Welsh language, pregnancy and maternity.	By law, we must collect this data. We use the information to help us develop the service.	The information we collect helps us meet the needs of our customers.	We have no plans to change what we do.

Reasons for not collecting relevant information

Some of the reasons for not collecting information include:

- gaps in staff knowledge;
- staff asking users for personal information face-to-face;
- users not wanting to complete another form on top of a long application form;
- concern that limited surveys do not reflect a true picture.

We encourage managers to explain how important this information is. It can be used to help improve services.

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

It is useful to provide a short outline of the work that we did to develop our objectives. You can find full details of this in our Strategic Equality Plan.

These were the main steps involved:

- we used national research produced by the Equality and Human Rights Commission to understand the issues – How Fair is Wales, Not Just Another Statistic;
- we looked at whether we had any information in the council to tell us more;
- we talked to groups representative of the interests of protected groups;
- we consulted more widely with our own staff and the public;

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

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

The equality objectives are about:

- improving how we collect and use equality information to monitor access to services;
- writing documents in plain language so that they are easy to read and understand;
- involving people from protected groups in developing, reviewing or changing services;
- raising awareness of equality legislation and the needs of protected groups;
- encouraging more people to report harassment and discrimination by using the hate crime helpline for better reporting of hate crimes;
- encouraging better use of domestic abuse support services;
- developing an action plan to tackle the gender pay gap.

We show our progress in the table below.

Summary of Progress with Equality Objectives	
Council's Objectives	Progress
Collect data and monitor access to services	<ul style="list-style-type: none"> • We developed a form to collect data. We based our form on the one that the Welsh Government had developed. • We surveyed staff in the summer of 2013 (computer survey and paper forms). • We worked with a number of services to gather information on service users. These services were libraries, housing, public protection, housing benefit, and social services. • We are now working with the Youth Service and Registration Service as well. • We are planning to work with the Council Tax department. • We must be careful to store information safely and in confidence, and have data protection processes and training in place.
Improve access to public documents	<ul style="list-style-type: none"> • We are reviewing the guidance we have. We are looking for ways to improve it. • We plan to train some of our staff to produce 'easy read' documents. • We produce some information in 'easy read' format already such as social services documents. •

Vale of Glamorgan Council's Annual Equality Monitoring Report

1 April 2012 – 31 March 2013

Council's Objectives	Progress
Raise awareness of equality responsibilities and needs of protected groups	<ul style="list-style-type: none"> • We found out about our training needs with a survey. • We planned what we needed to do to meet those needs. • We arranged short training sessions and e-learning. • We will also arrange training on the needs of specific protected groups. • We provide Show Racism the Red Card workshops in schools and youth clubs. • We have supported the annual schools calendar competition with Race Equality First.
Involve different groups of people when developing, reviewing or changing policy or services	<ul style="list-style-type: none"> • We have produced new guidance on how to engage. • We engage with people to help us understand the impact of our work.
Encouraging more reporting of harassment and discrimination (hate crime)	<ul style="list-style-type: none"> • We have reviewed our system for reporting hate crime. We have worked with staff in community cohesion, Safer Vale and our contact centre to help us do this. • We are planning to re-launch the help-line. • We have delivered hate crime training to our managers.
Increase awareness and confidence in use of domestic abuse support services	<ul style="list-style-type: none"> • We have a strong relationship with Atal y Fro. It is the only domestic abuse service in the Vale of Glamorgan. • We tell people about this service when we go out in the community. We tell them about where they can go for help. • We produce and circulate posters on domestic abuse. • We have a domestic abuse workplace policy. We have trained managers on this policy.
Develop an action plan to reduce the gender pay gap	<ul style="list-style-type: none"> • We have a job evaluation scheme in place. • We have put actions in the workforce plan to help us reduce the pay gap. • We have agreed with the trade unions to look at this issue in more detail.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Other Matters Relevant to the General Duty and Specific Duties

Engagement

Events

We make sure people can take part in engagement events. We print surveys in an easy to read format. This includes using larger font sizes. We tell people that they can ask for documents in other languages and formats.

Who we involve

We try to target the residents who will be most affected by changes in the work that we do. We include people from protected groups. We find these people by using a directory of local groups. This gives us a varied response.

Other organisations

We shared feedback with Local Service Board partners. We did this to help inform the work of other organisations in the Vale. We also set up a shared Local Service Board citizen's panel (Vale Viewpoint). This helps us to coordinate our consultation work with our partners, and to prevent groups and individuals being bombarded with lots of surveys and meetings.

Internal groups

There are a small number of service user groups. For example, there is a disability sport user group. We consult with such groups when it is appropriate.

Principles of engagement activity

In 2012, we agreed to use the 'National Principles for Public Engagement in Wales'. We try to make sure that any work carried out by our council is in line with these principles. We have agreed guidelines for managers to follow in engaging our community.

Recent engagement

We have consulted with a number of young and older residents on recent projects. Most of their feedback has been positive. In 2013, we asked more protected groups for feedback on our work than we have before. We are pleased that there is an improvement in the number of protected groups that we are involving.

Areas to improve

We would like to involve an even wider range of protected groups in our work, for example, gypsies and travellers. We will report on our progress in next year's report.

What are we doing to improve

We put in place a new public engagement strategy. Our Local Service Board supports this strategy. This will help us to coordinate our engagement work. It will also help to make our engagement activity consistent across the Vale.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Equality Impact Assessments

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

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

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

If you would like to view our published equality impact assessments, please use this link: http://www.valeofglamorgan.gov.uk/en/our_council/equalities/Equality-Impact-Assessments.aspx

Training

In 2012, we asked our managers to think about their training needs and those of the people in their team. We used a survey to do this. This helped us to plan training that would meet their needs.

One of the priorities was to make sure that staff knew about new equality law. We decided to do this in short two hour sessions. Shorter sessions make it easier for people to attend.

We also looked at e-learning modules. People can look at these on the computer at their desks. This can make it easier for some people to do the training.

We have since launched two e-learning modules. One of these tells staff the basic things they need to know about equality. The other tells staff how to assess the impact of their work on protected groups (equality impact assessments).

We hope to encourage more people to do training by making it easier to access.

We also asked managers about other types of equality training. This will help us plan training sessions that will help staff understand the needs of protected groups. For example, we are planning deaf awareness training.

We arranged training to raise awareness of hate crime. We worked with the Community Cohesion Officer to do this. This training has now taken place. We targeted staff in front line services such as the contact centre and housing.

There was mental health and domestic abuse training for staff in housing services.

'Show Racism the Red Card' Campaign

We continue to work with Show Racism the Red Card. This is a charity that works with young people to raise awareness of racism and homophobia. It uses footballers and other sports stars as role models to do this. They talk to children and young people about racism and provide football training sessions.

Vale of Glamorgan Council's Annual Equality Monitoring Report

1 April 2012 – 31 March 2013

There were 91 workshops in 39 places of education, including:

- primary schools;
- secondary schools;
- youth clubs;
- pupil referral units;
- secure units.

They met with 2,447 children and young people. We provided extra funding so that 963 more young people could attend the workshops. This was a 60% increase on the year before.

After the workshop, 94% of young people said that they knew more about racism. It helped them to stop using and accepting racist language – reducing from 37% to 1.3%. When asked three months later, 59% of young people said that the workshops had helped them to treat people better.

Show Racism the Red Card run an annual competition. Pupils from 29 schools in the Vale registered and 10 entered a range of art and mixed media work. This included short films showing good approaches for dealing with racism.

There were three winners from the Vale at the prize giving ceremony. Prizes included vouchers, tablet computers, match tickets and the opportunity to meet the Welsh rugby team. As a result, this competition is extremely popular with children and young people.

Race Equality First

We funded Race Equality First to help us with some equalities work. It helped us to:

- set up two community groups to assist BME women in the Vale;
- set up a forum to bring together BME people of all ages;
- support a group for Black and minority ethnic women – the Rainbow Group - to participate in sports and physical activity;
- set up a network for migrant workers living and working in the Vale.

It also produced an anti-racism calendar. Eleven schools from the Vale of Glamorgan took part. There were seven winners. Race Equality First put the artwork of the winners in the calendar. It also gave the children and their schools certificates and vouchers for their work.

Anti-Discrimination Advice Service

In September 2012, we funded the Citizen's Advice Bureau (CAB) to provide this service for us. The new service supports each of the protected groups. It is available one day a week in the office in Barry.

The confidential service offers:

- free and fair advice;

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

- casework handled by experienced workers who have had training on discrimination;
- a drop in service on Thursday mornings 9.30 – 11.30;
- advice at other times.

The CAB is now more involved in equality issues. It is involved in:

- the ASK pilot – asking whether domestic violence is a part of the reason for seeking advice on debt and welfare benefits;
- a British Sign Language focus group to improve the service for the deaf community;
- a domestic violence forum in Cardiff;
- an anti-trafficking forum in Cardiff.

The Rainbow Group

The Council has supported the Rainbow Group to become independent. Its members are women from Black and minority ethnic backgrounds. The group has helped women to use and arrange leisure services. They are now able to attend women-only swimming sessions and yoga. They also began Zumba classes and now meet regularly.

We are able to consult them about council services from to time.

Gypsy and Traveller Reporting Forum and Reporting System

For the last few years, we have had a Gypsy and Traveller Forum. We continue to support this. It includes people from services that work with Gypsies and Travellers. These include:

- Cardiff and Vale University Health Board;
- Community Safety;
- Environmental Health;
- Estates;
- Legal Services;
- Pupil Support services;
- South Wales Police Minority Support Unit.

The group makes sure there are systems in place to support gypsies and travellers when they arrive in the area. There are systems to report new arrivals; assess welfare needs; and share information.

We monitor our site reporting system. When officers find out there is a new Gypsy or Traveller site, they report it to the Council's Contact One Vale contact centre. We share this information with the other members of the group.

We continue to have a service level agreement with the Cardiff Gypsy and Traveller Project. This organisation makes the first contact with Traveller families when they arrive

Vale of Glamorgan Council's Annual Equality Monitoring Report

1 April 2012 – 31 March 2013

in the area. It finds out about such matters as welfare needs and length of stay. It then passes this information to our contact centre. The contact centre passes the details to the members of the forum. The system has been used on a few occasions. We continue to check and improve the system.

The Two Ticks Scheme

The Council meets the requirements of the Two Ticks Scheme. This is a scheme which helps disabled job applicants. Where a disabled applicant meets the essential criteria for the job, we interview that person.

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

- **Accessible interviews**

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

- **Interview location**

We arrange for a visit to the interview location before the interview. We can then make adjustments or adaptations before the interview if they are needed.

- **Developing abilities**

We make sure that there is an opportunity for people to develop and use their abilities through the Personal Development Review system.

- **Supporting employees**

We support employees to stay in employment if they become disabled.

- **Raising awareness**

We raise the awareness of our employees about disability.

- **Reviewing the scheme**

We check each year how the scheme is running, plan improvements and tell the Employment Service about our progress and plans.

Orange Wallet scheme

We lead on an all Wales project to provide easier access to public transport. Throughout Wales, major bus and train companies have told their staff about the new bright orange wallet. The wallet is free to the public on request.

Staff know that the person has a hidden disability when they see the wallet. They then know that the person may need patience and some extra help. The person may put information in the wallet to explain his or her needs.

Autism project

We took the lead on a pilot project for children and young people with autism. We provided them with exclusive use of the Jump soft play centre. We received funding for this as part of the Welsh Government's Autism strategy. A group called Autism Puzzles runs the project. There were enough young people joining in for the service to carry on when funds ended.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Autism Training

We have provided training to staff who work with children and adults. A number of teams with good knowledge of autism have been involved in developing this training. This includes the autism team in Adult Services and specialist staff from Ashgrove School. We have also provided training on things like the new 'autism diagnostic pathway' for children.

We have trained a number of teams, including:

- health visitors;
- school nurses;
- education staff;
- families and children team (FACT);
- the homeless centre in Cardiff;
- the eating disorders team at the health board.

Employment project

We ran a pilot project to deliver job skills seminars to adults on the autistic spectrum. The Welsh Government funded this project with a grant. It is known that adults on the autistic spectrum find it very difficult to get and keep a job.

The seminars were successful. We have got more funding to develop the training materials for other organisations in Wales to use.

Adult Autism Advice

We led a project to provide support for adults on the autistic spectrum. The project was to give a low level of support to adults who are not eligible for help from social services or the mental health team. We had funding from the Welsh Government to run this project in the Vale of Glamorgan, Cardiff, Rhondda Cynon Taff and Merthyr.

The project gave a point of contact, advice and signposting for adults. It continues in 2013-14.

An Accessible Council Chamber

Our Council Chamber had limited accessibility as it was on several levels. We needed to do something about this. We made a level floor area within the Chamber and the Public Gallery so that anyone could access the area. We have put in a platform lift.

The furniture we have chosen can be moved around so that the room can be used for different purposes. There is a ramp to access the platform in the chamber. We can remove the platform to make more space.

We have put in electronic equipment. It includes:

- a camera;
- a hearing loop;
- a radio conference system.

We are able to webcast events.

Vale of Glamorgan Council's Annual Equality Monitoring Report

1 April 2012 – 31 March 2013

By making these improvements, we have made it easier for more people to be involved in local politics. The scheme has been shortlisted for the Diverse Cymru Access Award 2013.

Extra Care Housing Project for Older People

We have a housing project in the centre of Barry. It is for older people over 55 years of age who need extra care. People will start to live there in July 2014.

In this project, we are working with Hafod Care Association to provide 42 new homes. They will be affordable homes for older people to rent. We aim to provide good quality houses that meet the long term needs of residents. They will have disabled access. There will be a mixture of one and two bedroom apartments. There will also be a restaurant, laundry, and hairdresser.

To apply for this housing, residents must be in receipt of social care.

Welfare Reform

We have been running welfare reform workshops. These workshops are for people who get welfare benefits. They tell people about benefit changes such as the 'bedroom tax'.

Only a few people in the Vale of Glamorgan were affected by the benefits cap. However, there was a big impact on the people who were affected.

Digital Inclusion

We launched a new website in June 2013. We wanted as many people to be able to use it as possible. For this reason, we have installed 'Browse Aloud'. This makes our website easier to use by people with sight problems or literacy issues. Browse Aloud highlights text and reads it aloud.

We used a survey to find out how many people have access to the internet. We found out that 70% of our residents have access to the internet. People can get help in local libraries to use online services. This help is particularly targeted at older and disabled people.

We have made our website easier for younger people to use. It is now compatible with tablets and smartphones. We are active on social media. We have 7,500 people who follow us on Twitter. It is a good way of getting fast feedback from our residents. We also provide free WiFi in council buildings.

An independent company, Sitemorse, checks on the ease of use of council websites. Recently, it said our website was the second best in Wales and the eleventh best in the United Kingdom in terms of accessibility.

Arts Development

We have set up a young critics project. It is aimed at getting more young people interested in the arts. We invite them to attend events and exhibitions at our Arts Connect venues. These venues include the Memo Arts Centre, St Donat's Arts Centre and our galleries. We ask them to write a critique or a review on a website created for this purpose.

Vale of Glamorgan Council's Annual Equality Monitoring Report

1 April 2012 – 31 March 2013

We have a project called 'Being Creatively Active'. We have received some funding for this from the Arts Council. It is part of our Arts Connect work. It brings art to looked after children and older adults with dementia. Research shows that these groups do not take part in arts as much as other groups. It also shows that when they do take part, their confidence and wellbeing improves.

Disability Sport

Play

In school holidays, our Sports & Play Development Team run play schemes. Children can attend the play scheme whether or not they have a disability. We provide support to children if they need it so that they can join in.

We can provide help in several ways. We can provide:

- personal support;
- personal care;
- a nurse to give medication;
- help with transport;
- special equipment.

The Welsh Government gives us funds to help provide support for disabled children. This comes from the 'Families First' programme. The play schemes have been well attended and feedback on them has been extremely positive.

Sports

The Sports & Play Development Team runs programmes that anyone can join in. They also run programmes aimed at particular groups. We list some of these below.

- **Dragon Sport Scheme**

This scheme is for 7-11 year old children. The team works with children with disabilities in special schools. They train older pupils to work with younger children. The children develop key skills by doing this, such as leadership and communication. The team also encourages more girls to join in the activities.

- **'5 x 60' Scheme**

This scheme is for 12-16 year old children. There is a plan for 60 minute sessions five times every week in each secondary school. This is in addition to sports in the school timetable. The scheme aims to encourage more girls and more disabled pupils to join in sports.

- **Ribbon Insport Award**

The Sports & Play Development Team has gained the Ribbon Insport Award. This was because of our commitment to sports for everyone. We are working towards achieving the bronze award.

Vale of Glamorgan Council's Annual Equality Monitoring Report

1 April 2012 – 31 March 2013

- **Disability Sports Officer**

The Disability Sports Officer helps to develop the knowledge and skills of the Sports Development Team. This is so team members can develop sports opportunities that anyone can join in.

The team works with sports clubs in the Vale of Glamorgan. It helps clubs put long term plans in place. This includes thinking about how disabled people and females can join in.

- **Disability Sports Programme**

The programme includes 19 community clubs, 17 activities in leisure and day centres, and 18 activities in schools.

13 clubs have achieved Ribbon InSport accreditation and 1 has achieved bronze accreditation. This shows their commitment and ability to provide sport for disabled people.

There are 'Swimability' lessons for disabled people in leisure centres.

The Team works with local coaches, volunteers, young people and teachers. It helps them understand how to involve disabled people in their sports activities.

- **Partnership Projects**

The Sports and Development Team works with a number of partners to develop talented disabled people. Projects include:

- the Disability Swimming Academy for talented disabled swimmers in partnership with Swim Wales and Parkwood Leisure;
- links to the Welsh Disability Football Academy;
- links to the Welsh Federation of Disability Sport Academy.

- **Additional work**

Other work includes:

- leisure centres using positive images in posters and advertising;
- an exercise referral scheme to help people recover from illness.

Job Evaluation

We have a job evaluation scheme in place. Job evaluation makes sure that there is a systematic way of deciding on pay for a job. This results in equal pay for work of equal value. The results of job evaluation are linked to our pay and grading system. We put in place a pay and grading system on 1 March 2012. Achieving this helps us to pay people fairly.

There are other factors that affect people's pay such as the type of jobs that they choose to do. Men and women often choose to do jobs that men and women have traditionally done. We call this occupational segregation. It often plays a part in there being a gap between the pay of men and women – a gender pay gap.

We are planning ways to help reduce the gender pay gap as part of the council's Workforce Plan. We put this plan in place in 2013.

Vale of Glamorgan Council's Annual Equality Monitoring Report

1 April 2012 – 31 March 2013

The Workforce Plan (2013 – 2017)

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

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

This helps us to continue to provide our services at a time when there are many financial challenges. We plan to make sure that the make-up of our workforce is similar to the make up of the local community in terms of protected groups. As part of this, we will also think about how we can deal with the gender pay gap.

Specified employment information, including information on training and pay

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

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

During the year that we are reporting on, we have continued to develop new systems. This will let us report on more protected characteristics in the future. We will be able to collect and record information on:

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

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

We updated the employment equalities monitoring form (Appendix 4). We use this form to collect information when people apply for jobs. We now ask about all protected characteristics on the form.

Vale of Glamorgan Council's Annual Equality Monitoring Report

1 April 2012 – 31 March 2013

We developed a staff survey. We used this to ask staff about all protected characteristics. We improved the way we record this information. Doing this helps to improve what we know about protected groups within our workforce.

We have looked at the information that we have collected. You can see what we have found out in Appendix 2 of this report. There is also an action plan. It shows what we have done since last year and what we will do to deal with concerns in the future.

We will continue with this work. We want to be able to report on all protected characteristics from next year. In February 2012, we set up a group to make these improvements. To do this, we:

- agreed a plan;
- looked at guidance from the Welsh Government, Welsh Local Government Association and the Equality and Human Rights Commission;
- attended workshops run by the Welsh Local Authority Association;
- discussed improvements and how to report on these.

We have not collected all the information needed to meet the general and specific duties. The reasons for this are:

- reporting systems need further updating;
- extra and up-to-date data on protected characteristics needs to be collected;
- limited guidance meant we had to clarify what we had to report on.

Even when these improvements are made, we think that some people will choose not to tell us about their protected characteristics. We have encouraged people to do so by explaining:

- why we are asking for this information; and
- how we can use it to better meet their needs.

The information for this report comes from systems in Human Resources and Financial Services. This means that the information is as correct and complete as possible. We know that we will need to continue to work on this information for future reports and to meet the requirements of the general duty.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

How to contact us

If you would like to give us feedback on this report, here are our contact details:

Linda Brown or Nicola Hinton
Corporate Equality Officer
Corporate and Customer Services
Civic Offices
Holton Road
Barry
CF63 4RU

01446 709362

ljbrown@valeofglamorgan.gov.uk or nhinton@valeofglamorgan.gov.uk

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Appendix 1

Monitoring of Service Use

We are collecting more information about the people who use our key services. We do this in more service areas than we have before. We now need to think about how we use this information. We want to be able to check if a diverse range of people are using them.

There are some gaps in our information. We do not always use the data to improve services. We will work on this in 2014.

We will train staff so that they know how to analyse data. We will use our current data in the training workshops. This will help us begin to understand how to improve our services. We will also assess the impact of the work of these services on protected groups.

We will continue to encourage more services to work in this way. This will help build a wider understanding of who uses our services.

Overview

Service	Current provision	Planned Action
Library	We have data on almost 65,000 people who belong to the library. We now need to analyse this data.	We will train managers so that they can understand the data we have. We will then be able to highlight strengths and weaknesses of the service. We will also be able to see what we need to improve.
Public Protection	We have data from a survey that a small number of people answered (577 people). We now need to look at this information to understand what it is telling us.	We will survey a larger number of people. We will train managers so that they can understand the data we have. We will then be able to highlight strengths and weaknesses of the service. We will also be able to see what we need to improve.
Social Services (Adults)	We have collected data from 5, 240 people. We now need to look at this to understand what it tells us about our service.	We will train managers so that they can understand the data we have. We will then be able to highlight strengths and weaknesses of the service. We will also be able to see what we need to improve.

Vale of Glamorgan Council's Annual Equality Monitoring Report

1 April 2012 – 31 March 2013

Service	Current provision	Planned Action
Housing Service	We have collected data and looked at it to see what it says about our service. We have compared this to the information for 2011. We can see where we might be able to make some improvements.	We will continue to collect data and analyse it as we do now. We will use this to help improve our service.
Housing & Council Tax Benefits.	We have collected data on a large number of people (11,847). We need to look at this information to understand what it says about our service.	We will train managers so that they can understand the data we have. We will then be able to highlight strengths and weaknesses of the service. We will also be able to see what we need to improve.
Youth Service	This is the first time we have reported on this service. We have data on about 1500 young people. We need to look at this to see what it is telling us about our service.	We will train managers so that they can understand the data we have. We will then be able to highlight strengths and weaknesses of the service. We will also be able to see what we need to improve.
Registration Service	We have data from a survey that a small number of people answered (143 people). This is sensitive data. We now need to look at this information to understand what it is telling us.	We will train managers so that they can understand the data we have. We will then be able to highlight strengths and weaknesses of the service. We will also be able to see what we need to improve.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Library & Information Service Equality Monitoring Data

Age

	Barry	Cowbridge	Dinas Powys	Llantwit Major	Library Resources	Mobile	Penarth	Rhoose	St Athan	Sully	Vale Reserves	Wenvoe	Total
Adults & others													
Adults 18 - 59	14365	3138	1592	3170	16	247	8179	784	221	133	17	157	32019
Adults 60 and over	4045	1798	954	1197	9	326	3420	366	112	110	2	109	12448
Joined to use books on prescription	75	1	6	8	0	1	1	0	0	0	0	0	92
Community library	0	0	0	1	1	0	0	0	0	0	0	0	2
Child Minder	24	7	4	2	0	0	0	2	0	0	0	0	39
Computer use only	4	15	0	3	0	0	1	0	0	0	0	0	23
Concession	148	31	15	12	1	8	64	4	4	3	0	0	290
Concession for CDs	6	0	3	0	0	0	3	0	2	0	0	0	14
Group membership	0	0	1	1	0	0	0	1	2	1	0	0	6
Home library service	11	6	2	15	0	13	4	1	1	0	0	1	54
Inter library loan	0	0	0	0	1	0	0	0	0	0	0	0	1
Library	5	1	2	1	5	0	4	1	0	0	4	3	26
Play group	14	7	2	0	0	9	3	1	0	0	0	0	36
Residential home	6	1	0	0	0	21	7	0	0	0	0	1	36

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Reading group	14	17	2	4	0	0	24	1	4	2	0	1	69
	Barry	Cowbridge	Dinas Powys	Llantwit Major	Library Resources	Mobile	Penarth	Rhoose	St Athan	Sully	Vale Reserves	Wenvoe	Total
Staff	63	15	7	14	8	1	27	3	0	0	0	0	138
Teacher	125	32	12	19	0	67	67	3	1	0	0	1	327
Visitor	151	22	15	7	0	0	73	3	1	0	0	1	273
Vale Staff	2	0	0	1	6	0	0	0	0	0	0	0	9
Website joiner	476	0	0	0	0	0	1	1	0	0	0	0	478
Young adults 16/17	791	187	119	161	0	33	388	66	21	9	0	18	1793
	20325	5278	2736	4616	47	726	12266	###	369	258	23	292	48173
Children													
Books for babies	300	49	31	67	0	0	73	14	5	0	0	6	545
Books on prescription for child	2	1	0	0	0	0	1	0	0	0	0	0	4
Child	84	39	16	31	0	13	33	21	11	0	0	19	267
Child 0	496	119	43	184	0	9	282	47	17	4	3	6	1210
Child 11	558	136	65	149	1	19	274	56	27	12	0	23	1320
Child 3-6	1342	437	150	364	0	22	897	179	67	29	2	22	3511
Child 7-10	1968	530	269	479	1	58	993	191	86	48	1	58	4682
School class use	6	12	19	19	0	28	2	19	8	0	1	6	120
Teenager 12 - 14	1517	341	249	323	0	68	827	193	56	39	1	41	3655
Teenager 15	325	77	64	102	0	20	236	44	15	11	0	12	906
TOTAL	6598	1741	906	1718	2	237	3618	764	292	143	8	193	16220

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Total borrowers	26923	7019	3642	6334	49	963	15884	###	661	401	31	485	64393
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Sex

Gender	Barry	Cowbridge	Dinas Powys	Llantwit Major	Library Resources	Mobile	Penarth	Rhoose	St Athans	Sully	Vale Reserves	Wenvoe	Total
Unknown	757	109	85	159	7	16	130	63	20	4	2	46	1398
Male	10811	2659	1327	2386	10	301	6108	762	232	147	11	167	24921
Female	15355	4251	2230	3789	32	646	9646	1176	409	250	18	272	38074
Total	26923	7019	3642	6334	49	963	15884	2001	661	401	31	485	64393

Disability

Type of Disability	Barry	Cowbridge	Dinas Powys	Llantwit Major	Library Resources	Mobile	Penarth	Rhoose	St Athan	Sully	Wenvoe	Total
Learning Disability	213	11	14	23	0	1	53	2	2	1	0	320
Movement disability	150	9	21	10	1	14	73	3	1	1	1	284
Walking Disability	160	22	36	22	0	10	79	6	8	10	3	356
Hearing Disability	128	32	43	18	0	3	69	2	1	5	1	302
Visual Disability	123	25	26	20	0	6	80	8	3	2	0	293
Total	774	99	140	93	1	34	354	21	15	19	5	1555

Race

	Barry	Cowbridge	Dinas Powys	Llantwit Major	Library Resources	Mobile	Penarth	Rhoose	St Athan	Sully	Vale Resources	Wenvoe	Total
Asian	317	39	19	12	0	0	236	4	6	5	1	7	646
Black	103	9	12	14	0	1	46	4	1	5	0	2	197
Chinese	74	7	3	2	0	2	64	4	0	1	0	0	157
Mixed Race	321	38	33	12	0	3	144	9	3	4	0	2	569

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

White	22984	5631	2825	5391	24	419	13326	1499	612	368	25	310	53414
None given	564	30	41	53	1	235	34	9	14	1	4	5	991
No data	2560	1265	709	850	24	303	2034	472	25	17	1	159	8419
Total	26923	7019	3642	6334	49	963	15884	2001	661	401	31	485	64393

Welsh Language

Number of people interested in materials for Welsh learners

	No	Interested	No Data	Total
Barry	8564	1395	16964	26923
Cowbridge	2611	482	3926	7019
Dinas Powys	992	204	2446	3642
Llantwit Major	2488	475	3371	6334
Mobile	451	32	480	963
Penarth	5154	1414	9316	15884
Rhose	752	31	1218	2001
St Athan	305	132	324	661
Sully	171	7	223	401
Vale Resources	22	3	6	31
Wenvoe	114	8	363	485
Total	21641	4085	38667	64393

Number of people interested in materials for Welsh speakers

	No	Interested	No Data	Total
Barry	9333	734	16856	26923
Cowbridge	2934	301	3784	7019
Dinas Powys	1094	109	2439	3642
Llantwit Major	2852	148	3334	6334
Library Resources	19	0	30	49
Mobile	469	18	476	963
Penarth	6258	428	9198	15884
Rhose	770	20	1211	2001

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

St Athan	330	10	321	661
Sully	181	3	217	401
Vale Resources	26	0	5	31
Wenvoe	110	8	367	485
Total	24376	1779	38238	64393

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Housing Services Equality Monitoring Data

People who applied for housing related support

Gender

	Male		Female		Total	
	Number	%	Number	%	Number	%
Total	99	37.64	164	62.36	263	100

Age Range

	Male		Female		Total	
	Number	%	Number	%	Number	%
16-25	53	28.96	97	35.92	150	33.11
26-40	55	30.05	76	28.14	131	28.91
41-60	57	31.14	73	27.03	130	28.69
60 and over	18	9.83	24	8.88	42	9.27
Unknown	0	0	0	0	0	0
Total	183	100	270	100	453	100

Ethnicity

	Male		Female		Total	
	Number	%	Number	%	Number	%
White – Welsh	97	53	146	54.07	243	53.64
Mixed – White and Black Caribbean	0	0	2	0.82	2	0.44
Mixed – White & Asian	1	0.54	0	0	1	0.22
Other	2	1.09	4	1.64	6	1.32
White – British	40	21.85	78	32.09	118	26.04
White – English	7	3.82	11	4.52	18	3.97
White – Irish	1	0.54	0	0	1	0.22
White – Scottish	2	1.09	1	0.41	3	0.66

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

	Male		Female		Total	
	Number	%	Number	%	Number	%
Black Caribbean	1	0.54	0	0	1	0.22
White Gypsy/Traveller	2	1.09	0	0	2	0.44
Arab	0	0	1	0.41	1	0.22
Unknown	30	16.39	27	11.11	57	12.58
Total	183	100	243	100	453	100

Religion

	Male		Female		Total	
	Number	%	Number	%	Number	%
Agnostic	0	0	2	0.74	2	0.44
Atheist	2	1.09	4	1.48	6	1.32
Buddhist	2	1.09	1	0.37	3	0.66
Christian	33	18.03	52	19.25	85	18.76
Muslim	1	0.54	1	0.37	2	0.44
No Religion	86	46.99	141	52.22	227	50.11
Other	4	2.18	11	4.07	15	3.31
Sikhism	1	0.54	0	0	1	0.22
Unknown	54	29.5	58	21.48	112	24.72
Total	183	100	270	100	453	100

People in receipt of housing related support.

Gender*

Male		Female		Total	
Number	%	Number	%	Number	%
99	37.64	164	62.36	263	100

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Age Range*

Age	Number	%
16-25	60	22.3
26-40	85	31.59
41-60	91	33.82
60 and over	33	12.26
Total	263	100

Ethnicity*

White	
Welsh	153
English	14
Scottish	1
Northern Irish	0
British	88
Gypsy or Irish Traveller	2
Irish	0
Any other White Background	0

Mixed / multiple ethnic groups	
White & Black Caribbean	2
White & Black African	0
White & Asian	1
Any other mixed / multiple	0

Asian / Asian British	
Indian	1
Pakistani	0
Bangladeshi	0
Chinese	0
Any other Asian background	0

Black/African/Caribbean/Black	
African	0
Caribbean	0
Any other Black / African /	0

Other ethnic group	
Arab	0
Any other ethnic group	1

* Extracted 3rd September 2013

Analysis of supporting people data 2012-13

Gender

Applied for support		
Total	Female	Male
453	270 (59.60%)	183 (40.40%)

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Receiving support		
Total	Female	Male
263	164 (62.36%)	99 (37.64%)

Analysis

Most people who applied for housing related support are female. Most people who got housing related support are female. About 60% of those who applied for and received benefits are female. About 40% of those who applied for and got benefits are male.

Age

Applied for support				
Total	16 - 25	26 - 40	41 - 60	60 and over
453	150	131	130	42

In receipt of support				
Total	16 - 25	26 - 40	41 - 60	60 and over
263	60	85	91	33

Analysis

Most people who applied for support were between 16 and 25 years of age. Most people who got support were between 41 and 60 years of age. They got about a third of all housing related support.

Ethnicity

Ethnicity	Applied for support	In receipt of support
White – Welsh	243	153
White – British	118	88
White – Scottish	3	1
White – English	18	14
White – Irish	1	0
Ethnicity	Applied for support	In receipt of support

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

White – Gypsy/Traveller	2	2
Mixed White & Black Caribbean	2	2
Mixed White & Asian	1	1
Indian	0	1
Arab	1	0
Black Caribbean	1	-
Other	6	1
Unknown	57	-

Analysis

Most people who applied for support said they were White Welsh. The next biggest groups were White British, White Scottish, White English and White Northern Irish.

Most people who got support said they were White Welsh. The next biggest groups were White British, White Scottish, and White English.

Ethnicity	% applying for support	% receiving support	% Vale of Glamorgan
White Welsh	53.64	58.17	-
White British	26.04	33.47	-
White English	3.97	5.32	-
White Scottish	0.66	0.38	-
White Northern Irish	0.22	-	-
Total	84.53	97.34	94.36

This was similar to the make up of the population of the Vale of Glamorgan. The 2011 census records show that there were 126,336 people living here. There were 119,212 or 94.36% people who said they were White English, Welsh, Scottish, Northern Irish or British.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Homelessness

Gender and Age

People or households who were eligible, unintentionally homeless and in priority need.

Gender	Age	2007 - 2008	2008 - 2009	2009 - 2010	2009 - 2010	2011 - 2012	2012 - 2013
Male	Age 16-17	15	15	10	15	5	1
	Age 18-24	20	20	15	20	15	21
	Age 25 and over	40	75	45	50	45	63
	Total	75	105	70	80	65	85
Female	Age 16-17	20	35	35	25	10	4
	Age 18-24	40	55	35	65	80	45
	Age 25 and over	85	85	50	65	90	64
	Total	145	175	115	155	175	113
Total	Age 16-17	35	45	45	40	15	5
	Age 18-24	65	70	45	85	95	66
Total	Age 25 and over	120	160	95	115	130	127
	Total	220	280	185	235	245	198

Ethnicity

People or households who were eligible, unintentionally homeless and in priority need.

Ethnicity	2007 - 2008	2008 - 2009	2009 - 2010	2010 - 2011	2011 - 2012	2012 - 2013
White	215	275	185	230	245	193
Non-white ethnic groups	*	*	*	10	*	*
Mixed	*	*	*	*	*	1
Asian or Asian British	*	*	*	*	*	2
Black or Black British	*	*	*	*	*	2
Chinese or any other ethnic group	*	*	*	*	*	*
Ethnic origin not known	*	*	*	*	*	*
Total	220	280	185	235	245	198

* Under data protection law, we are not able to disclose this data or it is not sufficiently robust for publication.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Public Protection Service Equality Monitoring Data

What would you describe your ethnic origin as?

Response	Percentage	Absolute numbers
White British	48.6%	54
White English	6.3%	7
White Northern Irish	0	0
White Scottish	0	0
White Welsh	36.9%	41
White Irish	0	0
Gypsy or Irish Traveller	0	0
Any other white background - Italian - European	1.8%	2
White and Black Caribbean	0	0
White and Black African	0	0
White and Asian	1.8%	2
Any other mixed/ multiple ethnic background	0	0
Bangladeshi	0	0
Pakistani	0	0
Indian	0	0
Chinese	0	0
Any other Asian Background	0	0
Black British	0	0
Black African	0	0
Black Caribbean	0	0
Any other Black/ African/ Caribbean background	0	0
Arab	0	0

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Financial Service Equality Monitoring Data

All claimants total rent when in receipt of IS/JSA(IB)/ESA(IR)/PC (GC)							
Local Authority tenants							
1	Tenants with Rent Rebate	1(a)	248	JSA(IB)	1(b)	1847	IS/ESA(IR)/PC
Private tenants (including HA & RSL tenants)							
2	Tenants with Rent Allowance	2(a)	787	JSA(IB)	2(b)	2831	IS/ESA(IR)/PC
Working Age (claimant and partner both aged under 60)							
3	Tenants with Rent Rebate	3(a)	248	JSA(IB)	3(b)	881	IS/ESA(IR)
4	Tenants with Rent Allowance	4(a)	787	JSA(IB)	4(b)	2033	IS/ESA(IR)
				Average weekly eligible rent (52 week basis)			Average weekly Housing Benefit (52 week basis)

Working age housing benefit tenants on income support/jobseekers – income based or employment and support allowance income based = 3949

Working Age (claimant and partner both aged under 60) Continued							
Caseload				Average weekly eligible Council Tax (52 week basis)	Average weekly Council Tax Benefit (52 week basis)		
				£	£		
20	Recipients of main Council Tax Benefit	20(a)	4239	20(b)	16.72	20(c)	16.54
21	Second Adult Rebates	21	0				
22	Total number of cases in receipt of both HB and CTB	22	3699				
Elderly (claimant or partner in receipt of PC(GC))							

Working age council tax benefit tenants on income support/jobseekers – income based or employment and support allowance income based = 4239

Working age tenants on income support/jobseekers – income based or employment and support allowance income based claiming both housing benefit and council tax benefit = 3699

Total housing benefit only claims $3949 - 3699 = 250$

Total council tax benefit only claims $4239 - 3699 = 540$

Total joint = 3699

Total working age caseload on above benefits = 4489

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Elderly (claimant or partner in receipt of PC(GC))							
23	Tenants with Rent Rebate		23	966	PC (GC)		
24	Tenants with Rent Allowance		24	798	PC (GC)		
		Caseload		Average weekly eligible rent (52 week basis)		Average weekly Housing Benefit (52 week basis)	
				£		£	
25	Tenants with Rent Rebate	25(a)	966	25(b)	79	25(c)	78.1
				£		£	

Pension age housing benefit tenants on guarantee pension credit = 1764

		Caseload	Eligible Council Tax (52 week basis)	Council Tax Benefit (52 week basis)			
			£	£			
38	Recipients of main Council Tax Benefit	38(a)	3206	38(b)	17.96	38(c)	17.81
39	Second Adult Rebates	39	0				
40	Total number of cases in receipt of both HB and CTB	40	1697				

Pension age council tax benefit tenants on guarantee pension credit = 3206

Pension age tenants on guarantee pension credit claiming housing benefit and council tax benefit = 1697

Total pension age on guarantee pension credit claiming housing benefit only = 1764 – 1697 = 67

Total pension age tenants on guarantee pension credit claiming council tax benefit only = 3206 – 1697 = 1509

Total pension age guarantee credit tenants = 3273

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

A. Working Age

	Working age single claimants			Working age claimants with partners			Working Age Totals
	Disability/Severe Disability/Enhanced Disability Premium	Family or Family (Lone Parent) Premium	Other	Disability/Severe Disability/Enhanced Disability Premium	Family or Family (Lone Parent) Premium	Other	
	1	2	3	4	5	6	7
01	9	150	45	15	83	9	311
02	52	26	40	10	2	0	130
03	31	739	182	50	301	27	1330
04	119	80	115	13	14	4	345
						19	1
	36	737	194	76	352	36	1431
	179	99	189	32	22	4	525
						22	0
Total number of Working Age cases in receipt of both HB and CTB							1664

Total working age tenants claiming housing benefit not on passported benefit = 2116

Total working age tenants claiming council tax benefit not on passported benefit = 1956

Total working age tenants claiming housing and council tax benefit not on passported benefit = 1664

Total working age housing benefit only tenants = 2116 – 1664 = 452

Total working age council tax benefit only tenants = 1956 – 1664 = 292

Total working age caseload not on passported benefit = 2408

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

B. Elderly

Elderly Single Claimants		Elderly Claimants with partners			Elderly Totals
Without Savings Credit	With Savings Credit	Without Savings Credit	With Savings Credit		
1	2	3	4	5	
12	0	10	0	22	
163	134	55	33	385	
19	0	19	0	38	
127	99	49	52	327	
			40	0	
32	0	55	0	87	
491	480	267	247	1485	
			43	0	
Total number of Elderly cases in receipt of both HB and CTB			667		

Total pension age tenants claiming housing benefit not on guarantee credit = 772

Total pension age tenants claiming council tax benefit not on guarantee credit = 1572

Total pension age tenants claiming housing and council tax benefit not on guarantee credit = 667

Total pension age housing benefit only tenants = $772 - 667 = 105$

Total pension age council tax benefit only tenants = $1572 - 667 = 905$

Total pension age caseload = 1677

Total caseload at 31.03.13 = $1677 + 2408 + 3273 + 4489 = 11847$

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Youth Service Equality Monitoring Data

Sex

Male	875
Female	706

Age

Age	Male	Female
Not Known	6	1
8	2	-
9	1	-
10	8	15
11	49	58
12	86	106
13	118	92
14	145	130
15	146	117
16	115	80
17	103	52
18	37	32
19	27	10
20	14	7
21	6	2
22	5	1
23	4	2
24	1	1
25	2	-

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Race

AIBR Asian or Asian British	7
BLBR Black or Black British	8
MDBA Mixed or Dual Background	41
MOTH Any other Mixed Background	1
MWAS White and Asian	3
MWBA White and Black African	1
NOBT Information not yet obtained	370
OOH Any other ethnic group	3
REFU Refused	2
WBRI White British	255
WHIT White	820
WIRI White Irish	1
WOTH Any other White background	4
WWEL White Welsh	63
WHIT White	2

Welsh Language

Knowledge of Welsh	
Yes	47
Fluent	144
Little Knowledge	366
No Knowledge	875
Some Knowledge	148

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Social Services (Adult) Equality Monitoring Data

Race

Number of clients	Ethnicity
4889	A1 - White - British
31	A2 - White - Irish
75	A3 - White - Any other White background
7	B1 - Mixed - White and Black Caribbean
1	B2 - Mixed - White and Black African
2	B3 - Mixed - White and Asian
8	B4 - Mixed - Any other Mixed background
5	C1 - Asian/Asian British - Indian
6	C2 - Asian/Asian British - Pakistani
4	C3 - Asian/Asian British - Bangladeshi
4	C4 - Asian/Asian British - Any other Asian background
3	D1 - Black/Black British - Caribbean
1	D2 - Black/Black British - African
5	D3 - Black/Black British - Any other Black/ African / Caribbean background
157	Disclosure Declined
4	E1 - Chinese
9	E2 - Any Other Ethnic Group
28	Not Recorded
1	Unknown

Sex

No. clients	Gender
3241	Female
1995	Male
4	Unknown
5240	Total

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Language

Language & fluency	Fluent	Limited	None	Not Recorded	Partial	With Difficulty
Not Recorded				4,735		
English	438	24	11		10	13
Welsh	3	4	53			2
Makaton	2	6			3	
PECS		4			1	
British Sign Language	1	1			1	
French	3					
Other	2				1	
German	1				1	
Urdu	2					
Arabic	1					
Bengali	1					
Greek	1					
Number of clients	455	39	64	4,735	17	15

Religion

Number of clients	Religion
1805	Not Recorded
936	Church of England
654	Not Known
345	None
261	Church in Wales or Church of England
248	Christian
229	Church in Wales
190	Roman Catholic
126	Baptist
112	Methodist
86	Catholic

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Number of clients	Religion
31	Religion not given - disclosure refused
29	Protestant
21	Non Conformist
20	Jehovah's Witness
19	Presbyterian
19	Religion not recorded
18	Anglican
17	Atheist
13	Agnostic
12	Church of Scotland
11	United Reform Church
7	Buddhist
7	Orthodox Christian
5	Muslim
3	Hindu
3	Quaker
2	Mormon
2	Other Non Christian
2	Shi'ite Muslim
1	Christadelphian
1	Isma'ilis
1	Mixed Religion
1	Pentecostalist
1	Plymouth Brethren
1	Sufi Muslim
1	Sunni Muslim
5240	Total

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Nationality

Number of clients	Nationality
615	British
57	Welsh
3	Bangladeshi
3	Irish
2	Canadian
2	German
1	Australian
1	Chinese
1	Greek
1	Indian
1	Italian
1	Pakistani
1	Spanish
1	Swedish
690	Total

Disability

Number of clients	Current Main Category
3523	UA – Physical or Sensory Disability or Frailty
437	UA - Mental Health
361	UA - Learning Disability
309	UA - Dementia
105	ICS - Carer
93	Not Recorded
93	UA - Carer
80	UA - Other Vulnerable People
64	UA - Substance Misuse
10	UA - VA – Abuse or Neglect or Inappropriate Care

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Appendix 2

Employment Information

We have used information about staff in jobs on 31 March 2013. This information:

- comes from human resources and payroll systems;
- is about permanent, temporary and relief staff;
- does not include school staff (schools produce their own reports).

If people have more than one job, we include details for each job they do. This gives a more complete and accurate record. For example, if someone has two jobs, each in a different grade, their details appear under each grade.

Where there are less than ten people in a group, we do not include this information. We show this with an asterisk (*). We must do this under data protection law. Where we look at pay, we use average total pay based on the pay of a full time worker.

People employed

Age

Age Band in Years	Number	%
16 - 24	162	5.36
25 - 29	227	7.51
30 - 34	267	8.83
35 - 39	270	8.93
40 - 44	422	13.96
45- 49	477	15.77
50 - 54	483	15.97
55 - 59	383	12.67
60 - 64	251	8.3
65+	82	2.7
Total	3,024	100

About a third of the people we employ are between 45 and 54. This is about the same as last year.

We need to think about how we can employ more young people. About 5.4% of our staff are aged between 16 and 24 compared with 10.53%¹ living in the Vale of Glamorgan. This

¹ <https://statswales.wales.gov.uk/Catalogue /Census/2011/UsualResidentPopulation-by-FiveYearAgeBand-Gender>

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

would help us have a more similar range of ages in our work place to that in the local community.

You can see that we employ less people this year than last year. This is because we are working in partnership with other organisations to provide services. Parkwood Leisure runs our leisure centres and the National Trust runs Dyffryn Gardens. The jobs of these staff have moved from the Council to these organisations.

Gender

Gender	Number	%
Female	2069	68.42
Male	955	31.58
Total	3,024	100

About two thirds of the people we employ are female. It is typical for there to be more women than men working in a local authority. There is a higher percentage of men working for us this year than last year.

Race and ethnicity

Ethnic Background	Number	%
White	2476	81.88
Mixed or multiple ethnic groups	21	0.69
Asian or Asian British	29	0.96
Black/African/Caribbean/Black British	*	*
Not Disclosed/Recorded/Unknown	491	16.24
Total	3,024	100

The majority of people we employ, four-fifths, are white. This percentage has increased in the last year.

The proportion of staff from other ethnic groups is higher (1.88%) than last year. This is less than the proportion in the local community (2.8%)².

² <https://statswales.wales.gov.uk/Catalogue/EqualityandDiversity/Ethnicity/Ethnicity-by-Area-EthnicGroup>

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Disability

Disabled	Number	%
Yes	33	1.1
No or Prefer not to say	2,991	98.9
Total	3,024	100

We employ people with a disability in 33 of our jobs. This is 1.1% of the workforce. This is less than the 13.6%³ of people living in the Vale of Glamorgan who are of working age.

Maternity, paternity and adoption

We paid 90 employees for maternity, paternity or adoption leave between 1st April 2012 and 31st March 2013.

Men and women employed

Job and grade

To comply with the Data Protection Act, we have removed some grades and figures (*).

Employee Category	Job Grade	Female		Male		All Jobs	
		Number	%	Number	%	Number	%
Single Status	A	337	11.14	91	3.01	428	14.15
	B	36	1.19	47	1.56	83	2.75
	C	330	10.91	101	3.34	431	14.25
	D	353	11.67	103	3.41	456	15.08
	E	253	8.36	120	3.97	373	12.33
	F	161	5.32	106	3.51	267	8.83
	G	78	2.58	54	1.79	132	4.37
	H	74	2.45	92	3.04	166	5.49
	I	132	4.36	67	2.22	199	6.58
	J	50	1.66	37	1.22	87	2.88
	K	23	0.76	18	0.6	41	1.36
	Total	1827	60.4	836	27.67	2663	88.07
	Chief Officer	Total	16	0.53	27	0.89	43

³ <https://statswales.wales.gov.uk/Catalogue/Equality-andDiversity/Disability/DisabledPeopleOfWorkingAge-by-MainHealthProblem-LocalAuthority>

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Employee Category	Job Grade	Female		Male		All Jobs	
		Number	%	Number	%	Number	%
Craft	Total	0	0	16	0.53	16	0.53
Soulbury	Total	*	*	*	*	13	0.43
Teachers	Total	*	*	*	*	40	1.32
Youth and Community	Total	182	6.01	67	2.22	249	8.23
Total		2,069	68.42	955	31.58	3,024	100

We employ most people in jobs that belong to a pay system called 'Single Status'. Most of these jobs are in Grade D (15.08%). Last year, most jobs were in Grade C.

The next largest group jobs belong to the Youth and Community pay scale (8.23%).

We have reduced the number of people we employ in Chief Officer posts. There are now 43 Chief Officers compared with 49 last year.

Pay

Salary Band (£)	Female		Male		All Jobs	
	Number	%	Number	%	Number	%
0 -14,999	536	17.72	190	6.28	726	24
15,000 -19,999	845	27.94	318	10.52	1163	38.46
20,000 - 24,999	298	9.86	173	5.72	471	15.58
25,000 - 29,999	102	3.37	92	3.04	194	6.41
30,000 - 34,999	164	5.42	98	3.24	262	8.66
35,000 - 39,999	94	3.11	49	1.62	143	4.73
40,000 - 49,999	12	0.4	13	0.43	25	0.83
50,000+	18	0.6	22	0.73	40	1.33
Total	2069	68.42	955	31.58	3024	100

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

More than a third of people have basic pay of between £15,000 and £19,999. This is a little more than last year.

In August 2012, our male Chief Executive left. A female Managing Director and Head of Paid Service took his place.

In a similar way, the male Director of Learning and Development left the Council. A female Chief Officer for Learning and Skills took his place.

Contract type and working pattern

Contract Type or Working Pattern	Female		Male		All Jobs	
	Number	%	Number	%	Number	%
Relief	243	8.04	104	3.43	347	11.47
Full Time Permanent	596	19.71	613	20.27	1209	39.98
Full Time Temporary	75	2.48	61	2.02	136	4.5
Part Time Permanent	897	29.66	149	4.93	1046	34.59
Part Time Temporary	258	8.53	28	0.93	286	9.46
Total	2069	68.42	955	31.58	3024	100

A larger proportion of people are in permanent employment this year than last year, almost three quarters of our staff. There is also a larger proportion of people in part time jobs than last year (44.05%). This is common in a local authority. Fewer people work on a relief basis than last year.

People who have applied for jobs between 1st April 2012 and 31st March 2013

Age

Age Band in Years	Number of Applicants	% of Applicants
16 - 24	602	19.78
25 - 29	544	17.88
30 - 34	381	12.52
35 - 39	301	9.89
40 - 44	321	10.54
45 - 49	290	9.53
50 - 54	231	7.59

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Age Band in Years	Number of Applicants	% of Applicants
55 - 59	146	4.8
60 - 64	82	2.7
65+	19	0.63
Not recorded	126	4.14
Total	3043	100

Nearly a fifth of people applying for jobs were between 16 and 24. This is helpful as we would like to increase the proportion of young people working for the Council.

Gender

Gender	Number of Applicants	% of Applicants
Female	1897	62.34
Male	1106	36.35
Not Disclosed	40	1.31
Total	3043	100

Almost two thirds of people applying for jobs were female. This is less than the proportion of women who we employed on 31 March 2013.

Race and ethnicity

Ethnic Background	Number of Applicants	% of Applicants
White	2587	85.01
Mixed or multiple ethnic groups	24	0.79
Asian or / Asian British	59	1.94
Black/African/Caribbean/Black British	30	0.99
Not Disclosed/Recorded/Unknown	343	11.27
Total	3043	100

Over 85% of people who apply for jobs are White. This is a higher than the proportion of White people in jobs on 31st March 2013.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Disability

Disabled	Number of Applicants	% of Applicants
No or Prefer not to Say	2967	97.5
Yes	76	2.5
Total	3043	100

When applying for jobs, 2.5% of people said they had a disability. This is a little higher than the proportion of disabled people in jobs on 31st March 2013. It is similar to last year.

Maternity, paternity and adoption

We do not intend to report on this in the future. We feel that we may discourage people from applying for jobs by asking for this information.

Employees who have applied to change position between 1 April 2012 and 31 March 2013, identifying how many were successful and how many were not successful in their application

We are working towards gathering this information. We hope to report on it next year. We will not report on posts that are ring fenced or that are for redeployment.

Employees who have applied for training between 1 April 2012 and 31 March 2013

On the 1st April 2013, we put in place a new system to apply for training. People must provide their job number when they apply for training. We record this on a database. We link this with information on the human resource and payroll systems. We can then report on this by protected characteristic. This will only cover training that people apply for through our staff intranet.

Employees who attended training between 1 April 2012 and 31 March 2013

This information covers training organised by:

- Information and Communication Technology;
- Corporate Training and Development;
- Social Services; and
- Equalities.

These figures do not include staff who attended external training courses.

On the 1st April 2013, we put in place a new system to apply for training. People must provide their job number when they apply for training. We record this on a database. We link this with information on the human resource and payroll systems. We can then report on this by protected characteristic. This will only cover training that people apply for through our staff intranet.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Age

Age Range in Years	Number	%
16 - 24	61	5.67
25 - 29	88	8.19
30 - 34	94	8.74
35 - 39	111	10.33
40 - 44	162	15.07
45 - 49	164	15.25
50 - 54	181	16.84
55 - 59	114	10.6
60 - 64	70	6.51
Age 65+	24	2.23
Not Disclosed	*	*
Total	1075	100

About third of people who attended training were between the 45 and 54. This mirrors the general age profile of our workforce. Over the next year, we will promote training more. This is in action in our Training and Development Strategy.

Gender

Gender	Number	%
Male	296	27.53
Female	779	72.47
Total	1075	100

Over 70% of employees who received training were female. This is a lower proportion than last year, but remains higher than the proportion of females in the workforce as a whole.

Race and ethnicity

Ethnic Background	Number	%
White	544	50.6
Non-White	26	2.42
Not Disclosed / Recorded / Unknown	505	46.98
Total	1075	100

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

The proportion of people from minority ethnic backgrounds who received training was higher than the proportion employed by the Council.

Disability

To comply with the Data Protection Act, we are unable to disclose this information.

Maternity, paternity and adoption

Due to changes in the data we must collect, we have to develop new reports. We will be able to collect information from June 2013 and report on this next year.

Employees involved in grievance procedures as a complainant between 1 April 2012 and 31 March 2013

To comply with the Data Protection Act, we are unable to disclose this information. The number of employees was too small.

Employees involved in grievance procedures as a person against whom a complaint was made between 1 April 2012 and 31 March 2013

We have not been collecting information on this for each of the protected characteristics. We have put in place new systems to collect it from 1st April 2013. We will publish this in our next annual equality report.

Employees subject to disciplinary procedures between 1 April 2012 and 31 March 2013

To comply with the Data Protection Act, we are unable to disclose this information. The number of employees was too small.

Employees who have left the council's employment between 1 April 2012 and 31 March 2013

All Jobs		
Reason for Leaving	Number	%
Dismissal	30	5.25
Retirement	45	7.88
Resignation	220	38.53
Redundancy	20	3.5
Other	256	44.84
Total	571	100

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Most people choose 'other' as the reason for leaving, nearly half of all leavers. This includes 210 staff who transferred to work for one of our partners. Our partners are Parkwood Leisure, which manages leisure centres, and the National Trust, which manages Dyffryn Gardens.

Age

To comply with the Data Protection Act, we have removed some information (*).

Reason for Leaving	Age Group Number (N) and Percentage (%)																			
	16-24		25-29		30-34		35-39		40-44		45-49		50-54		55-59		60-64		65+	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Dismissal	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Retirement	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	24	4	17	3
Resignation	36	6	38	7	27	5	14	2	20	4	24	4	21	4	20	4	14	2	*	*
Redundancy	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Other	61	11	35	6	26	5	20	4	16	3	29	5	24	4	20	4	15	3	10	2
Total	105	18	80	14	54	9	36	6	38	7	60	11	48	8	48	8	65	11	37	6

Most people leaving jobs were between 16 and 24, nearly a fifth. We want to keep more young people working for us. This will help to have an age distribution similar to that of the people in the local community.

Gender

To comply with the Data Protection Act, we have removed some information (*).

Reason for Leaving	Female		Male	
	Number	%	Number	%
Dismissal	19	3.32	11	1.92
Retirement	31	5.43	14	2.45
Resignation	164	28.72	56	9.81
Redundancy	*	*	11	1.92
Other	142	24.87	114	19.96
Total	365	63.92	206	36.08

Most women chose the 'resignation' category to explain why they were leaving, nearly a third of leavers. Most men chose the 'other' category to explain why they were leaving, nearly a fifth of leavers.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

64 % of leavers were female; this is lower than the percentage of female leavers last year.
36% of leavers were male; this is higher than the percentage of make leavers last year.

Race and ethnicity

To comply with the Data Protection Act, we have removed some information (*).

Reason for Leaving	Ethnic Background					
	Not Disclosed	% Not Disclosed	Non-White	% Non-White	White	% White
Dismissal	*	*	*	*	21	3.68
Retirement	*	*	*	*	44	7.71
Resignation	69	12.08	*	*	147	25.74
Redundancy	*	*	*	*	19	3.33
Other	71	12.43	*	*	178	31.17
Total	150	26.27	12	2.10	409	71.63

Most people who left jobs were White (71.63%).

Disability

No person leaving a job was recorded as disabled.

Maternity, paternity and adoption

To comply with the Data Protection Act, we are unable to disclose this information. The number of people was too small.

Differences in salary

Age

Age Range (years)	Total (£)
16 - 24	15,724
25 - 29	18,972
30 - 34	21,338
35 - 39	21,020
40 - 44	20,723
45- 49	21,137

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Age Range (years)	Total (£)
50 - 54	20,738
55 - 59	22,505
60 - 64	20,347
65+	18,288

Gender

Gender	Total (£)
Female	19,856
Male	22,221

Race and ethnicity

To comply with the Data Protection Act, we have removed some information (*).

Ethnic Background	Total (£)
White	20,901
Mixed or Multiple Ethnic Groups	19,040
Asian or Asian British	19,243
Black / African / Caribbean / Black British	*
Unknown / Not Disclosed / Not Recorded	19,168

Average pay has increased for both men and women since last year. Average pay is still higher for a man than a woman (£22,198 compared to £19,856). We continue to develop action plans to close this pay gap.

Disability

Disabled	Total (£)
Yes	23,048
No / Prefer not to say	20,579

The average pay for people with a disability is £23,048.

Maternity, paternity and adoption

Please refer to the gender information.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Employment Action Plan

Action	By Whom	Timescale	Comments
Develop a workforce plan with actions to reduce the gender pay gap.	Head of Human Resources	2 April 2012 - 31 December 2013	Completed. We have put three actions in the workforce plan. In time, we hope this will lead to the make up of our workforce being similar to that of the local community.
Plan how to deal with occupational segregation and the gender pay gap by March 2015. Report on progress every year.	Head of Human Resources	1 January 2014 - 31 December 2015	Ongoing. We have a plan in place. This relates to one of the actions in the workforce plan. We monitor the gender pay difference every three months.
Find out what equality training councillors, managers and staff need. Put in place training to meet those needs.	Corporate Equality Officer	2 April 2012 - 30 June 2014	Completed. We surveyed managers about the training needs of their teams. We used the information to plan our training programme. We have talked to managers to work out the best way of providing this training.
Provide training to help staff understand the needs of protected groups. This should include training on dealing with reports of harassment.	Corporate Equality Officer	2 April 2012 - 30 June 2014	Ongoing. We have been providing equality training. Our priority has been to help staff know about what equality law says. We have also provided training to help staff understand hate crime. We will follow this with training to help staff understand the needs of particular protected groups.
Put in place a process to assess if the training has been successful.	Corporate Equality Officer	2 April 2012 - 30 June 2014	Ongoing. We assess the training as it takes place. We will review this process from time to time.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Action	By Whom	Timescale	Comments
Improve ways of: <ul style="list-style-type: none"> • collecting data on the protected characteristics of staff; • storing that information; and • reporting on it. 	Head of Human Resources	2 April 2012 - 31 March 2014	Ongoing. We are developing and testing new reports. We asked staff about their protected characteristics in a survey in the summer of 2013. We have limited who can see this data. We have a new form in place to collect information on job applicants and training in the future.
Think about what we need to do when we have studied the protected characteristics of staff.	Head of Human Resources	2 April 2012 - 30 September 2013 (and then once a year)	Completed. We used staff data to update our actions. We looked at staff data for 2012 – 2013 to do this.
Think about ways to encourage a wider range of people to work in the Council.	Head of Human Resources	2 April 2012 – 31 December 2013	Ongoing. We have spoken to other councils to find out how they encourage a wide range of people to work for them. We have thought about how we might talk to groups of people who are less likely to work for us. We will think about 'positive action' to support groups of people who apply for jobs less often.
Plan how to attract and keep people leaving education so that the proportion employed is similar to that in the local community.	Head of Human Resources	2 April 2012 - 30 September 2014	Ongoing. We have actions in the workforce plan to deal with this issue. We work with Cardiff and Vale College to promote the Foundation Modern Apprenticeship Scheme and work experience placements. We take part in apprentice schemes. We give school children work experience in many professions. We have a professional apprenticeship scheme and will run this again in 2014/2015. We have a mentoring scheme.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Action	By Whom	Timescale	Comments
Launch a Council wide professional apprentice scheme.	Head of Human Resources	2 April 2012 - 30 September 2016	Ongoing. We have an action in our workforce plan to do this. We will recruit 10 professional apprentices across the Council. We will launch the scheme after March 2014.
Look at employment information about men and women by full time equivalent as well as head count. Report on it.	Head of Human Resources	1 April 2014- 31 March 2015	This work will start in April 2014.
Promote training. Make it easier to apply for training. This is in line with our Training and Development Strategy.	Head of Human Resources	1 April 2014- 31 March 2015	This work will start in April 2014.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Appendix 3

Equalities Monitoring in Service Delivery



So what's this all about?

The Equality Act 2010 brought together and replaced the previous anti-discrimination laws with a single Act.

The Act requires the council to have due regard to the need to:

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

These three requirements are collectively referred to as the general duty.

Having due regard means:

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

The general duty covers the following protected characteristics:

- age
- gender reassignment
- sex
- disability
- pregnancy and maternity
- sexual orientation

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

- race – including ethnic or national origin, colour or nationality
- religion or belief – including lack of belief

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

In order that public authorities may meet the requirements of the general duty the Welsh Government has instituted specific duties that Welsh listed bodies must undertake. The Equalities and Human Rights Commission has subsequently published guidance on these specific duties which includes guidance on relevant equality information.

The specific duties require us to have due regard to relevant information at certain points, namely:

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

The desired outcome is that we have the best information to enable us to produce evidence-based policies, set meaningful objectives and carry out fully informed impact assessments.

Publishing this information helps to make policy development more transparent and to explain how and why decisions are made. This will be particularly useful when making difficult resource decisions.

Those consulted on our Strategic Equality Plan felt that gathering effective monitoring data was essential to identifying discrimination. They emphasised that it must be clear from the outset why we are collecting data, what it will be used for, and that the same process/categories must be used across all services.

This guidance does not apply to employment, pay, and training data, which is subject to separate guidance.

So what do I have to do?

You need to identify relevant equality information in your service area. As part of this process you will need to assess how your work and activities may help in fulfilling the three aims of the general duty. You are also required to publish your reasons for not collecting relevant information that you have identified, but do not hold i.e. any gaps in data.

Vale of Glamorgan Council's Annual Equality Monitoring Report

1 April 2012 – 31 March 2013

Useful evidence may include quantitative research and statistics e.g. Census and surveys; qualitative research e.g. focus groups; administrative data; service user monitoring information; workforce monitoring information; service user feedback and complaints, e.g. satisfaction surveys; information on those who are not using services as well as those who are.

Whatever sources and methods are deemed suitable for collecting equalities data it will be imperative that a consistent approach is adopted throughout the council. The council's equality team have prepared the attached data monitoring sheet as a template for gathering equalities data when surveys are undertaken. This is modelled on the 2011 National Census categories, good practice guidelines and on advice from the Welsh Local Government Association and the Equality and Human Rights Commission. This will enable comparisons to be made between those who are using our services and the local population, and assist in identifying where gaps in service uptake exist.

Questionnaires or surveys should be accompanied with information about how the data will be stored, how it will be used and who can access it. If information can be linked to an individual it may only be stored with their written permission, which may be given on a monitoring form. Further information on data protection can be found on the Information Commissioner's Office's website:

http://www.ico.gov.uk/for_organisations/data_protection.aspx

The Data Protection Act will override any issues that arise in terms of collecting and processing equality data. The Data Protection Act defines certain data as "sensitive personal data" which is subject to further regulation and which can only be processed under certain circumstances. Personal data becomes sensitive if it includes any of the following types of information about an identifiable, living individual: racial or ethnic origin; political opinions; religious beliefs; trade union membership; physical or mental health; sexual life; commission of offences or alleged offences.

Clearly much of the protected characteristic data will be classed as sensitive personal data. Confidentiality will be key so that personal information will not be unnecessarily disclosed under any circumstances and will only be processed on a need-to-know basis. You will need to ensure that safeguards are in place to prevent the inadvertent disclosure of personal information, for example by publishing data from a small group of subjects.

Relevant national reports may also be useful. Sources include the Office for National Statistics, including the Census and the Labour Force Survey; Welsh Government statistics and data; Equality and Human Rights Commission, including the Triennial Review: How fair is Britain, 'How fair is Wales?' and 'An Anatomy of Economic inequality in Wales'; and third sector organisations, many of which hold useful information on protected groups.

You may also find it useful to pool information with other public authorities by sector or area (for example, within Local Service Boards).

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Isn't this just more paperwork?

The public should only be asked for data where it is useful to the council, and this should not interfere with their desire to simply use the service. For example, someone who visits a leisure centre during their lunch period would not want to spend ten minutes completing an equality monitoring form. However, they may be happy to take a user satisfaction survey (with monitoring categories included) away with them and return it at a later stage. Relating the survey to protected characteristics could then provide useful information not only in terms of who is using the service but whether it is catering for their specific needs e.g. in terms of disability access. Always respect the individual's right to privacy and their right not to disclose information. The individual should also be able to provide their details in private so only offer to assist when requested.

It is important to ensure that when people are asked to provide monitoring details they can be given the reason why the data is being collected; that is, how the data will be used by the council to improve service delivery by ensuring that our services are accessible and delivered fairly to all sections of the community.

Some people may feel uncomfortable in disclosing certain details such as their sexuality or religious beliefs. It is essential that supporting advice is readily at hand for all employees who have the responsibility of requesting data. The equalities team recommends providing copies of Stonewall's 'What's it got to do with me?' leaflet with monitoring forms. These can be obtained from the team or ordered direct from Stonewall. Managers should also seek to provide relevant training to staff with this responsibility. All monitoring forms should include the option of 'prefer not to say'. Relevant employees must be aware that people cannot be compelled to disclose their personal information.

What do I do with all the data?

Data will be used to:

- understand the effect of policies, practices and decisions on people with different protected characteristics and to plan more effectively;
- identify where there is a risk of discrimination and identify action to remedy this;
- identify key equality issues for the organisation;
- identify whether services are reaching all sections of the community;
- develop equality objectives and measure progress;
- make practices more transparent and help to explain how and why decisions are taken;
- demonstrate to the public the authority's equality achievements;

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

- demonstrate to public sector regulators and inspectorates that the Council is monitoring its performance;
- benchmark performance against similar organisations nationally or locally.

You'll need to provide your data and analysis to the equalities team on the attached pro forma, together with details of any gaps in data and what you intend to do to address those gaps.

The specific duties require us to publish relevant information we hold and which we consider appropriate to publish. When publishing the assessments of impact on protected groups (equality impact assessments), there is a requirement to publish a summary of the information used.

We intend to publish all the equality information on the Council's website, where it is easily accessible for both internal and external use.

Plan for the future

You will need to think of the data you are currently collecting and how it can be gathered to comply with the corporate standards around the protected characteristic categories (as detailed on the attached monitoring form).

Think about what information you are trying to obtain, for example seeking to compare people who are using a service against those who are not using the service. Consider how you are going to get the information, for example by a survey of service users by questionnaire. When do you require the information? Who will conduct the analysis of the information and report it to the equalities team for inclusion in the Annual Equality Report?

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013



Equalities Monitoring: Data and Analysis for 2012-2013

1. Department & Service Area

2. Function

3. Please detail the source of your relevant equalities monitoring information for 2012-2013.

4. Please indicate the protected characteristics that were monitored in 2012-2013.

- | | |
|-------------------------|--------------------------|
| Age | <input type="checkbox"/> |
| Sex | <input type="checkbox"/> |
| Race: ethnic group | <input type="checkbox"/> |
| Race: national Identity | <input type="checkbox"/> |
| Disability | <input type="checkbox"/> |
| Sexual Orientation | <input type="checkbox"/> |
| Religion/belief | <input type="checkbox"/> |
| Gender reassignment | <input type="checkbox"/> |
| Pregnancy/maternity | <input type="checkbox"/> |
| Welsh Language | <input type="checkbox"/> |

5. Please indicate the frequency of collection, how often the data is updated, and whether the data being provided is for the period of 1st April 2012 to 31st March 2013, or 'as of' the specific date of 31st march 2013.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

11. Where there are protected characteristics which have not been monitored, will you collect these in future? If not, please identify why?

12. Please give details of any improvements that could be made in relation to the collection of Equalities Monitoring data within your service area.

You must attach a copy of your data from 1st April 2012 – 31st March 2013 and return it together with this form to:

Equalities, Managing Director's Office, Civic Offices.

Thank you for taking the time to complete this form.

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Equality Monitoring Form - Employment

Appendix 4

Gender and Gender Identity	
What is your gender?	<input type="checkbox"/> Female
	<input type="checkbox"/> Male
At birth were you described as?	<input type="checkbox"/> Female
	<input type="checkbox"/> Male
	<input type="checkbox"/> Intersex
	<input type="checkbox"/> Prefer not to say
Disability	
Are your day-to-day activities limited because of a physical or mental health condition, illness or disability which has lasted, or is expected to last 12 months or more?	<input type="checkbox"/> Yes – limited a lot
	<input type="checkbox"/> Yes – limited a little
	<input type="checkbox"/> No
	<input type="checkbox"/> Prefer not to say
Age	
What is your date of birth?:	
National Identity	
National Identity – how would you describe your national identity?	
<input type="checkbox"/> Welsh	<input type="checkbox"/> English
<input type="checkbox"/> Scottish	<input type="checkbox"/> Northern Irish
<input type="checkbox"/> British	<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> Prefer not to say	
Ethnic Group	
Ethnicity – how would you describe your ethnic group?	
White	
<input type="checkbox"/> Welsh/English/Scottish/Northern Irish/British	<input type="checkbox"/> Irish
<input type="checkbox"/> Gypsy or Irish Traveller	<input type="checkbox"/> Any other white background (please specify):
Mixed/multiple ethnic groups	
<input type="checkbox"/> White and Black Caribbean	<input type="checkbox"/> White and Black African
<input type="checkbox"/> White and Asian	<input type="checkbox"/> Any other Mixed/multiple ethnic background (please specify):
Asian/Asian British	
<input type="checkbox"/> Indian	<input type="checkbox"/> Pakistani
<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Chinese
<input type="checkbox"/> Any other Asian background (please specify):	
Black/African/Caribbean/Black British	
<input type="checkbox"/> African	<input type="checkbox"/> Caribbean
<input type="checkbox"/> Any other Black/African/Caribbean background (please specify):	
Other ethnic group	
<input type="checkbox"/> Arab	
<input type="checkbox"/> Any other ethnic group (please specify):	
<input type="checkbox"/> Prefer not to say	

Vale of Glamorgan Council's Annual Equality Monitoring Report 1 April 2012 – 31 March 2013

Welsh Language				
Please describe your Welsh language ability by ticking the relevant box(es) below.				
	Understand	Speak	Read	Write
None	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Basic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fluent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sexual Identity

Which of the following options best describes how you think of yourself?

<input type="checkbox"/> Heterosexual/straight	<input type="checkbox"/> Gay or lesbian	<input type="checkbox"/> Bisexual
<input type="checkbox"/> Other	<input type="checkbox"/> Prefer not to say	

Religion

What is your religion?

<input type="checkbox"/> No religion	<input type="checkbox"/> Christian (all denominations)	<input type="checkbox"/> Buddhist
<input type="checkbox"/> Hindu	<input type="checkbox"/> Jewish	<input type="checkbox"/> Muslim
<input type="checkbox"/> Any other religion (please specify):	<input type="checkbox"/> Prefer not to say	

Pregnancy and Maternity

Are you currently pregnant or have you been pregnant within the last year?	<input type="checkbox"/> Yes
	<input type="checkbox"/> No
	<input type="checkbox"/> Prefer not to say
Have you taken maternity leave within the past year?	<input type="checkbox"/> Yes
	<input type="checkbox"/> No
	<input type="checkbox"/> Prefer not to say

Marriage and Civil Partnership

What is your legal marital or same sex civil partnership status?	<input type="checkbox"/> Single, that is never married and never registered in a same sex civil partnership
	<input type="checkbox"/> Married and living with husband/wife
	<input type="checkbox"/> Separated but still legally married
	<input type="checkbox"/> Divorced
	<input type="checkbox"/> Widowed
	<input type="checkbox"/> In a registered same-sex civil partnership and living with your partner
	<input type="checkbox"/> Separated, but still legally in a same-sex civil partnership
	<input type="checkbox"/> Formerly in a same-sex civil partnership which is now legally dissolved
	<input type="checkbox"/> Surviving partner from a same-sex civil partnership
	<input type="checkbox"/> Prefer not to say